



IS THAT A GAS LEAK? LEARN HOW TO DETECT ONE AND WHAT TO DO.

More than 320,000 LG&E customers enjoy the cost-saving benefits of natural gas for heating and cooking, and it is a reliable energy source. That gas is delivered directly to homes via underground lines that are rigorously inspected and maintained to ensure they are as safe as possible. Nonetheless, gas leaks do occasionally occur and should be taken very seriously due to their potential for danger.

To detect a leak:

- **Use your nose** – You may notice a very foul odor similar to sulfur or rotten eggs. (Natural gas is odorless, so we add a chemical called mercaptan to make it easier to detect leaks.) Make sure everyone – including pets – gets out of the house immediately.
- **Use your ears** – If there is a leak, you might hear a hissing or



whistling sound near a gas appliance or outside around a gas line or meter.

- **Use your eyes** – Additional signs of a gas leak outside include blowing dust, discolored plants or bubbling water.

If you suspect a leak:

- Do not use a phone, do not unplug anything or touch any electrical switches and do not start a car.
- Evacuate to an area where you do not smell gas or hear or see any signs of a gas leak. Call LG&E at **502-589-1444 (800-331-7370)** outside Louisville) and press 1-1-1.
- If the situation is an emergency, call **911**.

Visit lge-ku.com/safety/gas to learn more.



THERE'S MORE

Go to lge-ku.com to:

- » Sign up for our Solar Share program to help grow local solar energy.
- » Learn how to save with more efficient lighting options.
- » See employee videos on energy-saving tips.

A COUPLE OF SAFETY TIPS AS WE HEAD INTO AUTUMN



Fall is just around the corner, and winter will be here before you know it. That means more time will be spent indoors. So, now is the perfect time for a reminder about making sure your smoke detectors and carbon monoxide detectors are in working order. The first,

and easiest, thing to do is to check the batteries by pushing the test button. Batteries should be tested once a month and should be replaced at least once a year. Also, smoke detectors should be replaced every 10 years and carbon monoxide detectors replaced

every five years, according to the National Safety Council.

The simple act of remembering to check those detectors can keep you and your family alive in the event of a fire or a carbon monoxide leak ... especially if they were to occur in the middle of the night. Because it is a colorless and odorless gas that is undetectable by humans, carbon monoxide can be especially dangerous.

It's also a good idea to have an escape plan if your alarm goes off. You and your family need to know how to exit your home quickly and where to meet once you are outside. You can visit nsc.org for more information and safety tips from the National Safety Council.

MAKER'S MARK BECOMES NEWEST BUSINESS SOLAR PARTNER



We're excited to share the news of LG&E and KU's latest Business Solar customer. Our sister utility KU is partnering with Maker's Mark as its first Business Solar partner. KU will build, own and maintain the ground-based solar array on Maker's Mark

property in Loretto along Highway 52, with Maker's Mark paying a monthly fee to KU. The array will offset energy needed for safety and security systems, lighting, barrel elevators and office spaces to maintain the rickhouses where Maker's Mark stores its bourbon for aging.

Maker's Mark's solar array, which is projected to produce 268,000 kilowatt-hours (kWh) of energy annually, is expected to be operational by the end of the year.

Whether you're a business or residential customer, we have solar energy options for you. The Business Solar program is great for companies that want on-site additionality. Businesses or residential companies without the land or rooftops for on-site systems can conveniently buy shares of our Solar Share facility and get bill credits as a result.

Visit lge-ku.com/business-solar or lge-ku.com/solar-share to learn more.

OUTAGE REPORTING AND INFORMATION IS RIGHT AT YOUR FINGERTIPS



We want to make sure you have as much information as possible whenever you are affected by a power outage. Our improved outage map (stormcenter.lge-ku.com) provides detailed data about outages throughout our service area, from the number of affected customers to an estimated time of when power will be restored, if available. The interactive map is also available as an app for download to your mobile device.

When an outage occurs, text OUTAGE to **454358** (4LGKU). We'll text back to confirm the location. To get updates on the

situation, text STATUS. Once power is restored, you'll receive a text confirmation. Sign in to your online account (or create one) at my.lge-ku.com to ensure we have the correct phone number associated with your account.

If you prefer, you can report an outage to us by calling **502-589-1444** (**800-331-7370** outside Louisville) and then pressing 1-1-2.

Visit lge-ku.com/outages to learn more.

PAYING YOUR MONTHLY BILL **IN PERSON** HAS NEVER BEEN EASIER

If you prefer to pay your monthly LG&E bill in person but are not close to one of our walk-in service centers, we have multiple retail locations – such as Kroger and Walmart – that serve as authorized pay agents. Our new partnership with service provider Fiserv gives you the option of paying your bill via CheckFreePay® at any number of locations, with assurance it will be paid safely, securely and on time. Additionally, many of these locations are open when our service centers are closed.



Payments made at authorized pay agent locations can be made by cash or debit card and include a \$1.95 processing fee.

While there are other retail outlets where you can pay your bill, only an authorized pay agent can ensure your payment will get to us on time safely and securely. Look for the CheckFreePay signage at your area retailers or visit lge-ku.com/locations to find an authorized pay agent near you.



COLUMBUS DAY: DISCOVERING MORE WAYS TO SERVE OUR CUSTOMERS



serve you even better.

Columbus Day is just around the corner (Monday, October 14), so now is a good time to remind you that LG&E's customer service center and call centers will be closed for the federal holiday. Our customer service employees will be in training sessions that day to learn how they can

And just a reminder: your bill is never due on a day our office is closed. If you'd like to pay your bill on that day, you can do so by phone. With your account number ready, call **502-589-1444** (**800-331-7370** outside Louisville) and press 1-2-3. You can also pay your bill by signing in to your online account (easily create one at my.lge-ku.com).

Visit lge-ku.com/paymybill to discover all our bill-paying options.

LG&E Contact Information



Online – My Account
lge-ku.com

By Phone
502-589-1444
(Call 800-331-7370 outside Louisville)
Monday–Friday
7 a.m.–7 p.m. (Eastern Time)
Anytime day or night (self-service)

For Hearing- or Speech-Impaired
Dial 711

Business Service Center
502-627-3313
(Call 800-331-7370 outside Louisville)
Monday–Friday
8 a.m.–6 p.m. (Eastern Time)

In-Person
Customer Service Walk-In Center
701 South Ninth Street
Monday–Friday
8 a.m.–5 p.m. (Eastern Time)

Kentucky 811– Locate Service
Dial 811

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