



# LG&E – FASTER AND EASIER

## Get help without the wait.

We've made it easier for you to reach LG&E for help with the reasons people call us most. Now you don't have to wait to report a power outage, learn your account balance, pay by phone or any of the other services listed below.

Save this list for fastest access, and you won't even have to wait to hear the options when you call.

Call 24 hours a day, 7 days a week, 365 days a year.

**589-1444** or **1-800-331-7370** OUTSIDE  
LOUISVILLE

## AUTOMATED SERVICES:

- 1-1** Report a power outage or hazardous condition
- 1-2-1** Obtain your account balance or payment due date
- 1-2-2-3** Make a payment by phone
- 1-2-3** Find payment options, locations or request a copy of your current bill
- 1-4-3** Learn about or enroll in our energy efficiency programs

## NEED TO TALK TO A PERSON?

If you prefer or need to speak to an LG&E representative, they are happy to help during office hours Monday – Friday, 7 a.m. – 7 p.m.

Just press "0" from most menu levels to speak to a representative, or use the following fast-path options to route your call.

- 1-1-1** Report a gas leak or gas emergency
- 1-2-2** Discuss payment arrangements
- 1-3** Start, transfer or stop service
- 1-4-1** Request website assistance