



OUR INVESTMENTS AND PROGRAMS ARE RESULTING IN FEWER AND SHORTER OUTAGES

Any number of things can cause a power outage: a major storm, an animal on a power line or transformer, a car crash into a utility pole.



At LG&E, the reliability of the power we generate for you is a top priority. That's why we are making major investments aimed at reducing not only the number of outages but also the duration of any outages.

While we can't prevent all outages, ongoing investments in Distribution Automation technology allow us to detect outages sooner, better pinpoint the location, respond more quickly and reroute power around the affected area. That means fewer

people are without power and restoration happens sooner.

We are also replacing older transmission equipment – including replacing aging wooden poles with more durable steel poles – and installing new circuit breakers and other components vital to reliable service. Plus, our Power Line Tree Clearance program helps reduce outages by removing dead and decaying trees to keep them from potentially impacting electric lines.

These investments and programs have helped reduce outages – and the length of those outages – by more than 30 percent over the last several years.



THERE'S MORE

Go to lge-ku.com to:

- » Learn the importance of calling before you dig.
- » Sign up for an Advanced Meter at no extra cost.
- » Find out about career opportunities for veterans

THE POWER RESTORATION PROCESS AND HOW IT IS IMPACTED BY CIRCUITS

When your power goes out, you have questions: What happened? What's being done to restore power? How long will it take?

As part of an occasional series, our employee experts will answer some of the most frequently asked questions, such as:

After a storm, why does my neighbor across the street have power, but I do not?

"Your neighbors may have electric service when you don't because their home is on a different set of lines, or circuit.

Think of the electric grid as a large-scale version of your house. When a circuit breaker trips in your home, power may be on in the bathroom but not in the kitchen.

That's because your house has more than one circuit. One circuit is off while others are on. Circuits in neighborhoods work much the same way.



As we work through the restoration process, some areas may have less damage than others. Once major lines serving a neighborhood are repaired, power may be on at some houses and off at others because of additional damage to lines and equipment serving those homes.

Our crews work safely and as quickly as possible to restore service, and you can always check their progress on our online outage map at lge-ku.com/storm."

–Diaz Crawford, call center operations manager, Customer Services

PAYING YOUR BILL ELECTRONICALLY IS SAFE, SECURE AND SIMPLE



LG&E's electronic payment option will make paying your monthly energy bill a bit more convenient – saving you time and the cost of a stamp. To take advantage of this payment method, simply sign in to your account (or quickly create one at my.lge-ku.com). You can pay your bill with an electronic check, a debit card or a credit card. **NOTE:** There is no charge

for paying with an electronic check, but the third-party vendor that processes our online payments requires a transaction fee for payments made by debit or credit cards.

And while we're talking about convenience, you might want to consider going paperless. With secure and easy paperless billing, we'll send you an email each month with the summary of your bill, including the amount and the due date. You choose whatever payment option works best for you. Also, for added assurance, if we are unable to email your bill for any reason, we'll drop your bill in the mail.

Part and parcel to paperless billing is signing up for My Notifications. We'll send you reminders about your bill the way you want to receive them – email, text and/or voice call. Plus, you choose when you want to be notified – when your bill is ready for viewing, five days before the due date or one day past the due date (if payment has not been received).

Visit lge-ku.com/paymybill to learn more about payment options.

SUMMERTIME MEANS **FUN TIME** WITH THE KIDS

Summer is upon us, school is out and you're looking for something fun to do with the kids. Here are a couple of ideas for easy activities that you and your youngsters will enjoy. Plus, they are energy efficient and don't cost a lot.

Making a kaleidoscope

At LG&E we're all about the power of light, and nothing takes advantage of light – including the extra daylight of summer – more than this timeless toy. You'll need just a few supplies:

- Cardboard roll (e.g., paper towel or toilet paper roll)
- Tape
- Mylar® cardstock
- Scrapbook or wrapping paper

Directions

1. Cover the cardboard roll with some scrapbook or wrapping paper.
2. Cut a 6" x 11" (or 4" x 6" for the toilet paper roll) piece of the Mylar.
3. Fold the Mylar into a triangle, securing it with a piece of tape.
4. Slide the triangle into the cardboard roll.

Voila! You now have a kaleidoscope that will jazz up just about anything you view through it.

Ice-cube-tray Popsicles®

What a cool treat on a hot summer day! All you need is:

- An ice cube tray
- Your favorite fruit juice
- Popsicle sticks
- Fruit

Directions

1. Place a piece of fruit on the end of each Popsicle stick.
2. Place Popsicle sticks in ice cube tray.
3. Fill each ice cube tray compartment with fruit juice.
4. Place tray in freezer overnight or until juice is frozen solid.
5. Enjoy!



MAKE SURE TO APPLY THESE **SAFETY TIPS** FOR YOUR GAS APPLIANCES

If you are one of the many LG&E customers who enjoy the reliability and safety of natural gas, it's always a good idea to get a quick refresher on safety tips for gas appliances.

- You should always have gas appliances installed, serviced and repaired by a professional.
- Follow the manufacturer's instructions when using your gas appliances.
- Make sure any flammable liquids and combustible materials are kept a safe distance away from the gas water heater and gas furnace. Keep towels away from the burners on your stove.
- When lighting the burners on your stove, light the match before turning on the gas. If the flame goes out, turn off the gas and let it disperse before relighting.
- Before lighting stove burners, clean off any grease, oil or debris to prevent a possible grease fire.
- Keep a fire extinguisher in the kitchen.

- Never use the stove to help heat your home. It could be deadly.
- If you need to turn off the natural gas supply to an appliance, use the shutoff valve for that appliance rather than turning off the main valve to your entire home.



- If the pilot light goes out, turn off the gas at the appliance and wait at least five minutes before attempting to relight. Be sure to follow the manufacturer's instructions for relighting.

If you haven't done so in a while, have a professional inspect the corrugated metal tubing that connects the natural gas supply to your appliances. Uncoated tubing, manufactured before 1977, is more likely to separate from the connectors due to cracking, breaking and deterioration. We recommend replacing the tubing and connectors for maximum safety.

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

LG&E AND HOMEARAMA: IT JUST **FEELS LIKE HOME**

LG&E is proud to once again sponsor Homearama, which showcases custom-built new homes that are fully furnished, decorated and landscaped. The homes feature the latest in building trends, technology and interior design. Homearama is one of the most popular events each year in the community.

This year's Homearama will be July 13–28 at Dove Point Estates (4063 Sweeney Lane). The cost is \$12 per person. (Children 12 and under are free).

Hours:

- Weekdays: 5–9 p.m.
- Saturdays: 10 a.m.–9 p.m.
- Sundays: 1–6 p.m.

Homearama has been held every year since 1968.

LG&E Contact Information



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Dial 711

Business Service Center
502-627-3313
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Monday–Friday
8 a.m.–6 p.m. (Eastern Time)

In-Person Customer Service Walk-In Center
701 South Ninth Street
Monday–Friday
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