

Welcome home

Here are some tips to help make your life less stressful.



Safety Information

- Downed power lines**
Stay away from downed power lines and call us immediately.
 - LG&E: Call 502-589-1444 and press 1-1-2.
 - KU/ODP: Call 800-981-0600 and press 1-1.
- Gas leaks**
Pure natural gas is colorless and odorless. LG&E adds a chemical called mercaptan which smells like rotten eggs. If you suspect a gas leak, immediately leave the area and get to a safe location to call us at 502-589-1444 and press 1-1-1.
- Dig safely**
Contact 811 before you dig to mark underground utility lines. It's the law. If you live in Kentucky, dial 811 or visit kentucky811.org. If you live in Virginia, dial 811 or visit va811.com.
- Reporting outages/updates**
Report a power outage using our mobile app, online through My Account, or by texting OUTAGE to 4LGEKU (454358). Get status updates through the app or by texting STATUS to 4LGEKU.

Account Management

- Download our mobile app**
Use our mobile app to manage your account balance, report and track outages, view your energy use and more. Use the QR code on this page to download the app.
- Sign up for My Account online**
Use My Account to access your account information safely and securely at any time. View all your important information, such as billing dates, account balances and your scheduled meter reading dates. Visit my.lge-ku.com to access your My Account or sign up for one.
- Ensure current records**
Keep your records accurate using our mobile app or online My Account. This includes email address, phone number, etc.

Payment Information

Learn more at lge-ku.com/residential/payment

- App**
Pay your bill, review payment history, check your account balance and more on our mobile app. Additional fees may apply.
- Online**
Pay your bill fast, easily and securely online via My Account with electronic check, debit/credit card or other convenient options. Additional fees may apply.
- Phone**
Make your payment by phone with electronic check or debit/credit card. Additional fees apply.
 - LG&E: 502-589-1444 and press 1-2-3.
 - KU/ODP: 800-981-0600 and press 1-2-3.
- In person**
Pay your bill in person at retail locations through our authorized third-party payment agents. Cash and debit cards (some locations) accepted. Additional fees apply. To find locations, visit lge-ku.com/inperson.
- Mail**
Mail your check or money order and bill stub using the convenient return envelope we include in your monthly statement. Please allow extra time when mailing payments to avoid mail delays and late payment charges.

Bill Information

Learn more at lge-ku.com/residential/billing

- Paperless Billing**
Receive your monthly bill safely and securely via email by signing up for paperless billing.
- My Notifications**
Sign up for My Notifications and get reminders about your monthly billing dates by email, text and/or automated phone call.
- Understanding your bill**
 - You should receive a bill approximately every 30 days.
 - Have a question about what's on your bill? See our example bill online.
 - If you haven't received your bill within 30 days of moving in, please contact us.
- Meter access**
Meters must be accessible 24 hours a day to deal with emergencies such as power outages, damaged equipment or safety hazards. After advanced meters are installed, meters will no longer need to be manually read. Visit lge-ku.com/meter-upgrade to find out when meter upgrades will begin in your area.
- Assistance programs**
Get or give assistance—our assistance programs are a great way to help those in need.
 - Help customers in need by participating in our winter assistance programs.
 - Some individuals may qualify for utility-related assistance from our community partners.



Download the LG&E and KU mobile app to make a payment, view your energy usage, report an outage and more.

The Environment

Learn more at lge-ku.com/environment

Invest in renewables

- Solar—Support local renewable energy by participating in our Solar Share program.
- Renewable Energy Certificates (RECs)—Support regional renewable energy efforts by participating in our Green Energy program.

Energy efficiency

Save energy throughout your home by viewing our energy efficiency tips.

For more information

Account security

Protect your account information; we ask for personal identifiers when you contact us. See more about what we do with your information at lge-ku.com/privacy.

Report scams

We will never call and ask for credit or debit card numbers or other personal information. If you receive a suspicious phone call, text or email, fill out our online form to make us aware at lge-ku.com/safety/scams.

Customer Bill of Rights

View your rights and responsibilities at lge-ku.com/bill-rights.

Contact Us

24-hour automated services

Did you know you can call 24/7 to learn your account balance, pay by phone or find out when your bill is due? Use our fast path, self-service options to take advantage of our automated system anytime, day or night.

Residential phone numbers

- Monday–Friday, 7 a.m.–7 p.m. ET
- 24-hour automated services
- Emergencies 24 hours 7 days a week

LG&E residential customers, call

502-589-1444
or
800-331-7370

KU/ODP residential customers, call

800-981-0600

Visit lge-ku.com/welcome for even more tips and information.

