



# POWERSOURCE

Customers first. Energy that lasts.

## Power On

### Kentucky's Carbon Footprint: Where does it lead?

More than 90 percent of Kentucky's electricity comes from coal. As our customers' demand for electricity increases, so, too, will coal production. In fact, coal production is expected to increase globally as much as 60 percent in the next 25 years.<sup>1</sup> Coal use to generate electricity is a major contributor of carbon dioxide (CO<sub>2</sub>).

We have sought out reliable, independent studies and proposals on alternatives to coal, and they all show that Kentucky simply does not have alternate natural resources – sun, wind, agricultural waste or hydro – that are sufficient to meet our energy needs. Consequently, we have pledged to work with industry experts on technologies that could reduce or contain CO<sub>2</sub>.

This will allow us to avert extremely large cost increases for our energy – an unavoidable consequence of recent proposals in Washington. Some of these

proposals, if passed, would raise our electricity rates as much as 40 to 80 percent, or more, over the next decade with carbon taxes and renewables alone.

Impending proposals could have a large impact on reducing our carbon footprint and increasing Kentucky's energy costs; so, we are faced with challenges. On an individual level, our challenge is to make energy efficiency central to our lives.

We offer – and continue to add – a range of customer energy efficiency programs. In this issue of *PowerSource*, you will find information on some of these programs. You can also visit [www.eon-us.com/ee](http://www.eon-us.com/ee) for specific information about our energy efficiency programs and efforts.

Our energy choices have already changed our world. With your help, we can make it a better world by changing our everyday choices.

<sup>1</sup> National Geographic, *Energy for Tomorrow: Repowering the Planet*, May/June, 2009.



## Lighten Up

### Does your air conditioning system need a tune-up?

We now offer an HVAC Diagnostic and Tune-Up program to help your central air conditioning or heat pump system operate more efficiently. The program is available to residential and commercial customers at discounted costs.

If it's been a while since your system was inspected, contact us to schedule your inspection today. With a diagnostic inspection performed by one of our trained professionals, we can identify some of the common problems that may be causing your system to operate inefficiently. Upon completion of the diagnostic inspection, our technician will advise you if the inspection revealed dirty air coils or improper refrigerant levels. If so, you will receive a list of qualified contractors who can perform a tune-up (again, at a discounted cost) to ensure your system operates at optimum efficiency.

Our HVAC Diagnostic and Tune-Up program is one of a wide array of energy efficiency program offerings. We continue to look for ways to help you become a more savvy energy consumer so you can use energy more efficiently than ever.

Visit us online at [www.eon-us.com/ee](http://www.eon-us.com/ee) or call 1-800-356-5467 to take advantage of an HVAC diagnostic inspection and to find out more about our other energy efficiency programs.

## A new appliance could help put a freeze on energy costs

Old refrigerators or freezers may be costing you more to run than you think. A unit at the end of its life could cost you more than \$100 each year. Before it breaks and leaves you with a lot of spoiled food, replace it with an ENERGY STAR® qualified refrigerator or freezer. It will cost half as much to run and offer new technology to keep your food fresher longer.

You may want to consider replacing your refrigerator or freezer if:

- You are thinking of remodeling.

- You have a side-by-side refrigerator (they use 25% more energy).
- It has been unreliable or required repairs in the past.
- Your household size has gotten smaller and you could use a smaller model.
- Your refrigerator or freezer is more than 10 years old.

Visit [www.energystar.gov](http://www.energystar.gov) for more information.



**If every household made a five-bulb switch from incandescent light bulbs to CFL bulbs, we could prevent the release of more than one trillion pounds of greenhouse gases.**

## Residential Energy Audit program – schedule yours today!

Whether your home is large or small, you can learn ways to reduce your energy usage and costs. The first step is to find out which parts of your home use the most energy. Our home energy audit can pinpoint those areas and offer suggestions on the most cost-effective ways you can save.

When you schedule an energy audit, a certified technician will visit your home to help develop a customized list of energy-saving measures. The technician will use a variety of equipment, such as a blower door, to check for leaks and drafts. You will receive a number of energy-saving

products, including compact fluorescent light bulbs and water restrictors. These products will help you start saving energy without having to make major lifestyle changes.

After the audit, your detailed report will outline your energy usage, your customized list of energy-saving measures and estimated costs to apply the recommendations. The Residential Energy Savings Audit allows you to benefit from our expertise in energy savings! Schedule your audit today by visiting [www.eon-us.com/ee](http://www.eon-us.com/ee).

## Technotes

### Follow us on Twitter

You've likely heard the old saying, "I don't like to be left in the dark." More often than not, this is said in relation to information sharing. But we know it can be taken quite literally during an outage situation. The more information you receive about the status of your outage and the progress of our crews working to restore service, the better you can plan.

We continue to evaluate ways to improve upon the amount and frequency of the information we provide during these situations. One tool that is growing in popularity, especially within the utility industry, is Twitter. Twitter is an online service that allows users to stay connected. Originally designed for networking purposes, utility companies throughout the country have discovered the benefits of this technology when communicating with their customers. Twitter will allow us to send brief, frequent messages about the status of our restoration efforts during large-scale outages.

You select whether you want messages sent directly to your Twitter account or cell phone (in the form of a text message). Twitter is a free service; however, standard text messaging rates will apply if you elect the cell phone option.

Visit [www.twitter.com/eonus](http://www.twitter.com/eonus) and start following us today.

### Eco-Centric

## Demand Conservation and get paid!

You can help the environment and get paid by signing up for our Demand Conservation program, which helps reduce peak demand, enabling us to use our power plants more efficiently and even delay the addition of new ones. Once you enroll, we will install a switch device on your central air conditioning or heat pump system. The switch allows us to safely cycle your system off and on during peak usage days. We only cycle for a few minutes each half hour on summer weekdays between late

afternoon and early evening. Cycling occurs no more than 20 days a year – and never on weekends or holidays.

When you enroll, we will credit your utility bill \$5 per month for each of the summer months (June, July, August and September) per central air conditioning or heat pump system. You will continue to receive the summer-month bill credit for as long as you remain in the program.

Beat the rush for program participation by signing up now at [www.eon-us.com/dc](http://www.eon-us.com/dc).

## Kentucky811: It's the law!



Are you planning to build a deck, fence or home addition? Perhaps you plan to install a pool or plant trees or shrubs in your yard. If so, call Kentucky811 before beginning any excavation or digging work. Kentucky811 will notify the appropriate utilities to locate any

underground lines to help prevent accidental line cuts and dig-ins that may cause an interruption in your service.

Before you begin any digging project, we ask that you:

1. Call 811 two business days before you start your project.

2. Wait the required amount of time for the underground lines to be marked. (You'll know they have been marked by the colored paint or flags in the ground.)
3. Respect the marks when doing your work.

### Contact Information

#### Kentucky Utilities

KU Customer Service  
Monday – Friday  
7 a.m. – 7 p.m. (EST)  
(800) 981-0600

For hearing/speech-impaired  
Dial 711  
24-hour Power Outages  
(800) 981-0600

Business Service Center  
Monday – Friday  
7 a.m. – 6 p.m. (EST)  
(859) 367-1200  
(800) 383-5582

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

