

# LG&E and KU Offer Tips to Prevent Customers from Becoming Targets

(LOUISVILLE, Ky.) — Louisville Gas and Electric Company and Kentucky Utilities Company are arming customers with information, reminding them of tips they can use to guard against becoming the victim of scams or utility impersonators.

Whether at home or at work, LG&E and KU remind consumers to remain alert if someone contacts them claiming to represent their local utility and report any suspected scams.

LG&E and KU encourage customers to always obtain positive identification in the event someone appears at their door stating they are there on the companies' behalf.

Authentic LG&E and KU ID badges — whether issued to an employee or a contractor — show the companies' logos. An employee ID card always has the employee's name and color photograph on the front as well.

LG&E and KU work with local authorities as needed to help investigate scams and offer the following **SAFE** advice to residential and business customers:

- **Secure your personal information:** LG&E and KU will never call and ask for credit or debit card numbers or other personal information.
- **Always remember you have bill payment options:** LG&E and KU offer customers a variety of [official and secure ways to pay their bill](#).
- **First contact LG&E and KU if you're suspicious:** Customers who receive a suspicious live phone call, email or letter should contact LG&E and KU which will always verify official communications. LG&E customers should call 502-589-1444 (outside Louisville at 1-800-331-7370); KU customers should call 1-800-981-0600.
- **Elect to speak to a company representative:** As a courtesy, LG&E and KU do make computer-generated calls to remind customers if their payment is late. The call includes an option customers may select if they choose to make their payment by phone.

Sometimes there are legitimate service-related reasons the utilities may need access to a customer's home, but in-person contact at a customer's home never involves collecting payment for a monthly bill.

###

*Louisville Gas and Electric Company and Kentucky Utilities Company, part of the PPL Corporation (NYSE: PPL) family of companies, are regulated utilities that serve nearly 1.3 million customers and have consistently ranked among the best companies for customer service in the United States. LG&E serves 322,000 natural gas and 403,000 electric customers in Louisville and 16 surrounding counties. KU serves 546,000 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: call the LG&E and KU media hotline at 502-627-4999.

---

<https://news.pplweb.com/news-releases?item=137321%3FasPDF%3D1>