LG&E and KU launch new interactive map to simplify streetlight outage reporting

New online tool helps customers quickly locate and report streetlight outages

LOUISVILLE, Ky.) – With daylight saving time ending, bringing shorter days and streetlights that turn on earlier, Louisville Gas and Electric Company and Kentucky Utilities Company today launched a new interactive map that makes it faster and easier for customers to report streetlight outages online.

The new web-based interactive map allows customers to visually locate and select the affected streetlight and submit a report in just a few clicks. No account or sign-in is required, and the simplified process asks for fewer details than the previous online form.

Customers also can provide an email address to receive updates, including a notification when the repair is complete. The tool not only helps customers identify the correct light on the map, it also provides crews with more precise location information to help coordinate repairs efficiently.

“Outdoor lighting plays an important role in community safety and our customers’ experience,” said LG&E and KU Vice President of Customer Services John Bevington. “This new map makes it easier to identify the affected streetlight, submit a report and receive repair updates—while giving our teams more accurate information to help address the issue.”

How to report a streetlight outage

- Visit lge-ku.com/streetlight to get started.
- Find and select the affected streetlight on the map.
- Choose “Report an issue” and provide the requested details.
- Optional: Enter an email address to receive status updates, including a notification when the repair is complete.

The map includes more than 280,000 streetlights maintained across LG&E and KU’s service territories. Privately owned streetlights and lights not owned or powered by the utilities are not included.

LG&E and KU do not repair streetlights on highways. Customers should report issues with those lights to the Kentucky Transportation Cabinet at transportation.ky.gov by selecting ‘Contact’ and then ‘Report a Hazard.’

For your and the public’s safety, the streetlight outage map should not be used to report electrical emergencies. Customers should always stay away from downed wires and treat them as energized. To report a downed wire or another electrical emergency, call LG&E at 502-589-1444 or 800-331-7370, or KU/ODP at 800-981-0600.

Visit lge-ku.com/streetlight to report a streetlight outage or learn more about the new interactive map

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Louisville Gas and Electric Company and Kentucky Utilities Company, part of the PPL Corporation (NYSE: PPL) and its companies, are regulated utilities that serve nearly 1.4 million customers and have consistently ranked among the best companies for customer service in the United States. LG&E serves 336,000 natural gas and 443,000 electric customers in Louisville and 16 surrounding counties. KU serves 581,000 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.
