

LG&E, KU and ODP suspend residential disconnects; waive new late payment fees

Company will work with customers having payment issues

(LOUISVILLE, Ky.) — As the community bands together during these uncertain times, Louisville Gas and Electric Company, Kentucky Utilities Company and Old Dominion Power announced today measures to assist residential customers who may be facing financial difficulties in the near-term due to impacts from COVID-19. The utilities, until May 1, will suspend disconnects for residential customers who may have difficulty paying their bill and waive new late fees incurred during this time.

“While we’ve historically taken similar measures during extreme weather conditions, we are in unprecedented times with this virus and we want to ensure that our residential customers, who may need some extra time to make payments, have the additional grace period,” said Eileen Saunders, Vice President-Customer Services. “We are committed to working with our customers who may be having difficulty paying their energy bills and connecting them with available resources that can further assist them.”

We offer multiple payment options including online, by phone or mail and will work with customers to establish arrangements and connect them with available resources to help. In addition, we encourage each customer to pay as much as possible even if unable to pay the entire account balance.

For other customer service-related needs, customers can [perform many functions through our website lge-ku.com](#) or automated voice system. Currently, all LG&E, KU and ODP business offices and facilities also remain open and in operation. The drive-through windows offer a safe way to interact with our customer care representatives. For those who walk-in, extra precautions have been established inside the centers to protect employees and customers including sanitizing common areas more frequently, adding more sanitizing dispensers and installing plastic shields to minimize contact.

“We’re working closely with local, state and national officials to proactively plan for the safety and well-being of our employees, contractors and customers,” said Saunders. “We each play a vital role in the lives of others, and we don’t take lightly our role as a critical service provider to customers across our service territories.”

LG&E, KU and ODP continue to make in-home visits to perform service-related work. To ensure the safety of employees and customers, technicians are following Centers for Disease Control guidelines during those visits, including practicing social distancing when feasible, and requesting customers who are sick remain at a distance.

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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 more than 1.3 million customers and have consistently ranked among the best companies for customer service in the United States. LG&E serves 329,000 natural gas and 418,000 electric customers in Louisville and 16 surrounding counties. KU serves 558,000 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: call the LG&E and KU media hotline at 502-627-4999.

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