

# Needed Relief For Kentucky Shelters and Families Struggling After Record Cold

## **LG&E and KU providing support to area shelters and community action agencies, increasing heating assistance program contributions**

(LOUISVILLE, Ky.) – The sub-zero temperatures have moved on and much of the snow has melted, but many area shelters and families are still feeling the chill. With area temperatures averaging more than 40 percent colder than normal, the frigid conditions are straining the resources of some agencies that serve the most vulnerable community members and making it tough for families in need of assistance to make it through the bitterly cold season.

### **Shelters and Day Centers**

In an effort to ease the strain, Louisville Gas and Electric and Kentucky Utilities companies are providing more than \$200,000 in outreach to community action groups, shelters and other non-profit organizations within its service territories – specifically to address heightened concerns stemming from the season’s extreme conditions. More than a dozen shelters and day centers, as well as 19 community action agencies based in Barbourville, Bowling Green, Frankfort, Harlan, Jamestown, LaGrange, Lexington, Manchester, Owensboro, Pineville, Shelbyville and West Liberty in Kentucky, as well as Norton, Va., are among those receiving the funds. LG&E is also donating funds to the Coalition for the Homeless in Louisville, a nonprofit advocacy organization whose members serve the needs of Louisville’s homeless population.

“When temperatures dip like they have in recent weeks, these organizations take on an increased burden to ensure no one is without shelter and some families struggle to make ends meet as they try to keep everyone comfortable,” said John P. Malloy, vice president of Customer Services for LG&E and KU. “It’s our hope these grant dollars will provide these vital agencies much needed resources to help get them and the families they serve through the remainder of this difficult season.”

### **Heating Assistance Programs**

In addition to working with area shelters, LG&E and KU are also stepping up contributions to the utilities’ heating assistance programs – doubling the usual year-round \$1 for \$1 match with customer donations to the programs – retro-actively contributing \$2 for every customer dollar donated from February through the end of April. The LG&E Community WinterHelp, KU WinterCare Energy Assistance Fund and WinterShare Fund offered by Old Dominion Power, the name under which KU operates in Virginia, are operated by area third-party nonprofit organizations. The agencies make this financial assistance available to community members who may be struggling this winter to pay their heating bills.

LG&E and KU encourage residential customers anticipating difficulty paying their bills to contact customer service representatives, who will address their individual situation. LG&E residential customers can call (502) 589-1444. KU residential customers can dial (800) 981-0600. Customers can also visit [lge-ku.com/helpingyou](http://lge-ku.com/helpingyou) for information on available resources.

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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 a total of 1.2 million customers and have consistently ranked among the best companies for customer service in the United States. LG&E serves 321,000 natural gas and 397,000 electric customers in Louisville and 16 surrounding counties. KU serves 543,000 customers in 77 Kentucky counties and five counties in Virginia. More information is available at [www.lge-ku.com](http://www.lge-ku.com) and [www.pplweb.com](http://www.pplweb.com).*

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