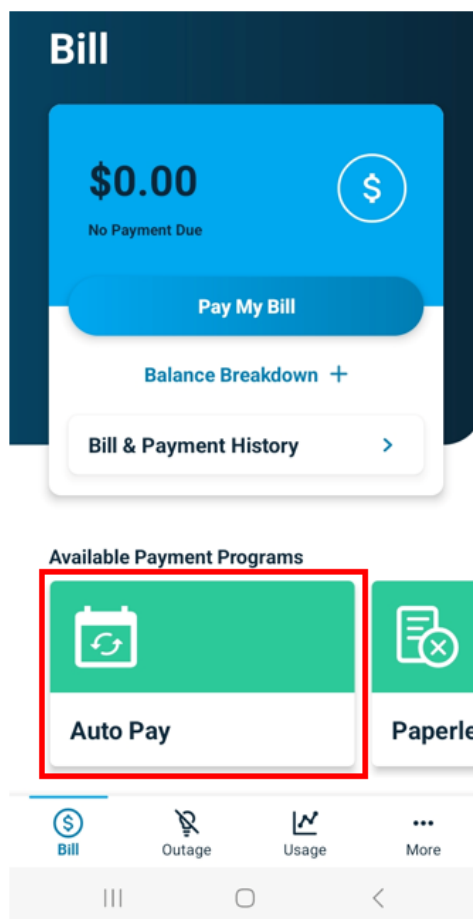


How do I use the mobile app to sign up for Auto Pay using my debit or credit card?

Want to see the step-by-step process? Visit lge-ku.com/selfserve to watch a video.

- Make sure you have the most recent LG&E and KU app (see icon at right). Open the app. If you're not already logged in, log in using your My Account user ID and password or Face/TouchID.
- If you have more than one account, tap the drop down arrow and then tap the account you wish to enroll in Auto Pay.
- Tap **Auto Pay** in the Available Payment Programs section.



- Review program details and tap **Sign Up for Auto Pay**.
- Select or add a new payment method by tapping the drop down arrow. (**Note:** If you already have a saved payment method on file, it will be listed and you can proceed by tapping **Authorize Auto Pay**.)
- Tap **Debit/Credit Card** to set up Auto Pay using your debit or credit card. (Note: Additional fees apply when using this payment method. To pay no additional fees, use your bank account information instead.)

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- Debit/credit card payments are processed through our vendor Paymentus. Tap **Continue to Paymentus** to continue enrollment.
- To add a new payment method, tap **Add Schedule**.
- If you have one or more accounts listed, tap the account which you want to enroll in Auto Pay. If you want to add a new account not listed, tap **Add new**. Otherwise, tap **Continue**.
- Choose from an existing saved payment method and tap **Continue** or tap **Add new** to enter new payment information.
- Add a payment method. Choose from Credit, Debit or Digital Wallet (PayPal, PayPal Credit, Venmo, Amazon Pay, Google Pay or Apple Pay). After making your selection and entering your payment information, tap the checkbox to agree to the Payment Authorization Terms and tap the **Set as default payment method** checkbox. Then tap **Add**.
- Once the new payment method is selected under **My Wallet**, tap **Continue**.
- Review summary and payment details. (Note: Your automatic payments will begin with your next bill unless today is the due date of your current bill OR a payment has been made on this utility account within the last 30 days via Paymentus.) To complete enrollment, tap the checkbox to accept the Terms and Conditions and then tap **Create AutoPay**.
- You will see a confirmation page with a confirmation number.
- Note: Since you've enrolled in Auto Pay through our third-party vendor Paymentus, your Auto Pay enrollment will not appear as "Active" in the LG&E and KU app. However, if you've received a confirmation number, we'll receive your payment.

The screenshot displays the 'Add Payment Method' screen in a mobile browser. The address bar shows 'ire1.paymentus.com'. The page title is 'Add Payment Method'. There are four tabs: 'Credit' (selected), 'Debit', 'E-Check', and 'Digital Wallets'. Below the tabs are logos for VISA, MasterCard, AMERICAN EXPRESS, and DISCOVER. The form fields are: 'Card Number' (with a 'CVV' field), 'Expiration Date' (with 'MM' and 'YYYY' dropdowns), and 'Card Holder Name'. At the bottom, there are two checkboxes: 'I authorize payment and agree to the Payment Authorization Terms' and 'Set as default payment method'. A green 'Add' button and a grey 'Back' button are at the bottom of the form.