

POWER Source

March 2008

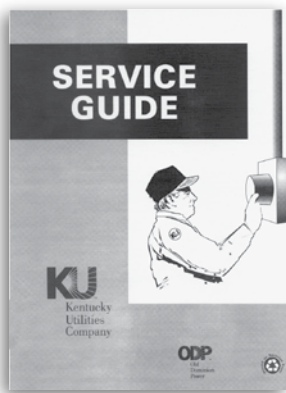
**Customers first.
Energy that lasts.**



Working toward a brighter tomorrow

5 minute task

Before you start any home improvement project, be sure to get a copy of our *Electric Service Handbooks*, which include safety tips for you or your contractor, information on reading a meter and useful phone numbers. It's especially important that your contractor has a copy of the appropriate handbook before beginning any work on your home. Download a free copy from our web site at www.eon-us.com. ■



The toughest challenges facing the energy industry today are environmental concerns and meeting the growing energy needs of our customers. With the ever-increasing size of homes and the additional amounts of energy consuming products, utilities are facing the tough balancing act of meeting the demand with clean, low-cost energy.

E.ON U.S., our parent company is investing more than \$2 billion in a dozen construction projects to ensure safe, reliable and clean energy for our customers. We are building a new generation facility (in Trimble County) to support the growth in electric demand, and adding environmental controls at our Ghent (in Carroll County) and E.W. Brown (in Mercer County) facilities.

Additionally, both utilities are offering expanded energy efficiency programs to help

Stop here before you shop

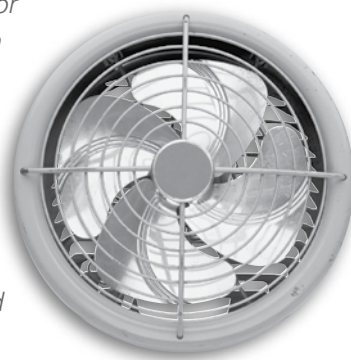
New windows or a more energy-efficient furnace can help reduce your home's energy bills. Find out which home improvements are worth the investment with our Home Energy Calculator online at eon-us.com.

Just enter a few details about your home and the kinds of improvements you're considering. Our

easy-to-use online tool estimates how much energy those improvements will save and how much that energy savings can reduce your monthly energy bill. You'll also find several low-cost tips to help you find other ways to save money. ■

Be fanatical

Turn off your kitchen or bathroom fan as soon as it has done its job. Along with removing kitchen odors or moisture from your shower, the fan also **pulls heated air from your home** and vents it outside. ■



FPO Image T/C

customers understand and take control of their energy use. And, we offer a Green Energy program so customers can offset the carbon emitted into the atmosphere as a result of their individual energy needs.

We also invested \$25 million in the development of the world's first near-zero emissions power plant called FutureGen and \$1.5 million in clean coal research with the University of Kentucky.

In the end, we hope we all can work together today, for a better tomorrow. ■



Just a trim

Mature trees shade your home in the summer and add beauty and value year-round. However, it's sometimes necessary for our crews to trim trees in your neighborhood that have grown too close to overhead power lines for safety. Downed trees and limbs are a leading cause of power outages, and we have established agreements with local communities to trim trees along primary transmission and distribution lines on a three- or four-year cycle.

Be assured that our tree trimmers follow approved standards that have been designed to preserve the health of your trees. We establish a clearance from power lines of 10 feet for fast-growing trees, and seven feet for trees that grow more slowly.

Visit eon-us.com for additional information about our tree-trimming efforts. ■

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

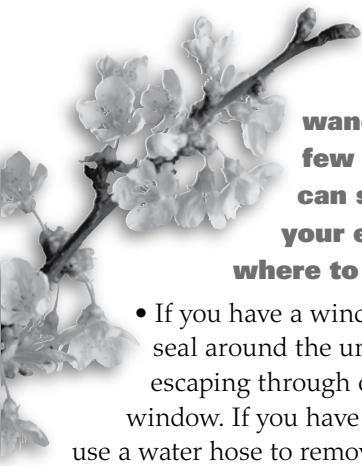
Monday – Friday
7 a.m. – 6 p.m. (EST)
(859) 367-1200
(800) 383-5582

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Visit our website at
www.eon-us.com

Save money this spring.



GOOD NEWS:
winter is on the wane and with just a few simple steps you can significantly reduce your energy bills. Here's where to start:

- If you have a window air conditioner, seal around the unit to keep cool air from escaping through openings around the window. If you have central air conditioning, use a water hose to remove dirt and leaves from the outdoor condensing unit. Schedule regular professional service for your system to keep it running efficiently.
- Replace your furnace filter before turning on the air conditioning. If you have a fiberglass filter, change it once a month to help keep allergies

under control. Pleated paper filters can remove more particles from your air and should be changed every one to three months.

- If you have a dehumidifier, vacuum the coils and fan to remove dust and dirt and ensure it operates as efficiently as possible.
- If you don't already have an outdoor clothesline, hang one in your yard or basement to dry clothes without using the dryer.
- Plant a shade tree on your home's south or west side to help block the summer sun.
- Check to be sure gutters and downspouts are clear and positioned so they drain water away from your home's foundation. Be sure the soil around your house is sloped to increase drainage from the gutters to help control the moisture in your home. ■

Dodging drafts

If your home feels drafty, it's most certainly wasting energy. Identifying the source of the draft is as easy as lighting an incense stick: just hold the lit stick next to doors, windows,

plumbing fixtures, the ceiling...anywhere there may be an air path to the outside. If the smoke streams horizontally, you've identified an air leak that should be caulked or sealed. ■

Spring showers may bring power outages

If wind or lightning from spring storms leaves you in the dark, call our automated outage management system. It's the fastest way to report a power outage, and will allow us to pinpoint the cause down to the exact backyard where a power line is down. That means faster repairs, so your lights will be back on sooner.

Just call us at 800.981-0600 toll-free if your electricity goes out in a storm. You'll never have to hold for an operator: the reporting process takes less than a minute, and you'll be helping us restore power quickly and efficiently. ■

