



POWERSOURCE

Customers first. Energy that lasts.

Technotes

Home electronics: Potential for energy savings, environmental impact

Remember that choices on new technology purchases can make a big difference. If the average home replaced their electronics with ENERGY STAR® qualified models, it would save 25 billion pounds of carbon dioxide (greenhouse gas) emissions, equivalent to that of more than two million cars.

Earning an ENERGY STAR rating means that products have met strict energy-efficiency guidelines set by the Environmental Protection Agency and the U.S. Department of Energy.

Visit www.energystar.gov for news, information and product listings of home electronics.

CSS: Improving customer service

Increased customer satisfaction through expanded services and cost management is the goal of our Customer Self Service (CSS) application.

To take advantage of our new online services, customers with existing online accounts should follow the prompts after logging in with their existing user name and password. New users can visit www.eon-us.com and click "Logon to CSS" then "Register." You will need your account number, billing zip code and primary phone number in order to register your account. You can find all of this information on your actual bill, so you may want to ensure you have it handy when you register.



Power On

A climate change has been developing over the last few years that could dramatically affect you and every one of our customers. The "climate" in this case is not atmospheric but political and social – growing sentiment toward reducing the role of coal used to generate electricity in our nation. Whatever its ultimate course, this climate change carries enormous implications for each and every one of us, including price increases that could outpace any we have seen in our history.

At ODP, we remain committed to providing you with the safe, reliable service you have come to expect from us. In addition, we continue to research new technologies and processes to lessen the environmental impacts of coal-fired electric generation.

You need to know the facts surrounding the issue. We are doing our part to educate customers by starting with elected officials, community leaders, civic groups and organizations throughout our service area. In the coming months, you'll hear more about this issue – from us, industry experts, interested parties and your elected officials.

Visit our Web site at www.eon-us.com to view a presentation that provides detailed information about the issue. Then weigh the facts and make your own informed decision about what it means to you. By partnering together, we can ensure a brighter energy future for everyone.

CFLs: Shining a brighter light on your energy bill and the environment

According to ENERGY STAR®, if every American home replaced just one light bulb with an ENERGY STAR qualified compact fluorescent light bulb (CFL), we would save enough energy to light more than three million homes a year, more than \$600 million in annual energy costs and prevent greenhouse gases equivalent to the emissions of more than 800,000 cars.

CFLs are small fluorescent light bulbs that fit into regular sockets. They cost more up front than regular incandescent bulbs, but are more cost effective as they last much

longer than traditional bulbs. **Switching five of your most-used light bulbs to CFLs can reduce your annual energy costs by up to \$27.**



CFLs do contain a very small amount of mercury. The mercury contained in a single bulb is not likely to cause any harm; however, it does make sense to avoid unnecessary contact with mercury.

The Environmental Protection Agency (EPA) offers guidelines for cleaning up and proper disposal of broken or used CFLs. Visit the EPA's Web site at www.epa.gov for detailed information.

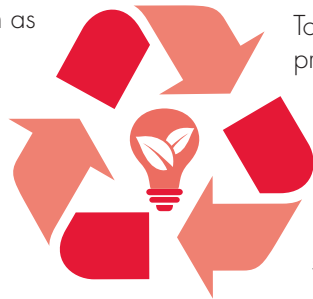
Eco-Centric

What's your carbon footprint?

Carbon dioxide, or CO₂, is a greenhouse gas that negatively impacts our environment by increasing global warming. Since 2007, we have provided you with information on the environmental impact of your energy consumption. Your monthly statement includes:

- The actual number of pounds of carbon dioxide your home's energy usage emitted for the month.
- The amount of electricity and carbon a typical resident uses and emits, so you can compare.

To calculate your total carbon footprint, you can look at other activities that add to your footprint, such as driving a car. Visit sites such as www.myfootprint.org or www.carbonfootprint.com for online calculators. Use your total as a guide to reduce your energy use and implement carbon offsets.



Carbon offsets are a simplified way to reduce your impact on emissions; take your total carbon footprint or a specific carbon-producing activity and do something to offset it. For instance, plant a tree to offset a road trip of about 80 miles, which releases approximately 50 lbs. of CO₂. A mature tree absorbs this much CO₂ each year¹.

Reducing our carbon footprint by saving energy is everyone's responsibility. Start today by:

- Reducing energy usage in your home and at work.
- Recycling.
- Buying energy-efficient appliances and electronics.

To find out more about programs we offer to reduce carbon emissions including Smart Saver Tips, visit www.eon-us.com.

¹ www.planttrees.org, "How to calculate the amount of CO₂ sequestered in a tree per year"

Sealing leaks isn't just for winter

Although we often check these areas before the cold weather hits, doors and window frames can take a beating during the winter season and need to be checked after the cold weather passes. Sealing leaks can help keep the cool air inside and improve your home's overall energy efficiency.

Examine the caulking around your doors and window frames; it should be soft and without cracks. To test for air leaks that are difficult to see, hold a burning candle or incense stick next to your outside windows and doors on a windy day. Any smoke seen drifting through the closed windows or doors will identify air leaks.

Remember to also check your attic and basement, as these are the areas with the most significant air leaks. A common area of air leakage in the basement is along the top of the basement wall where the cement or blocks come into contact with the wood frame. In the attic, look for large air leaks where the walls meet the attic floor and behind or under attic knee walls. Look for dirty insulation, as this is an indicator that air is moving through it.

Remember to practice safety first when moving insulation; use gloves and protective eye wear. Some homes also have a lightweight, pea-sized, flaky gray mineral insulation called vermiculite, which can contain asbestos. Don't disturb this type of insulation unless you know that it does not contain asbestos or until you have had it tested. Your local health department can provide contact information for approved labs.

Save with our Home Energy Calculator

Try our online Home Energy Calculator at www.eon-us.com/rsc/hec.asp and find potential energy savings just in time for summer.

Tips for each home description selection appear in the upper right corner of the page. After you've entered all of

your information, calculate the energy usage and then review your energy recommendations.

Our Home Energy Calculator also comes with helpful tips for using less energy, a glossary of important terms and an energy reference library.

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

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