More information, enhanced functionality

New upgrades to LG&E and KU online outage map designed to empower customers

(LOUISVILLE, Ky.) – Whether it's for a few minutes, a few hours or a few days, experiencing a power outage is never convenient. Getting detailed information about the outage enables customers to make critical decisions regarding what they need to do until power is restored. For nearly a decade now, Louisville Gas and Electric Company and Kentucky Utilities Company have empowered customers by providing this important information through the utilities' online outage map. Since its launch in 2010, the map's near real-time outage data has become a valuable tool for customers, media, emergency operations and government agencies. Now, LG&E and KU are unveiling new upgrades to the map, designed to provide better functionality and even more information for those who depend on it.

Upgrades to the map, which is easily accessible from the LG&E and KU website, include the following:

- **Mobile interactive design** – The map is now fully interactive on mobile devices, enhancing functionality and providing users with even more information on the go.
- **More detailed outage information** – Information panels now include more outage details, when possible, giving those impacted a better idea of where outages stand within the restoration process.
- **New outage icons** – New icons indicate a range of the number of customers impacted and enhance the viewing experience for the visually impaired.
- **Updated layout** – The map's refreshed layout provides an updated outage information panel, user-friendly tabs to assist in reporting outages and the ability to loop the map's weather radar overlay.

Just as before, the newly updated map can be saved as an icon on mobile devices to allow for easy access. The map also continues to work in conjunction with the utilities' other tools designed to provide information and offer greater communications choices to customers, including Outage Texting. The Outage Texting feature allows customers with up-to-date mobile information in their registered accounts to report and keep track of the status of their outage by texting 4LGEKU (454358).

Outage Map App
LG&E and KU's outage map app has been revamped to reflect the map's new changes. Individuals with mobile devices that accept automatic updates will automatically receive the newest version of the outage map app. All other devices will populate an alert message on the outage map screen, notifying them the map is in need of an upgrade. Users can get the map upgrade by downloading the new version from the app store associated with their device.

Try out the new outage map after Feb. 14 by visiting lge-ku.com

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Louisville Gas and Electric Company and Kentucky Utilities Company, part of the PPL Corporation (NYSE: PPL) family of companies, are regulated utilities that serve nearly 1.3 million customers and have consistently ranked among the best companies for customer service in the United States. LG&E serves 328,000 natural gas and 414,000 electric customers in Louisville and 16 surrounding counties. KU serves 555,000 customers in 77 Kentucky counties and five counties in Virginia. More information is available at www.lge-ku.com and www.pplweb.com.

For further information: call the LG&E and KU media hotline at 502–627–4999.

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