Customer Commitment Advisory Forum

March 29, 2023

10:00-11:00 a.m.
Zoom

AGENDA

I.	Welcome	Gus Thomas
II.	Community Action Kentucky ➢ LIHEAP – Subsidy & Crisis programs ➢ HEA ➢ LIHWAP – Water	Troy Roberts
III.	Louisville Metro	Joshua Swetnam
IV.	WeCare Update	Brian Springfield
V.	AMI Update	Wendy Wagoner
VI.	Business Offices	Lora Aria
VII.	Announcements	Group

Vision

The LG&E and KU Customer Commitment Advisory Forum will provide a forum for discussion between LG&E and KU and its low income advocate stakeholders.

The purpose of the Advisory Forum is to elevate our collaboration, provide a venue for open discussion, and broaden general understanding of the issues facing the communities we serve. Our aim for the Advisory Forum is to promote open, meaningful dialogue among LG&E/KU, customer advocates, and other stakeholders and to ultimately provide guidance to LG&E/KU regarding policies and practices that relate to the provision of electric and/or gas service to customers in need and their families.

Customer Commitment Advisory Forum
June 28, 2023

10:00-11:00 a.m.
Zoom

AGENDA

I.	Welcome	Gus Thomas
II.	Community Action Kentucky ➢ LIHEAP – Subsidy & Crisis programs ➢ HEA ➢ LIHWAP – Water	Roger McCann
III.	WeCare Update	Brian Springfield
IV.	AMI Update	Elizabeth Siebert
V.	Business Offices	Lora Aria
VI.	Announcements	Group

Vision

The LG&E and KU Customer Commitment Advisory Forum will provide a forum for discussion between LG&E and KU and its low income advocate stakeholders.

The purpose of the Advisory Forum is to elevate our collaboration, provide a venue for open discussion, and broaden general understanding of the issues facing the communities we serve. Our aim for the Advisory Forum is to promote open, meaningful dialogue among LG&E/KU, customer advocates, and other stakeholders and to ultimately provide guidance to LG&E/KU regarding policies and practices that relate to the provision of electric and/or gas service to customers in need and their families.

Customer Commitment Advisory Forum
September 27, 2023

10:00-11:00 a.m.
Zoom

AGENDA

I.	Welcome	Gus Thomas
II.	Community Action Kentucky ➢ LIHEAP – Subsidy & Crisis programs ➢ HEA ➢ LIHWAP – Water	Roger McCann
III.	WeCare Update	Brian Springfield
IV.	AMI Update	Elizabeth Siebert
V.	Business Offices	Lora Aria
VI.	Announcements	Group

Vision

The LG&E and KU Customer Commitment Advisory Forum will provide a forum for discussion between LG&E and KU and its low income advocate stakeholders.

The purpose of the Advisory Forum is to elevate our collaboration, provide a venue for open discussion, and broaden general understanding of the issues facing the communities we serve. Our aim for the Advisory Forum is to promote open, meaningful dialogue among LG&E/KU, customer advocates, and other stakeholders and to ultimately provide guidance to LG&E/KU regarding policies and practices that relate to the provision of electric and/or gas service to customers in need and their families.

Customer Commitment Advisory Forum
December 13, 2023

10:00-11:00 a.m.
Zoom

AGENDA

I.	Welcome	Gus Thomas
II.	Community Action Kentucky ➢ LIHEAP – Subsidy & Crisis programs ➢ HEA ➢ LIHWAP – Water	Troy Roberts
III.	Louisville Metro	Laura Grabowski
IV.	Mayor's Office of Sustainability	Sumedha Rao
V.	WeCare Update	Brian Springfield
VI.	EE & DR Programs	Lisa Keels
VII.	Business Offices	Lora Aria
VII.	Announcements	Group

Vision

The LG&E and KU Customer Commitment Advisory Forum will provide a forum for discussion between LG&E and KU and its low income advocate stakeholders.

The purpose of the Advisory Forum is to elevate our collaboration, provide a venue for open discussion, and broaden general understanding of the issues facing the communities we serve. Our aim for the Advisory Forum is to promote open, meaningful dialogue among LG&E/KU, customer advocates, and other stakeholders and to ultimately provide guidance to LG&E/KU regarding policies and practices that relate to the provision of electric and/or gas service to customers in need and their families.

Customer Commitment Advisory Forum

March 27, 2024

10:00-11:00 a.m.
Zoom

AGENDA

I.	Welcome	Gus Thomas
II.	Community Action Kentucky ➢ LIHEAP – Subsidy & Crisis programs ➢ HEA ➢ LIHWAP – Water	Troy Roberts
III.	Louisville Metro	Joshua Swetnam Patricia Williams
IV.	WeCare Update	Brian Springfield
V.	AMI Update	Jean Ann Pfisterer
VI.	Business Offices	Lora Aria
VII.	Announcements	Group

Vision

The LG&E and KU Customer Commitment Advisory Forum will provide a forum for discussion between LG&E and KU and its low income advocate stakeholders.

The purpose of the Advisory Forum is to elevate our collaboration, provide a venue for open discussion, and broaden general understanding of the issues facing the communities we serve. Our aim for the Advisory Forum is to promote open, meaningful dialogue among LG&E/KU, customer advocates, and other stakeholders and to ultimately provide guidance to LG&E/KU regarding policies and practices that relate to the provision of electric and/or gas service to customers in need and their families.

Customer Commitment Advisory Forum

May 22, 2024

10:00-11:00 a.m.
Zoom

AGENDA

I.	Welcome	Gus Thomas
II.	Business Offices	Lora Aria
III.	AMI Update	Jean Ann Pfisterer
IV.	Announcements	Group

Vision

The LG&E and KU Customer Commitment Advisory Forum will provide a forum for discussion between LG&E and KU and its low income advocate stakeholders.

The purpose of the Advisory Forum is to elevate our collaboration, provide a venue for open discussion, and broaden general understanding of the issues facing the communities we serve. Our aim for the Advisory Forum is to promote open, meaningful dialogue among LG&E/KU, customer advocates, and other stakeholders and to ultimately provide guidance to LG&E/KU regarding policies and practices that relate to the provision of electric and/or gas service to customers in need and their families.

Customer Commitment Advisory Forum

September 25, 2024

10:00-11:00 am
Zoom

AGENDA

I.	Welcome	Gus Thomas
II.	Community Action Kentucky ➢ LIHEAP – Subsidy & Crisis programs ➢ HEA ➢ LIHWAP – Water	Rick Baker
III.	Louisville Metro Update	Joshua Swetnam
IV.	WeCare Update	Lana Isaacson Kimberly Joseph
V.	AMI	Elizabeth Cherry
VI.	Announcements	Group

Vision

The LG&E and KU Customer Commitment Advisory Forum will provide a forum for discussion between LG&E and KU and its low income advocate stakeholders.

The purpose of the Advisory Forum is to elevate our collaboration, provide a venue for open discussion, and broaden general understanding of the issues facing the communities we serve. Our aim for the Advisory Forum is to promote open, meaningful dialogue among LG&E/KU, customer advocates, and other stakeholders and to ultimately provide guidance to LG&E/KU regarding policies and practices that relate to the provision of electric and/or gas service to customers in need and their families.

Customer Commitment Advisory Forum

December 11, 2024

10:00-11:00 am
Zoom

AGENDA

I.	Welcome	Julie Stethen
II.	Community Action Kentucky ➢ LIHEAP – Subsidy & Crisis programs ➢ HEA ➢ LIHWAP – Water	Rick Baker
III.	WeCare Update	Kimberly Joseph
IV.	AMI	Jean Ann Pfisterer
V.	Announcements	Group

Vision

The LG&E and KU Customer Commitment Advisory Forum will provide a forum for discussion between LG&E and KU and its low income advocate stakeholders.

The purpose of the Advisory Forum is to elevate our collaboration, provide a venue for open discussion, and broaden general understanding of the issues facing the communities we serve. Our aim for the Advisory Forum is to promote open, meaningful dialogue among LG&E/KU, customer advocates, and other stakeholders and to ultimately provide guidance to LG&E/KU regarding policies and practices that relate to the provision of electric and/or gas service to customers in need and their families.

Customer Commitment Advisory Forum

March 26, 2025

10:00-11:00 am
Zoom

AGENDA

I.	Welcome	Gus Thomas
II.	Community Action Kentucky ➢ LIHEAP – Subsidy & Crisis programs ➢ HEA ➢ LIHWAP – Water	Rick Baker
III.	WeCare Update	Lana Isaacson
IV.	Announcements	Group

Vision

The LG&E and KU Customer Commitment Advisory Forum will provide a forum for discussion between LG&E and KU and its low income advocate stakeholders.

The purpose of the Advisory Forum is to elevate our collaboration, provide a venue for open discussion, and broaden general understanding of the issues facing the communities we serve. Our aim for the Advisory Forum is to promote open, meaningful dialogue among LG&E/KU, customer advocates, and other stakeholders and to ultimately provide guidance to LG&E/KU regarding policies and practices that relate to the provision of electric and/or gas service to customers in need and their families.

Customer Commitment Advisory Forum

June 25, 2025

10:00-11:00 am
Zoom

AGENDA

I.	Welcome	Julie Stethen
II.	AMI Deployment Update	Jean Ann Pfisterer
III.	Community Action Kentucky ➢ LIHEAP – Subsidy & Crisis programs ➢ HEA ➢ LIHWAP – Water	Rick Baker
IV.	WeCare Update	Grace Powers
V.	Announcements	Group

Vision

The LG&E and KU Customer Commitment Advisory Forum will provide a forum for discussion between LG&E and KU and its low income advocate stakeholders.

The purpose of the Advisory Forum is to elevate our collaboration, provide a venue for open discussion, and broaden general understanding of the issues facing the communities we serve. Our aim for the Advisory Forum is to promote open, meaningful dialogue among LG&E/KU, customer advocates, and other stakeholders and to ultimately provide guidance to LG&E/KU regarding policies and practices that relate to the provision of electric and/or gas service to customers in need and their families.