

Old Dominion Power encourages customers to take advantage of assistance funding

Moratorium on disconnects to end in September; assistance and payment plans still available

(NORTON, Va.) – Old Dominion Power Company is encouraging customers with outstanding utility bills accumulated during the pandemic to take advantage of assistance designed to help customers get back on their feet. The reminder comes as the utility prepares to end the suspensions of disconnects for residential customers in September, a year and a half after the moratorium began.

At the onset of the pandemic in March 2020, ODP, as well as sister utilities Louisville Gas and Electric Company and Kentucky Utilities Company, suspended disconnections for nonpayment for residential customers. The utilities also waived new late payment charges and third-party payment fees, offered extended payment arrangements, and provided information and resources for financial assistance available through many COVID-19 relief funds.

“Throughout the pandemic, we’ve been committed to working with our customers and have continued to extend the suspension of disconnects to ensure customers who need support have an opportunity to receive the full benefit of the local, state and federal assistance funds available to them,” said LG&E and KU Vice President of Customer Services Eileen Saunders. “We’re providing this advanced awareness of our plans to resume disconnects so that customers can seek out additional assistance or arrange a payment plan which gives them an opportunity to avoid loss of service.”

Customers with outstanding balances will begin receiving disconnection notices during the August billing cycle indicating that disconnections will resume in September.

Setting up a payment plan

Customers who are behind can set up a payment plan that best fits their situation and spreads out their past due balance over installments. Once a disconnection notice is received, customers can sign up for a payment plan through any of the following options:

- **LG&E, KU and ODP mobile app** – available in the App Store and Google Play Store
- **MyAccount** – available through the LG&E and KU website, lge-ku.com
- **Automated phone system** – press 1-2-2-1 at any time

Customers can also visit an ODP business office in person Monday-Friday from 9 a.m. to 5 p.m. or speak to a Customer Care representative by phone Monday-Friday from 7 a.m. to 7 p.m.

Assistance funds

Financial assistance may be available to customers to help them catch up on their monthly bill with the help of community assistance programs. Resources and available programs can be found on the utility’s website at lge-ku.com/assistance-programs or by visiting:

- Virginia Dept. of Social Services: dss.virginia.gov/benefit/ea/
- Virginia Community Action: vacap.org

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Kentucky Utilities Company, part of the PPL Corporation (NYSE: PPL) family of companies, is a regulated utility that serves 564,000 customers in 77 Kentucky counties and five counties in Virginia that are serviced by Old Dominion Power Company, the name under which KU operates in Virginia. It has consistently ranked among the best companies for customer service in the United States. 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.

<https://news.pplweb.com/news-releases?item=137731%3FasPDF%3D1>