

LG&E and KU offer flood safety information for area residents

Customers urged to remain vigilant, stay safe and contact utility for assistance

(LOUISVILLE, Ky.) – With increased flooding conditions across the region, LG&E and KU are on alert and monitoring areas within the utilities' service territories and that run along the Ohio River. The utilities are following the river forecast and are prepared to modify service, as needed, to ensure the safety of customers within flooded areas, the general public and our crews in the field. Customers are urged to keep the following flood safety information in mind.

Flood safety

- Whether inside or outside, never operate electrical equipment while standing in puddles of water.
- Do not enter a basement if there is standing water or attempt to operate any type of electric or natural gas appliance or equipment in that area.
- Do not attempt to relight gas appliances.

When to call for assistance

- Contact LG&E and KU immediately to report any unsafe conditions, including electric or natural gas emergencies or downed power lines. Our crews are available to respond 24 hours a day, 365 days each year.
- Customers should also contact their utility to request disconnection of electric or natural gas service before attempting repairs.
- LG&E customers should call 502-589-1444 or visit lge-ku.com; KU customers should call 800-981-0600 or visit the company website.

Service restoration after flooding

Systems or appliances that have been submerged — or have had water reach the mechanical or electrical components such as the fan, motor or blower — most likely will be damaged and should not be used.

Electric

- **Step One:** Customers with systems or appliances affected by floodwater should call a certified professional to make any necessary repairs.
- **Step Two:** Once any necessary repairs have been made, customers should contact the city or county inspection office to schedule an inspection.
- **Step Three:** Once the repairs receive an approval from the city or county inspector, the inspector should call LG&E or KU to have service restored.

The utilities cannot reconnect service without an approved inspection from the city or county. Residents should check with local government officials for specific information about restrictions, licensing and permitting related to electric service restoration after flooding.

Natural Gas (for LG&E gas customers only)

- **Step One:** LG&E can restore gas service to homes only after water has receded and it is safe to access the area. Customers should call 502-589-1444 (outside Louisville: 800-331-7370) to request gas service restoration.
- **Step Two:**
 - **If the customer is home:** Before restoring service, LG&E will turn off the major appliances (gas furnace, gas water heater, etc.) inside the home. DO NOT use these appliances if they have been damaged by water.
 - **If the customer is not at home:** LG&E will not restore service until the customer returns and can provide safe access to the appliances.
- **Step Three:** LG&E will test the gas lines to the house and inside the home for damage. If the lines pass LG&E's safety test, LG&E will restore service to the meter. If house lines fail LG&E's safety test, the customer will need to contact a plumber to make necessary repairs to the lines. After repairs have been made, customers should call LG&E to request to have service restored.

(Additional steps for restoration to gas appliances)

- **Step Four:** Customers with appliances that may have been affected by flooding need to contact a qualified heating, ventilating, and air conditioning contractor or a plumber to clean and inspect the appliances.
- **Step Five:** The contractor/plumber will relight the appliances.

Only a qualified contractor or plumber should attempt to relight appliances turned off by LG&E. For safety reasons, customers must not attempt to relight appliances.

Visit the LG&E and KU [website](#) for more electric and natural gas safety information.

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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 nearly 1.3 million customers and have consistently ranked among the best companies for customer service in the United States. LG&E serves 328,000 natural gas and 414,000 electric customers in Louisville and 16 surrounding counties. KU serves 555,000 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=137598>