LG&E and KU help customers manage winter's impacts

Utilities remind customers of helpful tips and resources for assistance
(LOUISVILLE, Ky.) – With the forecast calling for nighttime temperatures across the region to remain at or below freezing, LG&E and KU are reassuring customers the electric and natural gas systems – maintained by thousands of employees and contract partners – continue to operate efficiently and provide much-needed power to their homes and businesses. The utilities are also reminding customers of tips and resources available to help them manage their energy usage this winter.

Winter 2021 has been substantially colder compared to the previous year; December and January were 21% and 22% colder, respectively, and February is trending 50% colder after three weeks.

"Our systems are designed to withstand extreme conditions," said Lonnie Bellar, LG&E and KU chief operating officer. "Whether you see our employees in the community maintaining our electric and natural gas systems or those working behind the scenes, we're all working together around the clock to ensure we meet our customers' needs and will be there when they need us most."

What customers can do

"We want to arm our customers with the tools and resources they need to take action and help manage their energy usage," said Bellar. "These resources are even more important during the coldest winter months when our furnaces may be working overtime to keep us warm against the winter chill."

From small actions to take at home or work to connecting customers with resources and available assistance, LG&E and KU offer the following advice:

- **Take steps to save energy:** Weather conditions and everyday habits are primary factors impacting energy use at home or at work. These habits have been amplified during the pandemic, with more individuals working from home, cooking meals and participating in virtual learning. Applying caulking compound or weather stripping around doors and windows to keep warm air in and wintry temperatures out is a great first step to reduce energy usage. LG&E and KU offer a variety of winter weather tips like this to help.
- **Get to know your HVAC system:** Before your heating and cooling system can regulate the air to match your thermostat, it must first pull in air from outside. Imagine how much harder it has to work on the coldest days. Periodic inspections and maintenance from a local professional can help ensure your system is working at its optimum level. Regularly check your furnace filter and replace or clean it according to the package instructions. This can keep it running efficiently.
- **Use the information at your fingertips:** Whether enrolled in online paperless billing or receiving bills by mail, customers can access a wealth of information right on their monthly statements. Customers can compare their energy usage on a month-to-month and yearly basis and view an easy-to-read chart and detailed information specific to their energy-use habits.
- **Personalize your experience:** LG&E and KU encourage customers to contact them right away if in need of assistance managing their monthly bill. The utilities offer convenient self-service options online or through their automated phone system – access is available 24 hours a day, 7 days a week – for scheduling payment arrangements or signing up for services such as a budget payment plan.
- **Check if assistance is available:** LG&E and KU want to help connect their most vulnerable customers who may be eligible for available assistance in their local area. The utilities work year-round with local nonprofit agencies and community partners who administer financial assistance, such as the annual Low Income Home Energy Assistance Program, and the most recent COVID-

19 relief efforts that are providing broader assistance to individuals who have been directly impacted by the pandemic.

In addition, LG&E Community Winterhelp, KU WinterCare Energy Assistance Fund and WinterShare Fund offered by Old Dominion Power (ODP), the name under which KU operates in Virginia – are the utilities' primary heating assistance programs operated by area third-party nonprofit organizations. The agencies make financial assistance available to eligible customers who may be struggling this winter to pay their heating bills. Customers can also make donations to these programs, which are then matched dollar-for-dollar by LG&E and KU. The utilities play no part in determining program eligibility.

Visit lge-ku.com/helpingyou for more energy-saving tips, resources and information about available assistance options.

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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 more than 1.3 million customers and have consistently ranked among the best companies for customer service in the United States. LG&E serves 329,000 natural gas and 418,000 electric customers in Louisville and 16 surrounding counties. KU serves 558,000 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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