



# POWERSOURCE

Customers first. Energy that lasts.

## Party for the planet: A month-long celebration of the Earth

We are proud to be the presenting sponsor of the Louisville Zoo's "Earth Month"

celebration in April. The month-long celebration includes weekday presentations and animal

encounters, and weekend activities that promote conservation and biodiversity. Through our sponsorship, the Zoo is offering \$2 admission on Earth Day – April 25. The first 1,000 guests to bring in an old cell phone to donate to the Zoo's cell phone recycling program will receive a free "I Helped Save Gorillas" cloth tote bag.

Visit [www.louisvillezoo.org](http://www.louisvillezoo.org) for details and hours of operation.



## Important information about your rates

You rely on us to provide the safe, reliable electricity you need for your home or business. With this in mind, we weigh carefully any decision that affects the price you pay for the service you receive from us.

In January, we filed with the Kentucky Public Service Commission (KPSC) for a \$94.6 million electric base rate increase. This works out to about 12.2 percent – or \$8.92 – per month for typical average residential customers using 992 kilowatt hours.

In early February, the KPSC accepted our filing and, as expected, suspended the proposed effective date of March 1 for five months through July 31, while they investigate the merits of our request. We will keep you informed of the status of our request and let you know when the KPSC issues a ruling, which is not expected until sometime this summer.

While your bills are adjusted periodically to reflect fuel charges (e.g. coal and natural gas) associated with generating electricity, these increases do not reflect investments in capital improvements or environmental upgrades and retrofits. Fuel costs are passed directly through to customers without any mark-up by LG&E,

but the costs associated with building a new power plant or making environmental upgrades can only be recouped through a formal request for a rate increase.

Over the years, we have utilized technology and better work practices and have consolidated or eliminated redundant operations to hold our rates stable. Rest assured, we will continue to apply prudent business practices and seek opportunities to achieve cost savings wherever possible.

We take our obligation to you very seriously, and we do not make the decision to raise rates without exploring every other option and alternative to help us meet your needs. While we remain committed to providing you with the safe, reliable energy you have come to expect from us, we are equally as committed to the environmental legacy we have established and to adhering to state and federal legislation.

You want rates that are reasonable and fair, and so do we. That's why we only apply for rate adjustments when it is absolutely necessary and critical for the continued health of our company. Without a doubt, we want the same kind of service for everyone...the very best possible.

## Technotes

### Convenient and fast: Online bill pay

With today's technology, you have more options than ever to pay your bill. Besides calling, mailing or stopping by our office to make your payment, you can go online to [eon-us.com](http://eon-us.com) and:

- Use the "QuickPay" link to pay by debit or credit card or PayPal account.
- Enroll in our Automatic Bank Club (ABC) program for automatic bank payments ON your payment due date.
- Sign up for paperless billing to receive an email reminder with links to view your statement and pay your bill.
- Access Customer Self-Service (CSS) for payment and usage history.

For the most convenience, combine eBill with our ABC program and enjoy the benefits of paperless billing and automatic payment deduction.

## Important message to customers who pay online

If you pay your bill electronically via your home computer or through your financial institution, it is important that you update your online payment profile with your correct account number and the correct remittance mailing address. You can find both of these pieces of information on the front of your bill and on the tear-off payment stub of your bill. Incorrect information can delay the posting of your payment, which could result in late payment fees and perhaps a disconnection of service.

# Repairs to service entrance may be the first step to restoring power

Power outages can occur at any time of the year. When your power goes out, getting power restored quickly may require you to first make repairs to your service entrance. The service entrance consists of conductors, cable and equipment at the point where the service attaches to your home or business.

Some customers may not be aware of which repairs are considered the homeowner's responsibility and which ones are the responsibility of LG&E. Below are some guidelines and a diagram to help clarify.

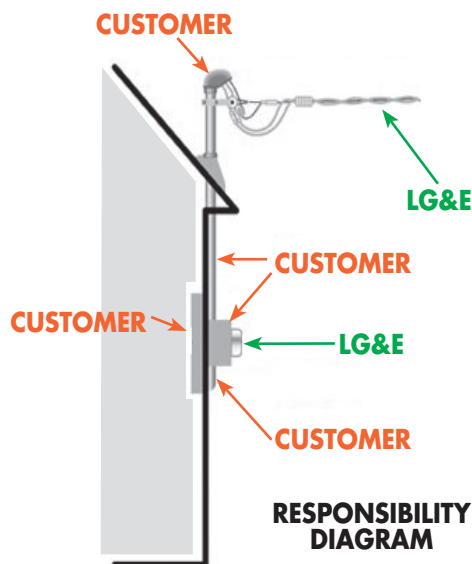
## Homeowner responsibility

- Weatherhead/masthead. This is the vertical pipe-like structure attached to the top of the meter box.
- Box/meter socket that holds the meter.
- Any items or cables that secure the masthead and/or box to your home.

## LG&E responsibility

- Electric distribution poles.
- Transformers.
- Neutral lines within the right of way.
- Service drop. This is the cable that runs from the utility pole to your home.
- Meter (inside the meter box).

The masthead and service box should be securely attached to the house. If you find



damage to this area, call us and we will send a line technician as soon as possible to make the area safe. You will need to contact a licensed electrician to repair the damaged electrical equipment. Once the repairs are complete and the necessary inspections have been made, we will restore the power. A licensed electrician should be able to advise you of what inspections are necessary.

For more information on service connection safety, including details on underground service entrances, visit [www.eon-us.com](http://www.eon-us.com).



## Thunder Over Louisville

LG&E is a proud sponsor of the 2010 Thunder Over Louisville show on Saturday, April 17. Celebrating its 21st year, Thunder serves as the opening ceremony for the Kentucky Derby Festival bringing in more than \$30 million in revenue for the area and entertaining more than 700,000 spectators.



## Project Warm

LG&E donated \$100,000 to Project Warm for this winter season. Helping more than 1,300 households, Project Warm serves community members in financial need, the elderly and disabled with free programs such as window weatherization and workshops promoting energy-saving techniques.

## Louisville Urban League

In early February, LG&E announced a \$100,000 donation to the Louisville Urban League to help fund education and financial empowerment programs. With a mission to assist African-American and disadvantaged persons in our community, the Louisville Urban League provides assistance in the areas of education, employment, housing, family and community development.

# ENERGY STAR® new homes training series

Get the latest information on making your new home energy efficient. Trainings are open to the public with sessions scheduled throughout the year. Builders, architects/design professionals, HVAC contractors and raters are encouraged to attend.

Sessions include how to incorporate ENERGY STAR products into new homes, net zero energy information, preparing for the EPA's 2011 guidelines and green building essentials. Visit [www.eon-us.com/ee](http://www.eon-us.com/ee) for detailed information.

## Contact Information

Louisville Gas and Electric Company

Monday – Friday  
7 a.m. – 7 p.m. (EST)  
(502) 589-1444

Outside Louisville area  
(800) 331-7370

For hearing/speech-impaired  
Dial 711

[www.twitter.com/eonus](http://www.twitter.com/eonus)



24-hour Natural Gas  
Trouble/Emergencies  
(502) 589-5511

24-hour Electric Trouble/Power  
Outages  
(502) 589-3500

Customer Service walk-in center  
701 South Ninth Street  
Monday – Friday  
8 a.m. – 5 p.m. (EST)

Business Service Center  
Monday – Friday  
7 a.m. – 6 p.m. (EST)  
(502) 627-3313

Kentucky 811 - Locate Service  
Dial 811

Outside Louisville area  
(800) 331-7370

Visit our Web site  
[www.eon-us.com](http://www.eon-us.com)

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