



**We Want  
To Help...**

If you have an LG&E bill you cannot pay or think you will have trouble paying, we encourage you to contact us. Call us at 589-1444 (Monday through Friday, 7 a.m. to 7 p.m.). Our Customer Care representatives will work with you to establish satisfactory payment arrangements. We want you to know there are options available to you, and we're here to help you find the assistance you need.

Our customer service department typically experiences a high volume of calls on Mondays, especially in the morning. Therefore, you may experience a longer hold time if it is necessary for you to call us then. We appreciate your understanding and patience. We make every effort to be as responsive to you as possible.



Louisville Gas and Electric Co.  
P.O. Box 35590  
Louisville, KY 40232-5590

**Customer Service: 589-1444**  
[www.lgeenergy.com](http://www.lgeenergy.com)



**LG&E**

**Helping  
Hands**

**A Community  
Assistance  
Referral Guide**



## Step-By-Step Assistance

When you need assistance—paying your bill or making your home more efficient—you should not have the additional worry of where to ask for help. We want to help you find the assistance you need, so we put together a list of community agencies available to you in the Louisville area. This step-by-step guide is designed to help you find the assistance you need when you need it most.

### Step One—Call LG&E:

If you're faced with an LG&E bill that you think you won't be able to handle, or if your service has already been shut off for non-payment, please contact us as soon as possible at (502) 589-1444 Monday through Friday, 7 a.m. to 7 p.m. Our Customer Care Representatives can usually work out a solution that will allow you to keep essential service.

Ask about payment options such as partial payment plan, budget billing, net bill extender, automatic bank club, one service option, medical letter extension and more. Let's work it out together!



### If you still need assistance...

#### Step Two—Referral:

Louisville Metro Crisis and Information Line  
589-4313

Helps people and families in need find emergency assistance. Monday through Friday, 8 a.m. to 5 p.m.

Metro United Way First Call  
566-4968

Offers general information and referrals 24 hours a day, seven days a week.

Call the referral numbers to find out about the following seasonal programs that may assist you...

#### Step Three—Utility Bill Assistance Programs:

Louisville Metro Community Action Partnership

LIHEAP (Low-Income Heating Energy Assistance Program)  
574-1157

Assists low-income households facing a home heating crisis by offering seasonal financial assistance to prevent utility cut-off. Subsidy monies available in Nov.-Dec. using an alphabetized application system. Crisis assistance available Jan.-Mar. (or until funds run out) for people facing disconnection of utilities; co-payment required for those who apply.

Community Winterhelp, Inc.  
561-6830 (ext. 150)

Provides emergency heating assistance Jan.-Mar. to low-income households in crisis that are without heat or are in immediate danger of being without heat.

#### Step Four—Weatherization:

LG&E WeCare Weatherization Program  
1-800-251-7808

Installs weatherization materials for low-income residents. Must be qualified through Louisville Metro Community Action Partnership LIHEAP.

LG&E Home Energy Audit  
1-800-251-7808

A trained energy specialist will show you how you can lower your monthly bills and reduce your energy use. Cost is \$15 and includes some free weatherization products.

Louisville Metro Housing (Weatherization)  
574-3249

Installs weatherization materials for low-income Louisville Metro residents.

Project WARM  
636-WARM (9276)

Local non-profit agency that provides free weatherization and energy education for low-income, elderly and disabled individuals.



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