



HOW WE'RE HELPING CREATE ECONOMIC DEVELOPMENT

How does an energy company help power communities forward?

It starts with relationships. Just as we engage our residential customers, we also work with our business customers and community leaders. Through regular dialogue, we learn how they are evolving and get an understanding of their future energy needs and goals.

Based on those needs and goals, we work to develop programs and partnerships that will enhance their ability to grow and prosper. In addition, we are fostering relationships around the country and telling Kentucky's story to attract new businesses to the Commonwealth.

For these efforts, *Site Selection* magazine once again recognized LG&E and KU as one of the country's leading utilities for helping

secure new business and jobs in the communities we serve.

To maintain perennial success, we work constantly to enhance the experience of our customers, maintain the diverse energy mix that keeps Kentucky's energy rates among the lowest in the nation, and stay nimble and innovative to continue navigating the changes ahead.

At LG&E our energies go to empowering economic prosperity.



THERE'S MORE

Go to lge-ku.com to:

- » Get the most current outage information from our online outage map and learn how to easily report an outage.
- » Learn how to start, stop or move service at your home or business.
- » Find out how to avoid energy vampires.

THE WORD OF THE MONTH FOR OCTOBER IS "AWARENESS"

October is National Energy Awareness Month, established in 1991 to increase awareness of the nation's energy resources and the need for energy efficiency and sustainability – both of which are driving forces for LG&E in our constant effort to provide safe, reliable and low-cost energy. From our Solar Share and Green Energy programs to our system upgrades and energy-efficiency tips, we strive to protect our resources while always providing the energy you need.



payment. Most of these scams come as phone calls, but the crooks are also active in cyberspace (October is also Cybersecurity Awareness Month), using popular social media sites to trick consumers and steal their money.

Remember, LG&E NEVER calls or emails you to demand payment, a credit/debit card number or any other personal identification. Nor do we request or invite payment via social media channels.

Visit lge-ku.com/safety/scams to

And while on the subject of energy and awareness, it's vital to keep a sharp eye out for scammers who pose as utility representatives and threaten to shut off your power if you don't make an immediate

learn more. You can also connect with us on our official Facebook (facebook.com/lgeku) and Twitter (@[lgeku](https://twitter.com/lgeku)) channels.

HERE A TREE, THERE A TREE, EVERYWHERE A TREE



It's time again for LG&E's annual campaign to promote the planting of trees throughout our service territory. The Plant for the Planet program is modeled after the United Nations Environment Program's (UNEP) Plant for the Planet: Billion Tree Campaign, which encourages individuals, communities and businesses to plant a billion trees around the globe each year.

LG&E's Plant for the Planet program provides up to \$75,000 each year in grants to nonprofit organizations and local governments for tree-planting initiatives. Individual grants range from \$500 to \$5,000. Grant applications will be accepted Friday, November 1, 2019, through Sunday, December 1, 2019. All grant applications must be submitted through our online portal. Visit lge-ku.com/plantfortheplanet for more information.

Grant winners will be announced in the spring of 2020.

MAINTAINING ELECTRIC SERVICE **REQUIRES TEAMWORK**

We are committed to ensuring you have safe, reliable power. However, on occasion a problem with your overhead or underground electrical service may cause a power outage. In such an instance, it's helpful to know which maintenance responsibilities are yours and which ones are LG&E's.

Above-ground service

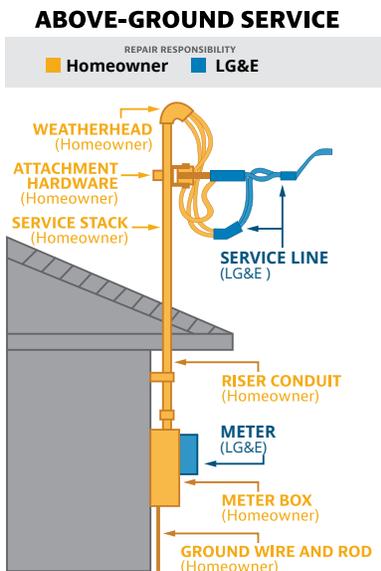
Customer responsibility:

- Weatherhead/masthead – this is the vertical pipe-like structure attached to the top of the meter box.
- Attachment hardware (eyebolt, etc.) that secures the electric service drop.
- Service stack.
- Riser conduit.
- Meter box – includes the box, meter socket and wiring inside the box.
- Ground wire and rod.

If any of these areas are damaged, you will need to call a licensed electrician to make repairs before LG&E can restore your service.

LG&E responsibility:

- Service line – the cable from the utility pole to your home.
- Meter – the glass-enclosed meter inside the meter box.
- Electric lines within the right-of-way.
- Utility poles and transformers.



Underground service

Customer responsibility:

- Meter box – includes the box, meter socket and wiring inside the box.
- Riser conduit.
- Service line.
- Ground wire and rod.

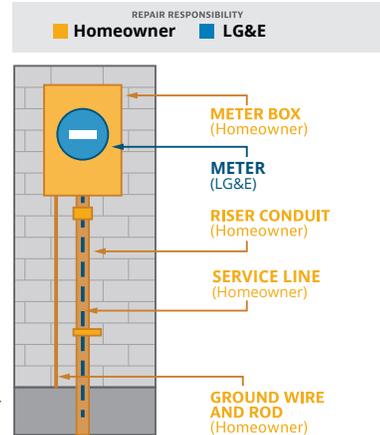
LG&E responsibility:

- Meter – the glass-enclosed meter inside the meter box.

You will need to call a licensed electrician to make repairs to those areas that fall under your responsibility before we can restore your service. Call us at **502-589-1444** (call **800-331-7370** outside Louisville), and a crew will be sent to fix areas that are LG&E's responsibility as quickly as possible.

Visit lge-ku.com/safety/service-connection to learn more.

UNDERGROUND SERVICE



HAPPY THANKSGIVING TO YOU AND YOUR FAMILY

Don't look now, but the holidays are just around the corner. With that in mind, we're sharing this reminder that LG&E's customer service center and call centers will be closed Thursday, November 28, and Friday, November 29, for Thanksgiving.

As always, we continue working nonstop to ensure you have the safe, reliable and low-cost energy you need. Our technicians are on the job and ready to respond should anything happen to cause a power outage.



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

Editor
Cheryl.Williams@lge-ku.com

Visit our website:
lge-ku.com

