Empowering convenience: LG&E and KU release new mobile app

Utilities' new app puts information and services at customers' fingertips
(LOUISVILLE, Ky.) – Staying on top of much-needed account and outage information is now easier than ever for customers of Louisville Gas and Electric Company, Kentucky Utilities Company and Old Dominion Power, the name under which KU operates in Virginia. The utilities' newly launched mobile app conveniently puts information customers reference most, all in one place, accessible right from their mobile devices.

LG&E, KU and ODP residential and small business customers can download the free app from the App Store and Google Play Store. Once downloaded, those who are not customers can use the app as a "guest" to access the utilities' online outage map. LG&E, KU and ODP customers who use the utilities' "My Account" online services can use the same information to log in to the app – immediately giving them the ability to securely view their account information, view and pay their bill, view the utilities' online outage map, report their outage and more – just by using the app on their mobile device.

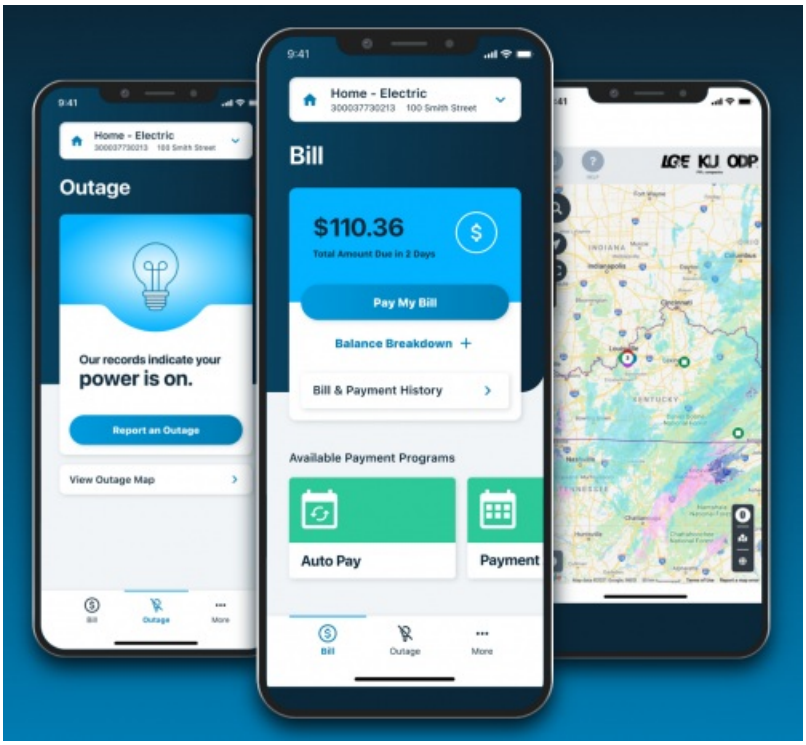
"Empowering our customers by giving them innovative tools to help simplify their lives and make it easy for them to do business with us is a top priority," said LG&E and KU Vice President of Customer Services Eileen Saunders. "Our goal is to continue enhancing this app so we can keep meeting customers' needs as they evolve."

While the utilities' older, outage map-only app will still function, this new app is meant to replace its predecessor, which has been removed from app stores. Users are encouraged to delete the old app from their devices once they've downloaded the new one.

Visit lge-ku.com/app to download the new app and learn more about its functionality.

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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 332,000 natural gas and 425,000 electric customers in Louisville and 16 surrounding counties. KU serves 564,000 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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