



# Save Your Energy

Online Property Management Resources



# Multiple Customer Name Registration

Now, as a registered user, you can register and manage multiple customer or business names using one e-mail address. As a landlord or owner of multiple properties, you benefit by being able to manage all of your accounts with a single e-mail address.

## Step 1: Registering Multiple Accounts

**A** Log in with your e-mail address. Then click 'Register Another Account.'

**B** Fill out all required fields. You must provide an account number, billing zip code and telephone number.

**C** Click 'Continue.'

You will then be prompted to enter a personal identifier for the account. In most cases, the personal identifier is the social security or tax identification number for the primary account holder.

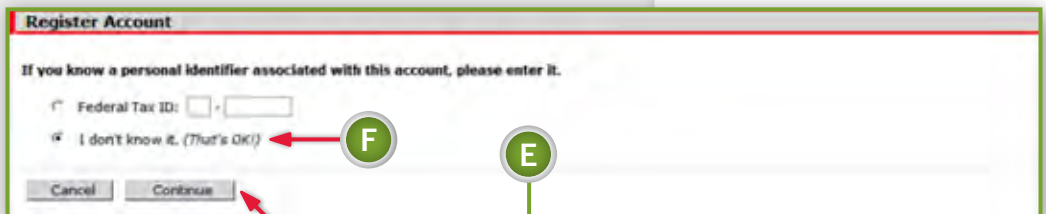
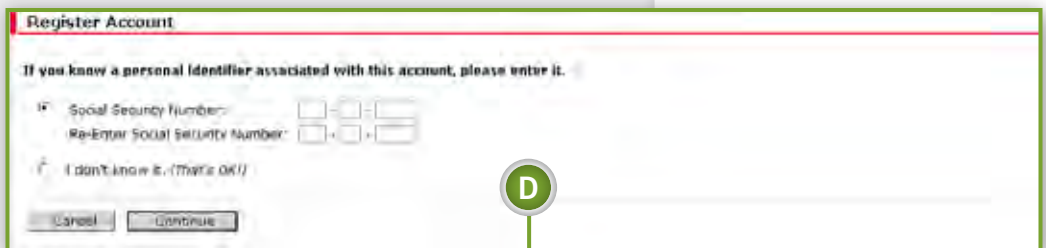
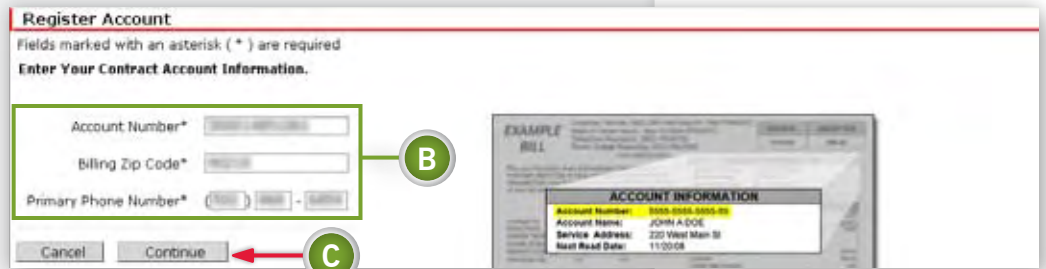
**D** If the account has already been set up in our system with a social security number, you will see the screen asking for the social security number.

**E** If the account has already been set up in our system with a tax identification number, you will see the screen asking for the tax identification number.

You must enter the personal identifier in order to register all of the other accounts associated with your customer or business name.

**F** If you click the button for 'I don't know it', then you will only be able to register the one account.

**G** Click 'Continue.'



## Step 2: Registering Multiple Accounts

You will be asked to select other accounts you would like to register to the customer or business name that you entered.

**H** Our system will recognize other accounts with the same personal identifier and display those to you so that you can easily select the accounts you wish to register.

**I** To register all of the accounts displayed, click 'Select All.'

To register one or more of the accounts listed, click the box next to the specific accounts you wish to register.

**J** Click 'Continue.'

**Register Account**

Please confirm the account information below:

Would you like to register the additional accounts as well?

Select All / None

Cancel Continue

## Step 3: Registering Multiple Accounts

**K** You will receive a message confirming the registration.

**L** If you click 'yes' to register another account, you will repeat the process.

**M** If you click 'no' to indicate you would not like to register another account at this time, you will be taken back to the account selection screen.

Make an account selection to conduct business.

**Register Account**

Account registration successful. Would you like to add another account?

Yes No

My Account

**Select your account.**

Search By: Show All Order By: Account Status

Your account(s) with us	View Registered Users	Messages	Remove
Account Name / Address / City / State / Zip / Account Status	[Icon]	[Icon]	[Icon]
Account Name / Address / City / State / Zip / Account Status	[Icon]	[Icon]	[Icon]
Account Name / Address / City / State / Zip / Account Status	[Icon]	[Icon]	[Icon]
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# Filter and Sort

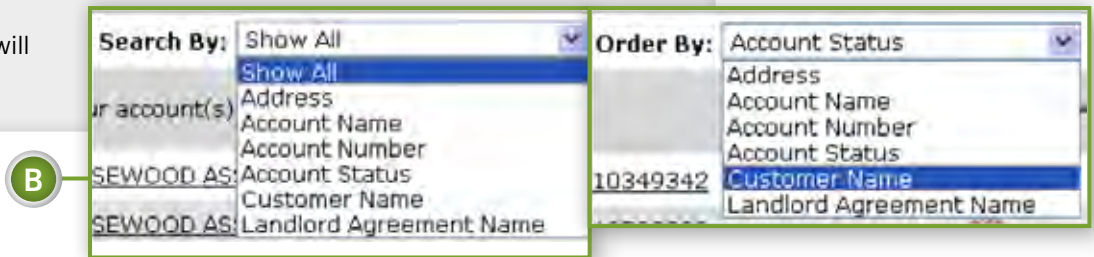
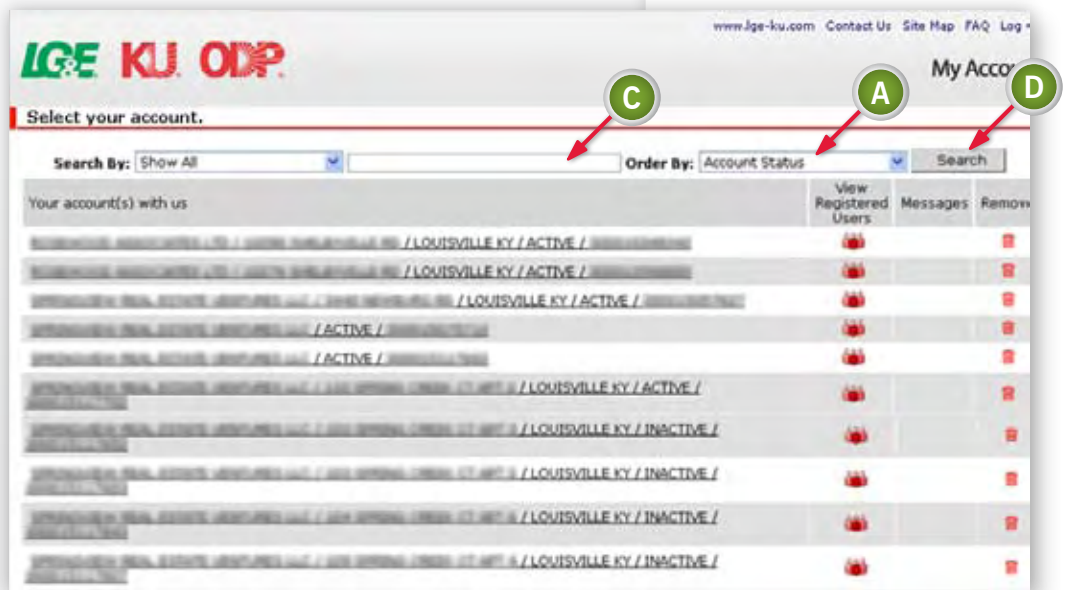
If you have six or more accounts, you can filter and sort them to narrow the search for a particular account.

## Filter and Sort: Overview

When you log in to our system, all of your registered accounts will be displayed.

The default setting is for your active accounts to display first followed by your inactive accounts.

- A** The 'order by' function defaults to 'account status'.
- B** Use the drop down options in the 'search by' field to filter or 'order by' field to sort.
- C** Enter the requested information for the account you wish to display.
- D** Click 'Search.' Accounts that match your search will be displayed.



## Filter and Sort: Definitions

- Show All:** shows all accounts registered to the email address
- Address:** you can enter the full address or a partial address; with or without the house number; with or without the apartment number
- Account Name:** the name that you have assigned to a particular account (ex. barn, garage, office etc.)
- Account Number:** account number
- Account Status:** active or inactive accounts
- Customer Name:** the name on the account
- Landlord Agreement Name:** the name assigned to the landlord agreement

# Telephone Number & Mailing Address Updates

Registered users can update and maintain telephone numbers and mailing addresses by logging into their account on our website.

## Telephone Number & Mailing Address Updates

**A** Once you have selected an account to update, navigate to the 'Profile' tab on the left.

**B** Select 'Contact Information.'

When a change is made to a telephone number or mailing address, a confirmation e-mail is sent to the e-mail address for the user on the account. If the update was made by an *associate\** user, a confirmation e-mail will be sent to both the *primary\** and *associate* account holders.

**C** The current telephone numbers and mailing address for the selected account automatically display.

**D** If the user logged in to the website as the *primary* customer on the account, that person can update any or all of the telephone numbers associated with that particular account.

**E** If the user who logged in is registered as an *associate* user on the account, he/she will only be able to update the home, outage and/or business telephone number for the selected account.

**F** The business number field will only display if the account is registered as a business.

www.lge-ku.com Contact Us Site Map FAQ Log Off

**My Account**

**Contact Information**

Type over the fields you would like to update.

**Phone Numbers**

→ [Help?](#)

Home [ ][ ][ ] [ ][ ][ ] [ ][ ][ ]

Work [ ][ ][ ] [ ][ ][ ] [ ][ ][ ]

Mobile [ ][ ][ ] [ ][ ][ ] [ ][ ][ ]

Outage [ ][ ][ ] [ ][ ][ ] [ ][ ][ ]

Cancel Update Phone

**Mailing Address**

P.O. Box [ ][ ][ ]

House Number / Street\* / Apt. [ ][ ][ ][ ] [ ][ ][ ][ ] [ ][ ][ ][ ] [ ][ ][ ][ ]

City / State\* / Postal Code\* [ ][ ][ ][ ] [ ][ ][ ] [ ][ ][ ][ ] [ ][ ][ ][ ]

In Care Of [ ][ ][ ][ ] [ ][ ][ ][ ] [ ][ ][ ][ ]

→ **International Address?**

Cancel Update Address

**Phone Numbers**

→ [Help?](#)

Home [ ][ ][ ] [ ][ ][ ] [ ][ ][ ]

Work [ ][ ][ ] [ ][ ][ ] [ ][ ][ ]

Mobile [ ][ ][ ] [ ][ ][ ] [ ][ ][ ]

Outage [ ][ ][ ] [ ][ ][ ] [ ][ ][ ]

**Phone Numbers**

→ [Help?](#)

Home [ ][ ][ ] [ ][ ][ ] [ ][ ][ ]

Outage [ ][ ][ ] [ ][ ][ ] [ ][ ][ ]

**Phone Numbers**

→ [Help?](#)

Business [ ][ ][ ] [ ][ ][ ] [ ][ ][ ]

Mobile [ ][ ][ ] [ ][ ][ ] [ ][ ][ ]

Outage [ ][ ][ ] [ ][ ][ ] [ ][ ][ ]

Cancel Update Phone

\* The *primary* user is the first person to register the account on our website. The *associate* user is someone who is also registered to the account but registered after the *primary* account holder.

## Telephone Number & Mailing Address Updates

**G** Highlight the telephone number(s) you wish to update with your cursor, and type the new number. You can use the 'tab' button on your keyboard to navigate from field to field.

**H** After you have made the necessary updates, click 'Update Phone.'

**I** You will receive a message confirming the update.

**J** Now highlight the mailing address field(s) you wish to update with your cursor, and type the new information.

If you currently have a standard street address and are changing it to a P.O. Box, you will need to add the P.O. Box, city, state and zip code. Be sure to delete the house number, street name and apartment number.

**K** After you have made the necessary updates, click 'Update Address.'

**L** You will receive a message asking you to confirm the mailing address update.

**M** Click 'Yes' to confirm the updates.

**N** You will receive a confirmation message that all monthly bills will be mailed to the new mailing address.

**O** To correct an entry, click the 'Contact Info' button to go back to the 'Contact Information' screen.

**P** Click 'No' and no changes will be made.

**Q** Click 'Cancel' if you do not wish to make the update. You will be taken back to the account selection screen.

**Phone Numbers**

→ [Help?](#)

Home

Work

Mobile

Outage

**Contact Information**

Thank you for updating your account information.

**Mailing Address**

P.O. Box:

House Number / Street\* / Apt.

City / State\* / Postal Code\*

In Care Of

→ [International Address?](#)

**Mailing Address**

P.O. Box:

House Number / Street\* / Apt.

City / State\* / Postal Code\*

In Care Of

→ [International Address?](#)

⚠ Are you sure you want to change the mailing address where the bill for this account is mailed?

**Contact Information**

Thank you for updating your account information. All correspondence including the monthly bills will be mailed to the mailing address you provided.

## Telephone Number & Mailing Address Updates

**R** If you wish to make the same updates to other accounts registered to the same e-mail address, click on 'Select Another Account.' You will be taken back to the account selection screen.

**S** If you wish to update accounts that are registered to a different e-mail address, you will need to 'Log Off' and then log back in using the e-mail address for the account(s) you wish to update.

www.lge-ku.com Contact Us Site Map FAQ Log Off

**My Account**

**Contact Information**

Type over the fields you would like to update.

**Phone Numbers**

→ [Help?](#)

Home

Work

Mobile

Outage

**Mailing Address**

P.O. Box

House Number / Street\* / Apt.

City / State\* / Postal Code\*  KY

In Care Of

→ [International Address?](#)

**Log Off** → **S**

**Select Another Account** → **R**

## Multiple Mailing Address Updates

For multiple accounts that are registered to the same customer or business name, you can select one or more of those accounts to receive the same mailing address update. This will allow you to update multiple accounts without having to update each account individually. Select the account(s) from the account selection screen.

*The system will recognize if you have multiple accounts registered to the e-mail address you used when you logged in.*

**A** Enter the new mailing address.

**B** Select 'Click Here.'

**Mailing Address**

P.O. Box

House Number / Street\* / Apt.

City / State\* / Postal Code\* LOUISVILLE KY

In Care Of

→ [International Address?](#)

To view and select other accounts for mailing address updates that are associated to  [Click Here](#)

**Mailing Address**

P.O. Box

House Number / Street\* / Apt.

City / State\* / Postal Code\* LOUISVILLE KY

In Care Of

→ [International Address?](#)

To view and select other accounts for mailing address updates that are associated to  [Click Here](#)

**A** → **B**

## Multiple Mailing Address Updates

All other active service addresses associated with the customer/business name will be displayed.

**C** 'Select All' to update all of the active service addresses registered to your account.

**D** To update one or more of your active registered accounts, select the account(s) you wish to update with the new mailing address.

**E** Click 'Continue.' You will be taken back to the original mailing address screen.

**F** Click 'Update Address.'

**G** You will receive a message asking you to confirm the mailing address update.

**H** Click 'Yes' to change the mailing address.

**I** You will then receive a confirmation message.

**J** If you click 'No,' no changes will be made. You will still be able to edit the mailing address.

**K** Click 'Cancel' if you do not wish to make any updates. You will be taken back to the account selection screen.

**Contact Information**

Please select the addresses that you wish to update. These will be updated with the mailing address you specify.

	Service Address	Mailing Address
<input type="checkbox"/>	Select All	
<input type="checkbox"/>	500 BROAD ST. LOUISVILLE KY	500 BROAD ST. LOUISVILLE, KY
<input type="checkbox"/>	500 BROAD ST. LOUISVILLE KY	500 BROAD ST. LOUISVILLE, KY
<input type="checkbox"/>	500 BROAD ST. LOUISVILLE KY	500 BROAD ST. LOUISVILLE, KY
<input checked="" type="checkbox"/>	500 BROAD ST. LOUISVILLE KY	500 BROAD ST. LOUISVILLE, KY
<input checked="" type="checkbox"/>	500 BROAD ST. LOUISVILLE KY	500 BROAD ST. LOUISVILLE, KY
<input type="checkbox"/>	500 BROAD ST. LOUISVILLE KY	500 BROAD ST. LOUISVILLE, KY

Cancel Continue

**Mailing Address**

P.O. Box

House Number / Street\* / Apt.

City / State\* / Postal Code\*

In Care Of

[International Address?](#)

To view and select other accounts for mailing address updates that are associated to  [Click Here](#)

Cancel Update Address

**Mailing Address**

P.O. Box

House Number / Street\* / Apt.

City / State\* / Postal Code\*

In Care Of

[International Address?](#)

To view and select other accounts for mailing address updates that are associated to  [Click Here](#)

Cancel

Are you sure you want to change the mailing address where the bill for this account is mailed?

Yes No

**Contact Information**

Thank you for updating your account information. All correspondence including the monthly bill will be mailed to the mailing address you provided.

Contact Info



## International Mailing Address

**A** To update an account using an international mailing address, click the link for 'International Address.'

You will then be prompted to 'Contact Us' to make this update.

Please make sure all of your contact information is correct.

**B** In the question box, let us know which account(s) need to be updated with the international address. Please include the full international mailing address and submit. We will make the update(s) to your account(s).

The image shows a screenshot of a website interface. At the top, there is a link labeled "International Address?" with a red arrow pointing to it from a blue circle containing the letter "A". Below the link is a text box that says: "If you need to add an international address, please submit your request by clicking the 'contact us' link at the top of the page." Below this is a "Contact Us" form. The form has a header "Contact Us" and a sub-header "Fields marked with an asterisk ( \* ) are required". Below that is a message: "If you would like to contact us with a question, comment or issue, please complete the fields below." The form contains several fields: "Select Subject\*" (a dropdown menu with "Customer Self-Service" selected), "Name\*", "Email\*", "Phone" (with a format guide), "House Number / Street / Apt.", "City" (with "LOUISVILLE" entered), "State" (a dropdown menu with "Kentucky" selected), and "Zip". At the bottom of the form is a "Question\*" text area with a red arrow pointing to it from a blue circle containing the letter "B". There are "Cancel" and "Submit" buttons at the bottom of the form.

## Collective Billing

For accounts that are part of collective (summary) billing, mailing address changes can only be made at the master (parent) account level.

**A** If you attempt to make the mailing address update at the sub (child) account level, you will receive a message directing you to make the update at the master (parent) account level.

The image shows a screenshot of a website interface. At the top, there is a link labeled "International Address?" with a red arrow pointing to it from a blue circle containing the letter "A". Below the link is a text box that says: "If you need to add an international address, please submit your request by clicking the 'contact us' link at the top of the page." Below this is a "Contact Us" form. The form has a header "Contact Us" and a sub-header "Fields marked with an asterisk ( \* ) are required". Below that is a message: "If you would like to contact us with a question, comment or issue, please complete the fields below." The form contains several fields: "Select Subject\*" (a dropdown menu with "Customer Self-Service" selected), "Name\*", "Email\*", "Phone" (with a format guide), "House Number / Street / Apt.", "City" (with "LOUISVILLE" entered), "State" (a dropdown menu with "Kentucky" selected), and "Zip". At the bottom of the form is a "Question\*" text area with a red arrow pointing to it from a blue circle containing the letter "B". There are "Cancel" and "Submit" buttons at the bottom of the form.

# Landlord Property Maintenance

Landlords and property managers who have landlord agreements with us can manage those landlord agreement(s) quickly and easily on our website.

## Step 1: New Landlord Agreement

- A** Once logged in, click 'Landlord Agreement.'
- B** Select 'New Landlord Agreement.'
- Fill out all required information.
- C** Click 'Continue.' The 'address verification' screen will appear.

## Step 2: New Landlord Agreement

- D** Click 'Rental Property Address' and fill in all necessary information\*.
- Enter the meter number instead of the address if you prefer.
- E** Click 'Search.'
- F** Verify the address by clicking the box beside the address.
- G** Click 'Continue.'

\* It may be necessary to try different variations of words like "Road" (Rd), "Street" (St) and "Lane" (Ln).

### Step 3: New Landlord Agreement

**H** Modify the mailing address and auto pay information for this account.

**H** In the 'Transfer Account Number' field, please provide the account number you want us to use when the account closes so that we can transfer any credits or debits. This should be an account that will always be in your name.

**I** If no updates or changes are necessary, click the check box beside the 'Terms and Conditions' to indicate you have read and accept the Terms and Conditions.

**J** Click 'Continue.'

**K** If changes or updates are necessary, click 'Previous' to go to the previous page.

**L** Click 'Cancel' to cancel your request.

**M** Verify the information and click 'Submit.'

**N** You will receive a confirmation message indicating your information has been successfully updated.

### Step 1: Updating an Existing Agreement

**A** Select 'Landlord Agreement.'

**B** Select the Landlord Agreement you wish to update.

**C** Click 'Continue.'

## Step 2: Updating an Existing Agreement

- D Click 'Manage My Agreement.'

Landlord Agreement: 123456 - Search This Page Renewal Date: 10/07/2012

Please select the checkbox beside the address(es) you want to remove from the agreement.

Is the account in the Landlord's name?	Address	Remove	Renewal Date
<input type="checkbox"/>	LOUISVILLE, KY,	<input type="checkbox"/>	10/07/2012

Select All

Previous Add New Address Manage My Agreement

D

## Step 3: Updating an Existing Agreement

- E Click the drop down menu for 'Add/Modify Mailing Address' to select a mailing address from our system.
- F To add a new mailing address, click 'New Mailing Address' and provide all required information.
- G Click the check box beside the 'Terms and Conditions' to indicate you have read and accept our Terms and Conditions.
- H Click 'Continue.'
- I You will receive a confirmation message indicating your information has been successfully updated.

Landlord Agreement: 123456 - Search This Page Renewal Date: 10/07/2012

Add / Modify Mailing Address    New Mailing Address

**Enter the following fields for a new Mailing Address**

House Number / Street\* / Apt

City\* / State\* / Zip Code\*

Add / Modify Auto Pay  Yes  No

Transfer Account Number

Landlord Utility Service Terms and Conditions

In order to register for and use the LG&E and KU Online Landlord Utility Service, you must review and accept the Terms and Conditions (TAC) below.

By clicking the I AGREE button at the end of this document, you are entering into a legal contract with LG&E and KU and you agree to be bound by the TAC. If you do not accept the TAC, click the CANCEL button at the bottom of the page to cancel your request to use the LG&E and KU Landlord Utility Service.

We suggest printing, downloading, or otherwise saving a copy of the TAC for your future reference.

I have read and agree to the Terms and Conditions. [Print Terms & Conditions](#)

Previous Cancel Continue

E F G H

Landlord Agreement: 123456 - Search This Page

**Your Agreement has been successfully updated.**

Back to Agreement List

I

## Step 1: Auto Pay & Bank Details

- A** Select 'Landlord Agreement.'
- B** Select the Landlord Agreement you wish to update.
- C** Click 'Continue.'

## Step 2: Auto Pay & Bank Details

- D** Select 'Manage My Agreement.'
- E** Click 'yes' to 'Add/Modify Auto Pay' information.
- F** View existing bank account details or click 'New Bank Details' to add new information.  
  
Provide all required information (fields marked with an asterisk).
- G** Click the check box beside 'Terms and Conditions' to indicate you have read and accept our Terms and Conditions.
- H** Click 'Continue.'

### Step 3: Auto Pay & Bank Details

- I Verify the information and click 'Submit.'
- J You will receive a confirmation message indicating your information has been successfully updated.

**Landlord Agreement:** 1-8000-3446-124-788 **Renewal Date:** 10/07/2012

Please review the information for this Landlord Agreement and click Submit. You may modify the information or Cancel.

**Mailing Address**  
SHEPHERDSVILLE, KY

**Auto Pay**  
Account Description  
Bank Routing Number  
Bank Account Number  
Name on Bank Account

**Transfer Account Number**

Previous Cancel Submit

**Landlord Agreement:** 1-8000-3446-124-788 **Renewal Date:** 10/07/2012

**Your Agreement has been successfully updated.**

Back to Agreement List

### Transfer Account Number

Specify an account number for us to use to transfer any debits or credits when an account is closed. This should be an account that will always be in your name.

- A Enter that account number in the 'Transfer Account Number' field.
- B When an account closes, any debits or credits remaining on the closed account will automatically transfer to the account number you enter in the 'Transfer Account Number' field.
- B Check the box beside the 'Terms and Conditions' to indicate you have read and accept our Terms and Conditions.
- C Click 'Continue.'

**Landlord Agreement:** 1-8000-3446-124-788 **Renewal Date:** 10/07/2012

Add / Modify Mailing Address SHEPHERDSVILLE, KY New Mailing Address

Add / Modify Auto Pay Yes No

Transfer Account Number

**Landlord Utility Service Terms and Conditions**  
In order to register for and use the LG&E and KU Online Landlord Utility Service, you must review and accept the Terms and Conditions (TAC) below.  
By clicking the I AGREE button at the end of this document, you are entering into a legal contract with LG&E and KU and you agree to be bound by the TAC. If you do not accept the TAC, click the CANCEL button at the bottom of the page to cancel your request to use the LG&E and KU Landlord Utility Service.  
We suggest printing, downloading, or otherwise saving a copy of the TAC for your future reference.

I have read and agree to the Terms and Conditions. Print Terms & Conditions

Previous Cancel Continue

## Step 1: Removing Accounts

Remove accounts from a particular Landlord Agreement.

- A** After logging in and selecting an account from the account selection screen, select 'Landlord Agreement.'
- B** Select the agreement you wish to update.
- C** Click 'Continue.'

## Step 2: Removing Accounts

Remove accounts from a particular Landlord Agreement.

- D** You can view the renewal date for each account.
- E** Click the button to specify which account you would like to remove from the agreement.
- F** To remove all of the accounts from the selected agreement, click 'Select All.'
- G** After making your selection(s), click the box beside the 'Terms and Conditions' to indicate you have read and accept our Terms and Conditions.

- H** Click 'Submit.'
- I** If you attempt to add a new address to a Landlord Agreement and that particular address is already associated with another of your Landlord Agreements, you will receive a message advising you that the address is already registered to a Landlord Agreement.

Remove the address from the original Landlord Agreement, then add it to your new agreement.

**Landlord Agreement:** [ID] [Address]  
 ⚠ Our records indicate this address is assigned to an agreement for another landlord.

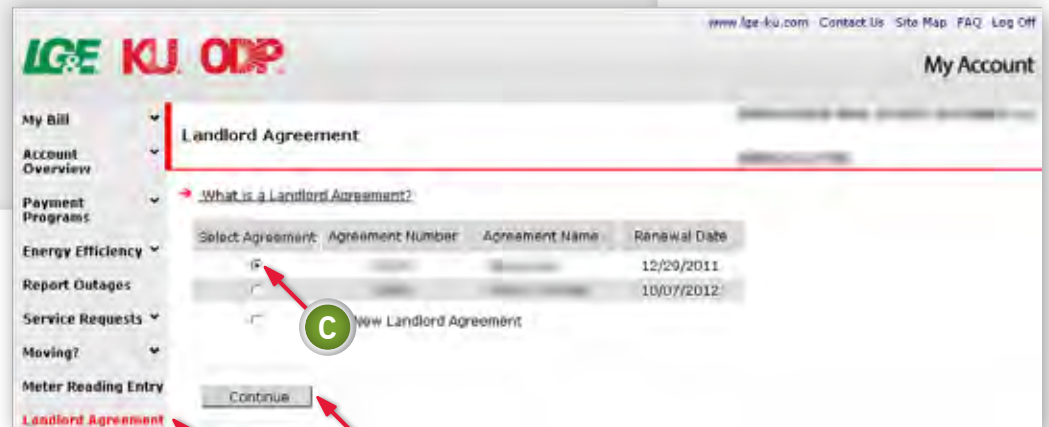
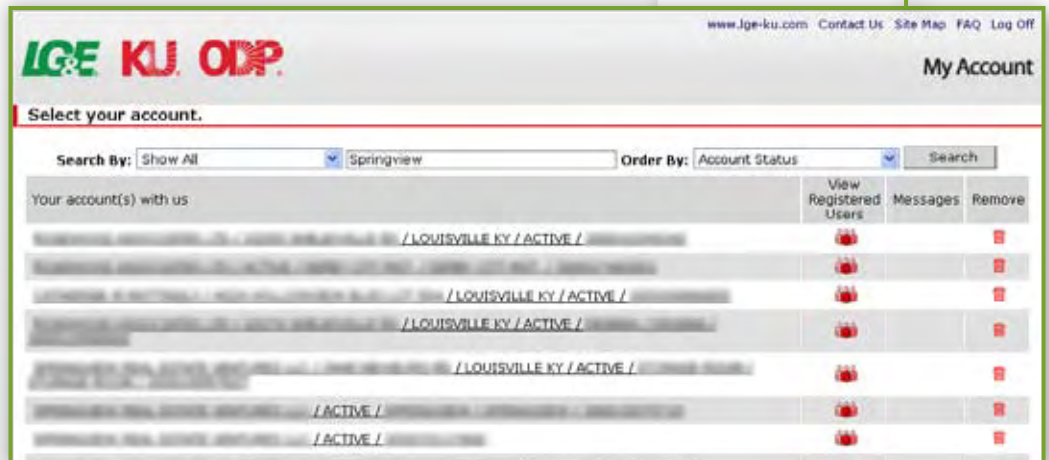
# Landlord Move-Out No Revert

This feature enables a landlord to move out of a premise and guarantee that the service will not automatically revert back to the landlord's name. This ensures landlords only pay for service in their name and prevents tenants from using the utility service while it is in the landlord's name.

As a registered landlord, you can go to the website at anytime and request to move the service in and out of your name. In addition, you can request at any time to re-establish the "landlord revert" so that the service will automatically be placed in the landlord's name whenever a tenant moves out.

## Step 1: How to Enter a Move-Out

- A** Select an account from the account selection screen.
- B** Click on the 'Landlord Agreement' option.
- C** Select the appropriate Landlord Agreement.
- D** Click 'Continue.'
- E** The system will display all accounts registered to this e-mail address so you can see which services are currently in your name and which are not.
- F** Click 'Move-Out' for the service you do not wish to have automatically revert to your name when a tenant moves out.





## Step 2: How to Enter a Move-Out

**G** Verify the premise address information and click on the calendar to select a move out date.

**H** Click 'Continue.'

**I** Complete the mailing address information.

**J** Click 'Continue.'

**Move-Out**

Enter the move-out date and move-out premise.

Choose a move-out date:

Address	Contract Account	Contract	Service Type
2000 Shepherdville Rd, LOUISVILLE, 40218	20000000000000000000	20000000000000000000	Electricity Gas

Change of service requires a three (3) business day notice prior to desired change date.  
Submissions received after 5:00 p.m. (Eastern) will be entered into our system the following business day.

**Continue**

**Move-Out**

Enter the Mailing Address where the final bill should be sent

Fields marked with an asterisk ( \* ) are required

Name:

House Number\* / Street Name\* / Apt #:

City\* / State\* / Zip\*:

Telephone Number:   -

**Previous** **Cancel** **Continue**

## Step 3: How to Enter a Move-Out

Verify the premise address and mailing address information.

**K** Click 'Submit.'

**L** Confirm your request.

**Move-Out**

Verify the move-out date and final billing address.

Move-Out On October 11, 2010

**Service Address**

2000 Shepherdville Rd  
Louisville, KY 40218

**Contract Account**  
20000000000000000000

**Contracts**  
20000000000000000000 - Electricity  
20000000000000000000 - Gas

**Bill Address**

Name: SHEPHERDVILLE MAIL SERVICE 20000000000000000000  
Address: 2000 Shepherdville  
Shepherdville, KY 40360  
Telephone Number: 5025262000

**Previous** **Cancel** **Submit**

**Move-Out**

Your information has been submitted. Your confirmation number is 00000000000000000000

Move-Out On October 11, 2010

**Service Address**

2000 Shepherdville Rd  
Louisville, KY 40218

**Contract Account**  
20000000000000000000

**Contracts**  
20000000000000000000 - Electricity  
20000000000000000000 - Gas

**Bill Address**

Name: SHEPHERDVILLE MAIL SERVICE 20000000000000000000  
Address: 2000 Shepherdville  
Shepherdville, KY 40360  
Telephone Number: 5025262000

**Print**

# Save Your Energy

For more information, email [bsc@lge-ku.com](mailto:bsc@lge-ku.com) or visit [lge-ku.com/bsc](http://lge-ku.com/bsc).



**LGE & KU**  
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