Take Steps to Protect Personal Information

LG&E and KU offer tips during National Consumer Protection Week
(LOUISVILLE, Ky.) — National Consumer Protection Week, Feb. 28 – March 6, is an important time to remind consumers to protect their personal information, and Louisville Gas and Electric Company and Kentucky Utilities Company are offering advice to help customers avoid potential scams. These efforts have become more important during the pandemic, as reports of scams have risen as a result.

Scammers most often resort to using intimidation tactics and may even pull information they've found publicly available online to make themselves sound more credible. LG&E and KU advise customers to follow these SAFE tips to help avoid becoming a victim.

- **Safeguard personal information:** LG&E and KU will never contact you – in person, by phone, by text or via email – and demand credit or debit card numbers, checking account information or other personal information.
- **Always remember you have bill payment options:**LG&E and KU do not make live phone calls to demand immediate payment and threaten service disconnection, and the utilities will never require use of a prepaid debit/gift card or require you to transfer money to a payment app. The utilities offer a variety of payment options, including special COVID-19-related payment plans.
- **First check with LG&E and KU if you're suspicious:**Customers who receive a suspicious live phone call, text, an email or letter should call LG&E and KU which will always verify official communications. LG&E residential customers should call 502-589-1444 (outside Louisville at 800-331-7370); KU residential customers should call 800-981-0600.
- **Enlist the help of law enforcement:** Customers who suspect they have been victims of fraud, or who feel threatened during contact with scammers, should report it to their local police department and contact LG&E and KU to make the utilities aware. The companies work year-round with local law enforcement agencies investigating these types of crimes.

LG&E and KU also participate in Utilities United Against Scams (UUAS), a consortium of 146 U.S. and Canadian electric, water and natural gas utilities and their respective trade associations. Through its work and with the help of customer reporting, UUAS has successfully taken out of operation more than 10,000 toll-free numbers used by scammers against utility customers.

In-person appointments and services

LG&E and KU encourage customers to always obtain positive identification in the event someone appears at their door stating they are there on any company's behalf. The utilities' employees and contractors will always carry an authentic company ID badge that shows the LG&E and KU logos, the person's name and a color photograph.

Visit lge-ku.com/COVID-19 for more important scam prevention tips and customer resources. The Federal Trade Commission's website also provides additional information about protecting personal information and other information regarding impostor scams.

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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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