

# Heating assistance funds available for LG&E residents in need

## Matching donations “pay it forward” to assist with utility bills

(LOUISVILLE, Ky.) – As the region’s unusually mild temperatures decline into those more typical of the season, some area residents may have trouble keeping their homes comfortable. For many, it’s during these times that we could all use the support of those around us.

To assist community members who may have difficulty paying their heating bills during the winter months, Louisville Gas and Electric Company reminds customers the utility matches donations of residential customers who wish to “pay it forward” by contributing to [Community Winterhelp](#), the utility’s primary heating assistance program. The company matches these donations, \$1 for \$1, throughout the entire year.

The company encourages customers to consider making a tax-deductible donation to the program by making a monthly pledge or one-time contribution. Even rounding up a payment to the next whole dollar makes a difference.

“We all do our best to prepare, but can’t predict when we might need the support of resources in our community,” said LG&E and KU Vice President of Customer Services John Malloy. “Customer donations and matching funds from LG&E and its sister company, Kentucky Utilities, have raised more than \$2.5 million over the last seven years to help out our neighbors when they need it most and we want to continue to offer that same level of support.”

## About the program

Community Winterhelp is a third-party nonprofit organization that helps customers in financial crises pay their heating bills.

Eligibility for heating assistance benefits is determined by the Community Winterhelp nonprofit organization. The program assists families in dire financial situations and lack of resources, leaving a family with no heat or the immediate prospect of no heat; and families with a family member who is elderly, very young, seriously ill or disabled. LG&E plays no part in determining eligibility.

Families in need of assistance will be interviewed by Community Winterhelp service partners and should call (502) 561-6836 to apply for funds.

## Take caution during winter weather

LG&E reminds customers to take safety precautions during winter weather.

Have your furnace checked by a certified professional to make sure it’s in peak operating condition. Remember to check your filter each month and replace it as necessary, based on the manufacturer’s recommendations. A dirty filter will slow air flow, making the system work harder to keep the indoor air

temperature at a consistent, comfortable setting.

Seal leaks and gaps around your home with caulk, spray foam, or weather-stripping to keep the heat in and the cold out.

Build an emergency kit that includes a battery-powered radio, flashlights for everyone in the family, fresh batteries for any devices, a first-aid kit, and over-the-counter and prescription medications. A complete list of essential emergency kit supplies can be found at [www.ready.gov](http://www.ready.gov)

Always operate a portable generator safely and outdoors to allow for proper venting. Consult with a qualified, licensed electrician and/or review the manufacturer's instructions before you install the generator.

Snow and ice accumulation on tree branches can sometimes cause them to break and fall into power lines. Stay away and consider all fallen wires dangerous.

LG&E customers should call 502-589-1444 to report a downed wire or power outage. LG&E and KU customers can also report an outage online at [lge-ku.com](http://lge-ku.com) after registering their account.

LG&E and KU customers can also report power outages and request updates by text. Text OUTAGE to 4LGEKU (454358). For outage updates text STATUS.

Be sure to use LG&E and KU's outage map on your computer or smartphone to receive near real-time information about outages throughout our system, a summary of outages by zip code and county and estimated restoration time.

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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](http://www.lge-ku.com) and [www.pplweb.com](http://www.pplweb.com).*

For further information: LG&E and KU, 502-627-4999 (Toll-free: 888-627-4999)

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