

At LG&E, we have built our reputation on providing exceptional customer service. While customer satisfaction has remained our priority for many years, the changing needs and expectations of our customers have changed the way we do business. We have employed new technologies where they make sense and now operate much more efficiently as a result.

In April, we will embark on a new era using state-of-the-art technology to launch a new customer information system we are calling our Customer Care Solution (CCS). CCS will standardize the business processes between LG&E and its sister utility, Kentucky Utilities. This will allow us to continue to operate as efficiently and cost-effectively as possible. From a customer perspective, CCS will enhance the service we provide to you, primarily allowing us to offer a wide range of energy efficiency programs and options to help you become more efficient with your energy use. In addition, it will allow us to improve and increase our online services.

In many ways, the actual transition to CCS in early April will be seamless for you. *The most significant change for everyone will be a new account number; however, the vast majority of you will **not** be required to take any action as a result of the new account number.* Those of you who make online payments using a third-party agent or software, such as your bank's online payment system or Quicken, will have to notify your vendor of your new account number when it is issued. ***You will receive additional details if specific action is required on your part.***

We are excited about all that CCS has to offer and assure you we will make every effort to ensure a smooth transition to the new system. Watch for more information, including details about the expanded features and what CCS will offer you!

Ultimately, we will continue to provide you with the same outstanding service while offering the enhanced and expanded features you want from us.

[www.eon-us.com](http://www.eon-us.com)

### **Customer Service**

502-589-1444

800-331-7370 (Outside Louisville)

Monday through Friday

7 a.m. to 7 p.m.



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