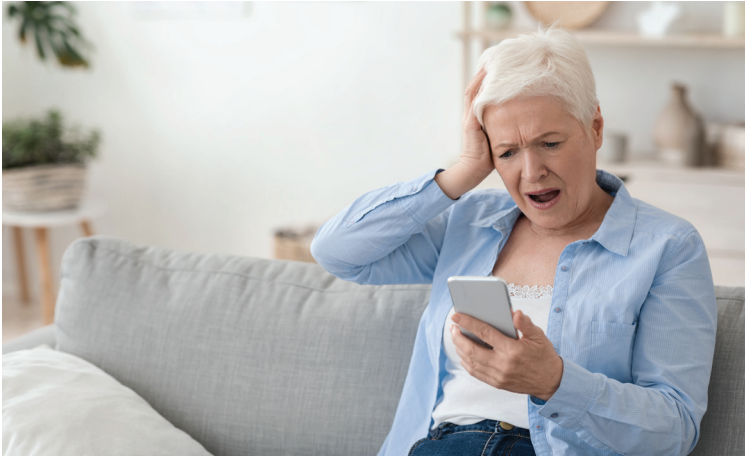




THWARTING THE THIEVES IS A NEVER-ENDING BATTLE



If you ever believe you are the victim of a scam related to your utility service, report it to the police and call us as well so we are aware of any effort by crooks to steal from our customers. Here are some things to watch out for that are clear signals someone is trying to rip you off.

- Asking for your debit card or credit card information. *LG&E will never do that.* If you receive such a call from someone claiming to be from LG&E, report it.
- Asking you to make a payment with a prepaid debit/gift card or a payment app. *LG&E will not do that.* If you receive such a request from someone claiming to be from LG&E, report it.

- Telling you your service will be cut off if you do not make an immediate payment. *We never do that.* If someone claiming to be from LG&E makes such a threat, report it. We will work with you to find an option to continue your service if you are having trouble paying your bill.

Bottom line: If you ever receive a suspicious call, text or email claiming to come from us, check your account status before providing any information or making a payment.

- Use our mobile app to access your account. Download the app using the QR codes on this newsletter or visit the App Store or Google Play.
- Sign in to your online account at my.lge-ku.com. (If you don't already have an online account, it only takes a couple of minutes to create one.)
- Call **502-589-1444** (call **800-331-7370** outside Louisville) and press 1-2-1.

LG&E is one of the more than 130 members of Utilities United Against Scams, which is dedicated to helping customers avoid the tricks scammers use.

Visit lge-ku.com/safety/scams to learn more.

LET'S GIVE A SHOUT-OUT TO THOSE WORKERS WHO KEEP THE NATURAL GAS FLOWING



Friday, March 18, is national Natural Gas Utility Workers' Day. It is a time set aside to recognize the thousands of dedicated workers who reliably and safely deliver natural gas to homes and businesses all across America. Their commitment and expertise provide a vital energy source to tens of millions of customers, including more than 330,000 LG&E natural gas customers.

The date of March 18 commemorates a natural gas explosion at a school in New London, Texas, in 1937. That tragic incident led to an increased emphasis on safety, including adding an odorant to natural gas – mercaptan – to help make it easier to detect a leak, since natural gas is odorless and colorless. Mercaptan smells like rotten eggs, alerting property owners to a possible leak and helping them avoid any potential danger.

If you are a natural gas customer and smell rotten eggs (or hear a hissing/whistling sound or see dying vegetation near your gas line), leave the area immediately and then call LG&E at **502-589-1444** (call **800-331-7370** outside Louisville) and press 1-1-1. You should also call 911 to report a possible natural gas leak.

Visit lge-ku.com/safety/gas to learn more.

THE 411 ON AMI

Did you know? The "I" in AMI stands for "infrastructure" which refers to a network of information technology software and hardware including routers, collectors, antennas and more to support advanced meters. We are gearing up for full deployment of advanced meters and putting all the pieces together. Visit lge-ku.com/ami to learn more.



BATHE IN THE KNOWLEDGE OF HOT WATER SAFETY



Hot water is an absolute necessity. We need it for washing our hands, doing the laundry and washing dishes, just to name a few everyday activities. And a nice hot shower or bath can be very relaxing. But there can be a downside ... water that gets too hot is dangerous. Overdo it and you can get seriously burned. Here are some tips to help you enjoy hot water and its benefits safely.

- **120 is the magic number** – Do not set your water heater above 120 degrees Fahrenheit (be sure to check the temperature on your water heater). It only takes 2–3 seconds for a child to be scalded at a temperature of no more than 125 degrees. Consider fitting faucets and showerheads with an anti-scald device to prevent the water temperature from rising above 120 degrees. Bonus benefit: a lower water temperature will help you save on your monthly utility bill.
- **How to turn on and off** – Cold water should always be turned on before hot water, and hot water should always be turned off before cold water.
- **Know your knobs** – Are the faucets labeled correctly? Make sure they are what they say they are: Hot is hot, and cold is cold.

Visit lge-ku.com to learn about more ways to stay safe.

HERE'S INFORMATION ABOUT ADDING ANOTHER PERSON AS A JOINT ACCOUNT HOLDER

LG&E recently amended its tariffs to include provisions memorializing its practices with regard to joint ownership of accounts. When starting, stopping or moving service, or at any time after that, the primary account holder may authorize additional parties who also reside at the residence as joint account holders. Each additional person or "joint account holder" is fully authorized to conduct business on the account and is fully financially responsible for the account.

The primary account holder may also authorize a contact person who is not a joint account holder. A contact person has limited authority to conduct business on the account and is not financially responsible for the account.

- **Net Metering** – If the account includes net metering service, any unused excess billing period credits will continue as long as at least one joint account holder remains at the premises. Refer to LG&E's net metering tariff at lge-ku.com/tariffs for additional information.
- **Solar Share Program** – If the account holder is enrolled in the LG&E Solar Share program, any unused Solar Energy Credit value will continue as long as at least one joint account holder remains in the program. See LG&E's Solar Share tariff via the link above.

Visit lge-ku.com and choose the Billing & Payment or Start, Stop or Move service menu options for more information on how to add a joint account holder.

LANDLORDS: LET US HELP LIGHTEN THE LOAD



If you're a landlord, we know managing your properties presents unique challenges, not the least of which is keeping tabs on your utilities. LG&E offers tools to help make things easier as you manage multiple meters at multiple locations. The first step – if you haven't done it already – is to create an online

account at my.lge-ku.com to register your properties. You can also sign up for paperless billing.

When you sign in to your account, clicking on the Landlord/Property Mgrs. tab will show you a list of the Landlord Agreements you have with us. From there you can easily perform some basic tasks, along with a variety of options to help you better manage those accounts.

- Adding or removing an account
- Changing, adding or removing addresses

Also, when your Landlord Agreement is up for renewal, simply click "Yes" or "No."

Go to lge-ku.com/business/landlords to watch videos and learn more about our Landlord Agreement and other features available to property managers and landlords.

LG&E Contact Information



Online – My Account
lge-ku.com

Residential Service Center
502-589-1444
(Call 800-331-7370 outside Louisville)
Self-service anytime day or night
Reps available Monday–Friday
7 a.m.–7 p.m. (Eastern Time)

For Hearing- or Speech-Impaired
Dial 711

Business Service Center
502-627-3313
(Call 800-331-7370 outside Louisville)
Monday–Friday
8 a.m.–6 p.m. (Eastern Time)

Business Office
701 South Ninth Street
Monday–Friday
9 a.m.–5 p.m. (Eastern Time)

811 – Locate Service
Dial 811 or go to kentucky811.org

Visit our website:
lge-ku.com

Find Us on Social Media:



**Download our
mobile app**

