

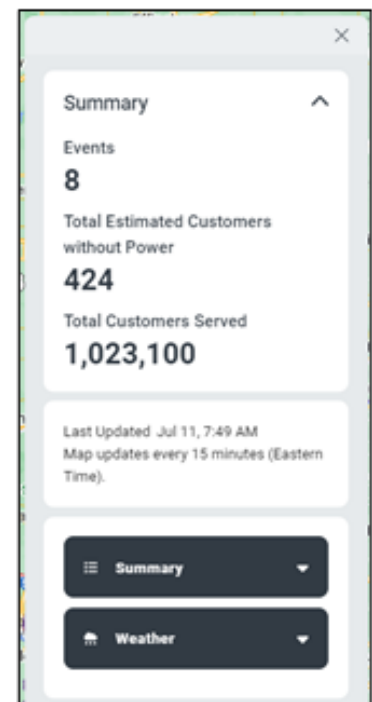
The LG&E and KU Outage Map

You can view local power outage information through LG&E and KU's Outage Map, accessible on our mobile app or online at lge-ku.com/outage. The map allows you to see where LG&E and KU outages are occurring based on geographic location, while providing the ability to filter the displayed data. Use these tips to view the information most helpful to you.

Menu

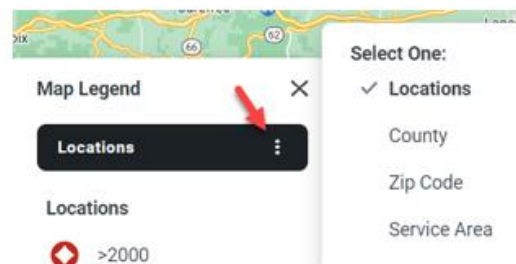
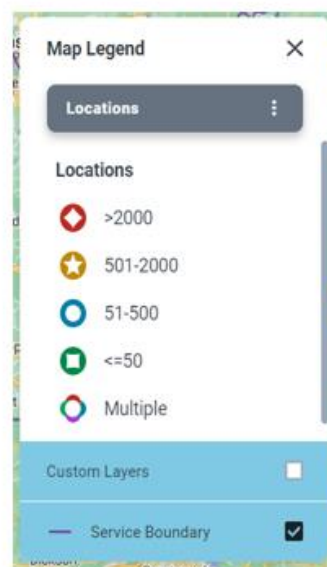
The Menu button, located at the upper left side, provides several helpful pieces of information.

- **Events:** An "event" is a grouping of individual properties experiencing power outages that are likely due to the same issue.
- **Total Estimated Customers without Power:** The number of properties without power.
- **Total Customers Served:** The complete number of customers we serve throughout our service territories.
- **Last Updated:** The date/time when the outage map was last updated.
- **Summary:** Outage information by county or zip code.
- **Weather:** Allows the user to change the view of the weather radar to a stationary view or a radar loop.



Map Legend

The Map Legend displays colored icons that indicate the number of properties without power in each location. Click an icon to see an estimated time of restoration (ETR), additional comments about the outage, the number of estimated properties without power, the start time of restoration work, and the outage's cause (when available). Refresh this page for updates gathered from technician evaluations and customer reports.



By clicking the three dots next to Locations, you can filter current outages based on County, Zip Code or Service Area.

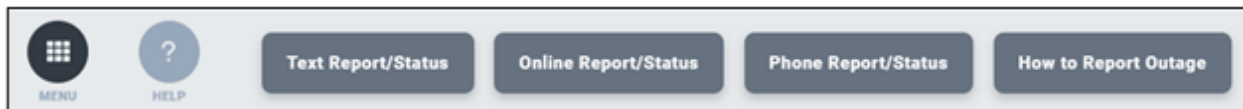
Estimated Time of Restoration

When multiple outage events in a close vicinity exist at the same estimated time, you may see an icon like the one at the right. The number in the center of the icon indicates the number of events in a combined area that have multiple outages. When you click the icon, you will see the number of outage events in that area along with an estimated time of restoration (ETR), which indicates the **latest** anticipated time that power will be restored in that combined area. However, your particular address may have a quicker ETR. Use the tool's zoom in (+) feature to identify a more precise ETR for your address.



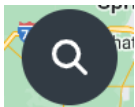
Help and Outage Reporting

On the web/desktop version, you'll see a Help button and additional buttons that link to pages on the lge-ku.com website where you can find details on how to report an outage. (Note: While you do not see these features on the app version of the outage map, you can X out of the outage map to return to the app, where you can tap the **Report an Outage** button.)

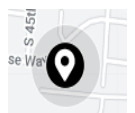
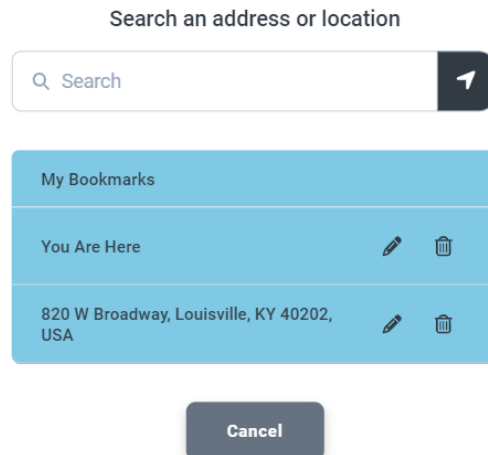


Search and Navigation

The following icons appear on the screen to assist with searching and navigating the map.



Search allows you to enter an address and view the locations you've previously bookmarked.



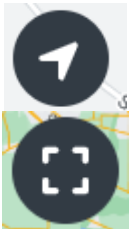
A map "pin" appears when you search for a location. You can save this location as a bookmark for easy future reference by clicking on the pin and then clicking **Save to Bookmark**.

Address

820 W Broadway, Louisville,
KY 40202, USA

SAVE TO BOOKMARK

CLEAR MAP MARKER



Click this icon to show your current location on the map. Note: You must enable location settings to use this feature.

Displays a map overview of all current outage events in the LG&E, KU and ODP service territories.

Map Viewing Options

By default, the map is set to Road view. Click the other icons to change the views. Satellite provides a view of the terrain. Hybrid combines both the Road and Satellite views.

You also can zoom in (+) or zoom out (-) to adjust the map view.

