



# POWERSOURCE

Customers first. Energy that lasts.



## Lighten Up

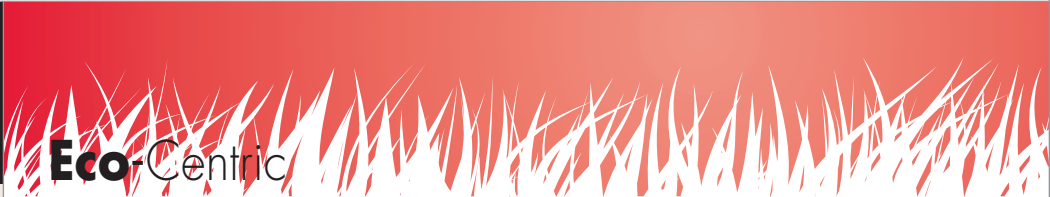
### A walk in the dark can reveal savings

Tonight when your house is dark, walk through all the rooms. Notice the little red and green lights on your appliances and electric devices? Your television, cable box, DVD players, coffee maker and other gadgets and appliances are pulling energy into your home and adding costs to your bill.

This "phantom" energy can drain a large portion of your annual energy budget. Consider how important it is to you and your family members to have these devices waiting in "instant on" mode for a signal from you. Plug several of these into a single power strip and turn it off when the items are not in use or unplug them altogether until needed. You may be surprised at the cost savings as well as how infrequently you will be stopping to plug them back in!

## Energy savings at your fingertips

Looking for ways to better manage your energy usage? Visit our Web site at [www.eon-us.com](http://www.eon-us.com) and take advantage of some of our no-cost/low-cost ways to save. View our SmartSaver tips designed to help you and your family save energy – and money – on your monthly energy bill.



## Eco-Centric

# Arbor Day is April 24: Celebrate with energy savings

Adding trees to your yard is a great way to help reduce your energy bills and regenerate the Earth's oxygen while providing for wildlife. A few minutes to investigate what kinds of trees to plant and where to plant them around your home can also make a big difference on your energy bill.

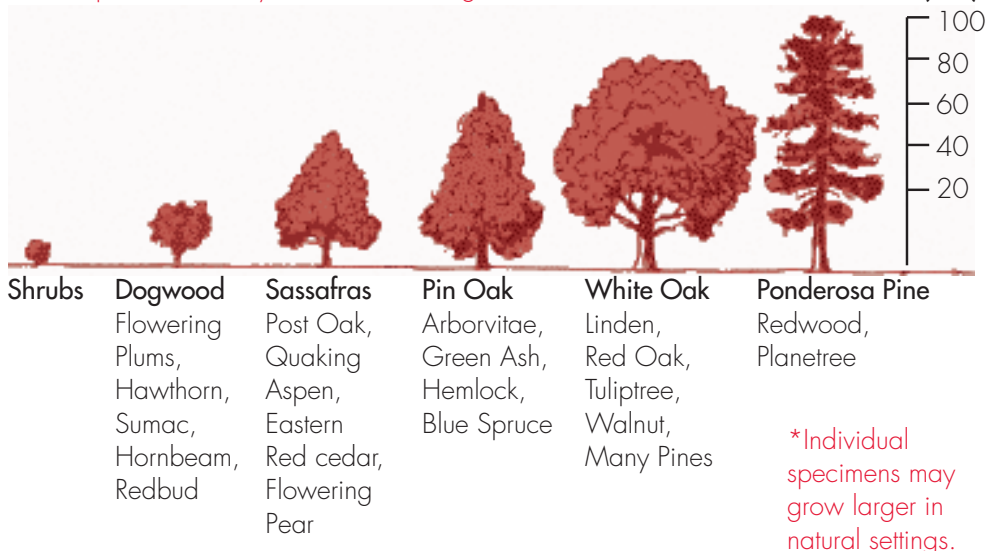
Keep these directions and tips in mind for cost savings and power line safety:

- **10' within power lines:** Low-growing shrubs, plants or trees with a maximum height under 25 feet.
- **20-50' from power lines:** Medium trees with maximum height under 40 feet.

- **50' or more from power lines:** Tall trees with a maximum height over 40 feet.
- **South and West:** Plant shade trees to keep your home cool. Round and V-shaped trees provide the most shade.

Planting the wrong type of tree too close to power lines is the single biggest culprit of power outages from bad weather. Trees and limbs fall on power lines and interrupt service when planted too close to power lines. Both wind and ice can make the problem worse. For detailed information about trees around your home, visit [www.arborday.org](http://www.arborday.org).

These examples represent typical mature heights in city conditions. Check the [Arborday.org](http://Arborday.org) Tree Guide for expected mature height and crown spread of trees you are considering.



- Shrubs**
- Dogwood:** Flowering Plums, Hawthorn, Sumac, Hornbeam, Redbud
- Sassafras:** Post Oak, Quaking Aspen, Eastern Red cedar, Flowering Pear
- Pin Oak:** Arborvitae, Green Ash, Hemlock, Blue Spruce
- White Oak:** Linden, Red Oak, Tuliptree, Walnut, Many Pines
- Ponderosa Pine:** Redwood, Planetree

\*Individual specimens may grow larger in natural settings.

# Outdoor Spring clean with safety

With Spring closing in and the weather warming up, you may look outdoors to start your Spring cleaning. Remember safety first:

- When cleaning gutters or trimming trees on your property, **never carry your ladder upright**. It's easy to lose control and hit power lines or windows.
  - **Look up for power lines before putting a ladder down** and always stay at least ten feet away from overhead power lines.
  - **Make sure someone else is home in case of an accident**, or at a minimum, let a neighbor or family member know your



plans and alert the person when you are finished.

- **Never touch or contact a wire or power line under any circumstance.** This includes debris or branches that are in contact with a wire or power line. Puddles, ground and branches can all conduct electricity if they have enough moisture.
- **Always assume any downed wire is an energized power line.** There is no way to tell if a downed wire is an energized power line, or a cable or telephone wire. Stay away from downed wires, keep others away, and call us immediately.
- **If someone comes in contact with a live wire, call 911.** Do not touch the person. The human body contains a lot of water and will easily conduct electricity to another person.

## Avoid ups and downs with the Budget Payment Plan

Do big swings in your winter or summer energy bills make you avoid your monthly statement? The Budget Payment Plan may be just the relief you need.

Extremely popular among our customers, the Plan spreads out your year's energy payments by estimating usage for the year based on your previous 12-months usage. Your payments are then set for an

equal amount in your budget year. Any underpayment or overpayment is settled at the end of the budget year. To prevent large adjustments on this settlement month, we make minor adjustments along the way by comparing actual usage against the estimated usage.

To discover your Budget Payment amount and to sign up, call **1-800-981-0600**.

## New payment locations available

ODP offers you a variety of ways to pay your bill, including agents authorized to accept payments on our behalf. We recently signed a contract with Global Express who has negotiated with a number of retail establishments throughout

our service area to provide this service. For a list of agents in your area, visit [www.eon-us.com](http://www.eon-us.com) or call Customer Service at **1-800-981-0600** to find the location of an agent near you.

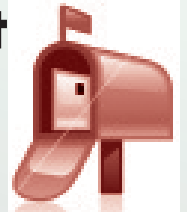
## Business energy provides opportunity to save



Energy savings tips aren't just for the home; your business can take advantage and reduce its bottom line. Take a walk through your office and look for potential savings. Do you have incandescent bulbs that can be replaced with CFLs? Are there drafty windows or entranceways that can be caulked or closed? Could computers not in use be turned off during the day or at night?

For energy usage assessment tools or for more information on commercial energy, go to [www.eon-us.com](http://www.eon-us.com) and click on KU/ODP "For the Business" and then click the link "Commercial Energy Calculator" on the left.

## Payment address change



In May, our payment mailing address will change. The new address will be printed directly on your bill stub. However, if you use an online service, other envelope than the one we enclose with your bill, or have elected paperless statements, please make note of the new address:

ODP  
PO Box 539013  
Atlanta, GA 30353-9013

As with any correspondence, include the return stub or account number for proper processing.

### Contact Information

Old Dominion Power \_\_\_\_\_  
ODP Customer Service 24-hour Power Outages  
Monday – Friday (800) 981-0600  
7 a.m. – 7 p.m. (EST)  
(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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