

Scammers getting bolder in their attempts to take advantage of utility customers

LG&E and KU encourage customers to learn the signs of a scam as part of Utility Scam Awareness Day

(LOUISVILLE, Ky.) – Wednesday, Nov. 20 is Utility Scam Awareness Day and Louisville Gas and Electric Company and Kentucky Utilities Company are joining Utilities United Against Scams (UUAS) in their efforts to educate consumers and expose the tactics used by scammers.

LG&E and KU encourage customers to remain vigilant against imposters showing up at their home or business and falsely claiming to be affiliated with the utilities. In some cases, they're asking customers for access to their meters, to view their utility bills, or are attempting to sell them additional products and services — including solar panels.

LG&E and KU offer these important reminders:

- It's important those claiming to be associated with the utilities demonstrate they are who they say they are.
- Ask for a company ID. An authentic card will feature the person's name and photograph, plus a company logo.
- Check the vehicle they're driving for a company logo.
- Still have a concern? Make note of the person's name, ask them to leave and contact LG&E and KU directly through the utilities' official contact channels.

Remember that LG&E and KU will NEVER:

- Make a live or automated call demanding payment.
- Send a representative to your home to demand payment.
- Threaten to cut off service if immediate payment isn't made.
- Call and ask for credit card, debit card, checking account or other personal information.
- Request payment via prepaid debit card or gift cards.
- Direct you to any website to pay your bill other than www.lge-ku.com.

If you receive a call from anyone claiming to be with LG&E and KU demanding immediate payment, you can be sure it's a scam even if the caller ID says otherwise. Hang up right away. Don't share your account number, login information, or other sensitive personal information with anyone.

To help protect customers, LG&E and KU work diligently with telephone companies to disconnect numbers associated with scams. The utilities also will report fraudulent websites to authorities, including law enforcement and the state attorney general's office.

If you suspect you've fallen victim to a utility scam, report it to your local police immediately and then [visit lge-ku.com/report/scam](http://lge-ku.com/report/scam) to fill out the online form.

UUAS is a consortium of more than 150 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 helped to take out of operation more than 14,020 toll-free numbers used by scammers against utility customers.

Visit lge-ku.com/safety/scams for more information, including examples of the latest reported 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 335,000 natural gas and 436,000 electric customers in Louisville and 16 surrounding counties. KU serves 545,000 customers in 77 Kentucky counties and 28,000 in 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.

