



POWERSOURCE

Customers first. Energy that lasts.

Have you given a HUG lately?

Due to tremendous interest and customer demand, we offer Home Utility Gift (HUG) certificates throughout the year. HUGs are extremely popular, especially during the holiday season. A HUG is a gift certificate that credits the utility account of any ODP customer. HUGs are ideal for individuals on fixed incomes, families in need, senior citizens, and young people just starting out on their own. Many customers also have purchased HUGs for nonprofit and social service organizations.

The purchaser receives a gift certificate to present to the recipient indicating the amount of the purchase. The HUG is a credit placed directly on a customer's



account and is automatically subtracted from the customer's next bill. HUGs are available during normal business hours at any customer service walk-in center and can be purchased by cash or check in any denomination over \$25. Be prepared to provide the name and address of the HUG recipient when making your HUG purchase.

Don't have money to burn?

Before you put another log on the fire, read these tips for making a fireplace more affordable and convenient.

- Traditional fireplaces can draw your home's heated air right out of the room...and up the chimney. Adding a fireplace insert helps improve your fireplace's efficiency. Inserts burn gas, wood or wood pellets and some require retrofits to your chimney, while vent-free models are also an option.
- Glass doors installed in front of the hearth will help keep your centrally heated air from escaping up the



- chimney. For the same reason, the damper should be closed on a wood-burning fireplace when it is not in use.
- If you want to burn a fire in your conventional fireplace, turn off the central heating while you're enjoying the fire. Building smaller fires produces less smoke and more heat.
- If you don't own a fireplace but wish you could sit in front of a crackling fire this evening, consider an electric version you can simply plug into an outlet. These have traditional-looking hearths that surround a high-definition recording of a real burning fire, often with a 3-D log set and audio for authenticity. Variable heat controls let you warm your toes in front of electric heat.
- Install a decorative, cast-iron fireback against the back wall of your fireplace to reflect and radiate the fire's heat out into your home.



Use LEDs to light up your home this holiday season

The LED, a type of semiconductor, generates light when an electric current is passed through positive and negative materials. As there is no filament to heat, LEDs are **12 to 100 times more efficient** than incandescents and generate less heat.* Benefits include:

- **Energy savings** – LEDs use a tiny fraction of kilowatt-hours (kwh) of energy compared to incandescents. During a 90-day holiday season using a 300-bulb string for six hours a day with an energy rate of 6.4¢ per kwh, you'll pay **\$0.53 for a string of LED lights** (0.05 kwh per bulb) **versus \$73.58 for a string of incandescents** (7 kwh per bulb). LEDs cost more than incandescents; however, energy savings will allow costs to be recouped in the first season or two (be careful to review packages carefully as LEDs tend to be sold in shorter strings).
- **Safety** – LEDs run much cooler than incandescents, reducing fire hazards. Because they run much cooler, LEDs can be constructed with plastic bulbs instead of glass, reducing their likelihood to break. Make sure lights you purchase have a holographic "UL Listed" tag.
- **Environment** – LEDs do not use mercury and last at least twice as long as incandescent lights, reducing waste we create when throwing out old lights.
- **Brightness** – Mini-LEDs tend to be brighter than incandescents. Regular LEDs are a bit dimmer than incandescents, but the difference is moderate.

*Source: consumerreports.org



Technotes

What's on the big screen?

According to the Department of Energy, 4% of your total home energy use originates from your TV. Though newer flat screen TVs are more energy efficient than old models, the larger screen sizes use a lot more energy. Use these tips to lower your energy costs:

- If you're not watching it, turn it off – **80%** of its energy is used when on.
- **20%** of your TV's energy is being burned while off. To avoid this consumption, plug your TV into a powerstrip and turn off the strip each night and while you're at work.
- In the market for a new TV? Pay close attention to the kwh used. Some TVs made this year use less than half of what they did even three years ago. ENERGY STAR® certification ensures **30% less energy usage** but only in stand-by mode.

Eco-Centric

Compact fluorescent lights (CFLs) have never been more mainstream. With a use-life and energy savings that far surpass incandescent bulbs, you may have already made the upgrade with all your home fixtures. But, have you considered where else you might help make an impact? Consider the following:

- Energy use in commercial buildings and manufacturing plants accounts for nearly half of U.S. greenhouse gas emissions and nearly 50 percent of energy consumption nationwide.
- A person who works an average of 40 hours a week spends 23.8% of their week at the office.
- A child who attends school five hours a day spends 14.9% of their week at school – their teachers even longer.

You can have a large impact on carbon emissions and energy use by getting your employer and school on board with energy savings. Some at work tips:

- If you use a desk lamp with an incandescent bulb, change it to a CFL.
- If your company uses multiple incandescent lights, ask them about having all the bulbs changed.
- Remember to turn off the lights and equipment at the end of the day.
- Create a Green Team with your coworkers; help reduce office waste and set a goal to earn the ENERGY STAR® rating for your building.

Your child's school may also use incandescent bulbs, but may not have the budget to make changes to their bulbs. Consider donating CFL versions of the bulbs they use, or ask them to take the initiative, planning it in their budget. An ODP HUG (see article on reverse side) can help them allocate budget dollars for this goal. Get the PTA involved to make an even bigger impact on what the school can do.

Portable electric heaters: Are they safe and effective?

Space heater sales are growing as millions of homeowners buy into the promise of lower-cost heating that provides savings on utility bills. But to realize the full benefit of a space heater to save money, adjust your thermostat down several degrees and use the space heater in one room. Allow the rest of the house to remain cool.

According to *Consumer Reports*, the latest electric space heaters provide more consistent heat than older models and are safer. However, space heaters still

account for 40 percent of the deaths and 30 percent of the injuries in heating-related incidents each year per the U.S. Fire Administration.

Newer space heaters provide a sensor that turns off the unit when the grille is touched, helping to prevent accidental burns or fires. Other models provide a tip-over switch that shuts off when the heater is knocked over. Regardless, space heaters should never be moved while they are on or still hot from recent use.

Remember to keep children, pets, all paper and flammable liquids away from a space heater. Also, be sure to place the heater on a stable surface at least three feet away from other furniture and window treatments and do not leave the heater unattended. Space heaters should not be left on while you sleep; instead use more blankets. Be sure to check your smoke alarm to ensure it has good batteries and is operating properly before using any type of heating appliance this winter. These tips will ensure the safety of your family and home.

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

Editor
 Cheryl.Williams@eon-us.com
 Visit our Web site
 www.eon-us.com

