

LG&E and KU launch proactive power outage alerts to help keep customers better informed

Outage information will be sent via text or automated phone call

(LOUISVILLE, Ky.) – Louisville Gas and Electric Company and Kentucky Utilities Company are making it even easier for customers to stay informed and track the latest updates during power outages. The utilities are launching new proactive power outage alerts to automatically notify customers when an outage is detected at their home or business – the latest customer offering to roll out as part of the utilities’ robust, long-term system enhancements and technology improvement projects.

Beginning this week, customers can receive proactive, automated text messages or phone calls when an outage is detected at their property, along with estimated restoration times (as soon as they are known) and confirmation once power is restored. This new technology enhancement is available through the utilities’ secure digital communications network and the more than one million advanced electric meters LG&E and KU have installed for customers.

“Our customers are relying on us to keep them informed and restore service safely and as quickly as possible if they experience a power outage. Our new proactive alert service gives our customers faster and more timely information when they need it most,” said LG&E and KU Vice President of Customer Services Shannon Montgomery. “This new service is just one of the many ways we’re embracing modern technology and investing in system enhancements for our customers to further defend against stronger and more frequent storms while improving the customer experience.”

How the alerts work

Customers’ new advanced meters will communicate directly with LG&E and KU’s systems, automatically alerting the utilities when an outage occurs.

- Outage alerts and updates will be sent via text or automated phone call to the mobile phone or landline number that a customer has provided for their account.
- Customers can update at any time their preferred contact information tied to their account using LG&E and KU’s [self-serve options](#) (mobile app, online via My Account or automated phone system), which are available 24/7.
- Text alerts will appear from **4LG&E (454358)**, and automated phone calls will appear from **800-331-7370** for LG&E customers and **800-981-0600** for KU/ODP customers.
- Customers are encouraged to save these numbers in their contacts for easy recognition.

The new outage alert service complements LG&E and KU’s existing suite of outage reporting and tracking tools, including outage texting and the interactive outage map and mobile app, which provide near real-time information on outages and restoration progress.

Part of a stronger, smarter, more reliable grid

The new outage alert service is another example of how innovation and technology are transforming the way LG&E and KU serve customers. The utilities continue to strengthen the backbone of their energy grid — replacing aging infrastructure, adding automation, and using data and digital tools to deliver more dependable service.

LG&E and KU are using a robust data-driven strategy and revised system design criteria to withstand more ice accumulation and up to 100 mile-per-hour wind gusts. They’re installing stronger wires and poles for system hardening; replacing wooden poles on the transmission system for steel poles; and investing in real-time monitoring and automated technologies. As a result in recent years, the frequency of power outages has reduced by 40% and the duration of time customers are without power has reduced by 30%.

The utilities also are making significant technology improvements, including their new advanced meter technology, and upgrading information technology systems to further improve customer billing and add even more protection against cyber-related threats.

Important safety reminders

The utilities remind customers to never text to report a potential natural gas leak or downed power line.

- LG&E customers who suspect a natural gas leak should evacuate the area immediately, call 911, and notify LG&E by calling 502-589-1444 or 800-331-7370 (1-1-1).
- Stay away from downed wires. Keep others away, too. Always assume any downed wire is an energized power line and call LG&E or KU immediately:
 - LG&E customers: 508-589-1444 or 800-331-7370 (1-1-3)
 - KU/ODP customers: 800-981-0600 (1-1-2).

For more information, [visit lge-ku.com/outages](http://lge-ku.com/outages).

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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.

<https://news.pplweb.com/news-releases?item=138124>