LG&E and KU Energy

> " The nice thing about Everbridge is, if something takes us out, our communications aren't affected. As long as we have cell phone service and the Everbridge mobile app, we're still able to get notifications out."
>
> Jody Grizz
> **LG&E and KU Energy**

OVERVIEW

Louisville Gas and Electric Company and Kentucky Utilities Company are regulated utilities that serve a total of 1.2 million customers and have consistently ranked among the best companies for customer service in the United States. The company holds about 75 percent to 80 percent of the state's electric customers and 20 percent to 25 percent of the gas customers—a total of 543,000 customers.

PROBLEM

LG&E and KU Energy needed a critical communication system that allowed them to quickly and efficiently notify employees of any potential threats or dangers in the field. It also needed a system that allowed for collaboration with other utilities in times of need.

SOLUTION

LG&E and KU Energy chose to adopt Everbridge's system to communicate with employees and other mutual aid utilities during these storms or critical events. Members who are off-site can do so by using Everbridge's mobile app from their cell phone or iPad to send out emergency and pull notifications with detailed instructions.

VISIT WWW.EVERBRIDGE.COM
CALL +1-818-230-9700

HOW DOES THIS SOLUTION HELP YOU BETTER SERVE YOUR EMPLOYEES?

Given the responsibilities that our linemen have out there in the field, it is important to have good communication with them. We have storms and bad weather during which we have to be able to get messages and detailed instructions out to these linemen. We have to be able to get more people into work during some incidents. The nice thing about Everbridge is, if something takes us out, our communications aren't affected. As long as we have cell phone service and the Everbridge mobile app we're still able to get notifications out.

We originally adopted the Everbridge system for business continuity, but what we use it for more than anything else is customer threats. We average probably three customer threats per week that put our employees in direct danger. The quicker we can get a message to them, the safer it is for them to do their job. This is critical and we use the Everbridge system to send messages out to multiple employees quickly.

HOW HAS THIS SOLUTION IMPROVED EFFICIENCY WITHIN YOUR COMPANY?

A lot of times when we need to use the Everbridge system I might not be at my desk. In these instances, I use the mobile app that is available. I would much rather send a message out using a mobile app because it's just so much easier. I can access the app on either my iPhone or iPad, which is one of the great benefits of Everbridge.

If we have a storm coming, we use Everbridge's emergency notification system to first send out a reminder to all of our call center representatives. Before we began using the Everbridge system, we had to use pagers to reach the reps. Also, with the old system, we had a call tree. Basically, we were using people to try and make multiple phone calls to multiple people, one right after another. That's the nice thing about this system—we can just pull up the Everbridge mobile app and send a notification that goes to everybody, ultimately eliminating the call tree issue.

HOW DO YOU PLAN ON CONTINUING TO USE EVERBRIDGE IN THE FUTURE?

Right now we are using the Everbridge system and it is spreading throughout the company. We are using it for our public safety team, threats, business continuity, storms and for setting up conference bridges. What I'm looking at down the road is hopefully being able to expand our use of the system by notifying customers about issues and letting them know when there are outages or storms coming. Basically, the system is moving company wide. More and more areas are using it as I continue to show and demo it in the company, and that's the great thing about it.

About Everbridge

Everbridge is a leading unified critical communications platform trusted by corporations and communities of all sizes that need to reach the right people for immediate action, collaboration, and decision-making. Connecting millions of people and internet-connected devices, the company provides reassurance that secure, compliant messages are delivered, locally and globally, received and responded to, no matter the recipient's location. Everbridge is based in Boston, Los Angeles, San Francisco, Beijing and London.

For a full product description, along with best practices and product details please see the Everbridge User Guide and Everbridge University.