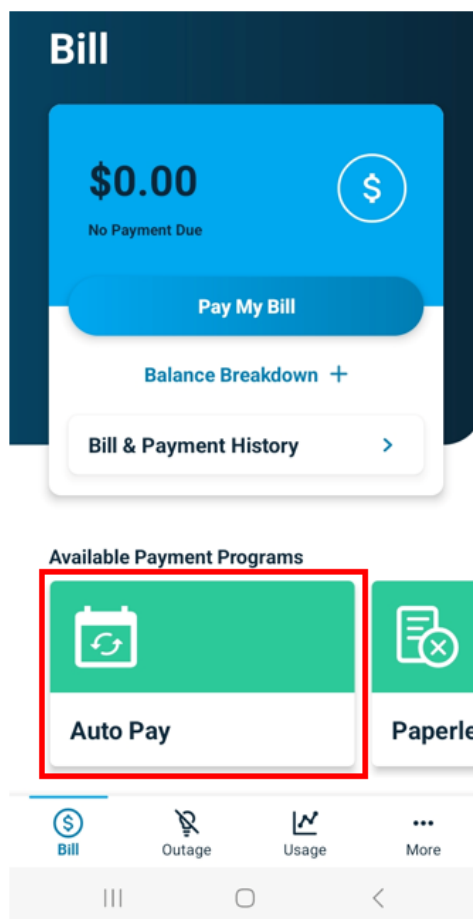


How do I use the mobile app to sign up for Auto Pay using my bank account?

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 **Add New Bank Account** to set up Auto Pay using your checking or savings account. No additional fees apply when using this method.



How do I use the mobile app to sign up for Auto Pay using my bank account?

- Follow on-screen instructions to enter and confirm your bank routing and account numbers. Tap **Add Bank Account**.
- Accept the Terms of Service by tapping the check mark box and then tapping **Authorize Auto Pay**.
- You'll receive a confirmation message on the app.
- On the app's homepage, you'll also see Auto Pay marked as **Active** under **Available Payment Programs**.

