June 2009

AEP an E·ON company

POWERSOURCE

Customers first. Energy that lasts.

Power On

Our Carbon Footprint: Where does it lead?

More than 90 percent of our 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.[1] Coal use to generate electricity is a major contributor of carbon dioxide (CO_2).

We have sought out reliable, independent studies and proposals on alternatives to coal, and they all show that our local geography 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_2.

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 our 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** 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.

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

Lighten Up

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** for more information.

Home energy budgeting made easy

Enroll in our Budget Payment Plan to know, in advance, the amount of your monthly energy bill. This program, which helps reduce the seasonal ups and downs normally associated with utility bills, is extremely convenient and alleviates any surprises in costs each month by spreading your heating and cooling costs evenly over a 12-month period.

At four months and eight months after enrolling in the program, we will review your actual usage and make any needed adjustments to your bill.

At the end of your budget period (12 months after you sign up for the plan), we will review your actual energy usage for the entire period compared to your total payments during the budget period. Your bill may include an adjustment at that time for any difference between the total amount you paid and the total energy you actually used.

Contact us to find out what your initial monthly Budget Payment amount would be before making the decision to enroll. Visit **www.eon-us.com** 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.

Eco-Centric

Reduce your carbon footprint and save energy this summer

These tips can help you save energy this summer and beyond:

- Install insulation and seal air leaks to improve your home's energy performance, which allows you to keep the cool air you want inside your home.
- Plant trees or shrubs to shade air conditioning units, but do not block the airflow. A unit that operates in the shade uses less energy than one operating in the sun.
- Do not place lamps or electronic equipment (such as a television) near your home's thermostat. The thermostat senses heat from these appliances, which can cause your air conditioner to run longer than necessary.
- Use a fan in rooms you occupy even when your air conditioner is running so you can spread the cooled air more effectively throughout your home without having to adjust the thermostat.
- Adjust your home's thermostat up two degrees in the summer.
- Use a whole-house fan to cool your home. Whole-house fans are effective primarily when they are operated at night because that is typically when the outside air is cooler than the inside air.
- Keep curtains, drapes and blinds closed during the hottest part of the day to prevent the sun's rays from heating your home.
- Adjust your outdoor lighting timers. Summer means longer days and shorter evenings.
- Remember to replace your air filters regularly. Clogged air filters can make your system work 10% harder, increasing wear and your energy bill.
- Do laundry and dishwashing at night to avoid adding extra heat to your home during the day.

Technotes

Follow us on Twitter

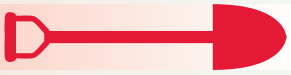
You've likely heard the old saying, "I don't like to be left in the dark." More often than not, this is said in relation to information sharing. But we know it can be taken quite literally during an outage situation. The more information you receive about the status of your outage and the progress of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

Call before you dig!



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 us before beginning any excavation or digging work if your utility lines are underground. We will locate our 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 us at least two business days before you start your project.
2. Wait until we have marked your underground lines. (You will know we have done the work because you will see colored paint or flags in the ground.)
3. Respect the marks when doing your work.

Contact Information

Old Dominion Power

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

24-hour Power Outages
(800) 981-0600

Business Service Center
Monday – Friday
7 a.m. – 6 p.m. (EST)
(859) 367-1200
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Visit our Web site
www.eon-us.com

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