

LG&E and KU roll out new billing notifications feature for customers

Utilities' customers can now receive billing reminders by email, text or voice call

(LOUISVILLE, Ky.) – Keeping on top of approaching due dates for various bills can be a cumbersome task, but a new billing notifications feature, launched today by Louisville Gas and Electric Company and Kentucky Utilities Company, is designed to make that task easier for the utilities' customers.

The latest in the utilities' ongoing technology enhancements for customers, the billing notifications feature gives customers the option of receiving timely reminders about their monthly bill by email, text or voice call.

Customers also have the option to choose when they'd like to be notified – by indicating whether they prefer to be reminded when a new bill is available to view; five days before a bill's due date; or one day past a bill's due date.

"Billing notifications are another way we're making it easier for customers to do business with us," said John P. Malloy, LG&E and KU vice president of Customer Services. "Keeping track of monthly utility bills — whether it's for your family, a relative or a business — is now a more custom experience for customers that gives them greater control over how they want to hear from our company."

How to sign up

- LG&E or KU customers interested in receiving billing notifications should first visit my.lge-ku.com to log-in or register their account.
- Once logged in, click on "My Profile" located at the top right corner of the screen.
- Under "My Notifications," select "Notification settings."
- Select preferred billing notification channels.
- Use the drop down menu to choose when to receive billing notifications.

The new billing notifications feature is part of LG&E and KU's ongoing technology enhancement offerings designed to provide information, offer greater communications choices to customers and to make it easier for customers to manage their accounts.

The company launched Outage Texting in May, enabling customers to report and request updates on power outages, right from their mobile device. Last year, the utilities unveiled an updated version of their online outage map, along with a redesigned LG&E and KU corporate website and mobile-friendly features in the companies' "My Account" tool.

Visit lge-ku.com or call for more information on the new billing notifications feature. LG&E customers can call (502) 589-1444. KU customers can call (800) 981-0600.

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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 400,000 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 and www.pplweb.com

For further information: For more information, call the LG&E and KU media hotline at 502-627-4999.

<https://news.pplweb.com/news-releases?item=137176%253FasPDF%253D1>