



# POWERSOURCE

Customers first. Energy that lasts.



## Eco-Centric

Over the last century, we have worked hard to establish one of the finest environmental records in the utility industry and invested hundreds of millions of dollars to reduce emissions, while increasing generation to meet growing energy needs.

Today, we continue to make tremendous progress in finding innovative ways to meet one of our greatest challenges – that of protecting and preserving the environmental resources we all share. Below are some of the ways we promote our business as responsible stewards of the environment:

- Last year, we became the first U.S. utility company to include customers' **monthly carbon dioxide output** – the leading component of greenhouse gases – on bills.



- An expanded **Energy Efficiency Plan** was approved by the Kentucky Public Service Commission earlier this year to help us guide our efforts through 2014. New and expanded programs will help you achieve energy and cost savings.
- **Hybrid vehicles** are utilized as part of our service fleet. We recently purchased a Smart Car and plan to make additional investments in more fuel efficient vehicles for the remainder of our fleet.
- **Green Energy.** For each \$5 investment in our Green Energy Program, we ensure that 300 kWh of pure renewable energy is delivered onto the Kentucky transmission grid.

## Capitalize on energy services for your business

Our Business Service Center prides itself on award-winning customer service to facilitate your energy needs. **Commercial businesses** can take advantage of time- and cost-saving services such as:

- Energy audits
- Online energy calculator, a tool to help determine potential energy savings
- Summary billing with customers who have multiple meters and facilities
- Demand Conservation program
- Stop/start electric and gas service
- Payment options (online, Automatic Bank Club, LG&E BillMail®, Budget Payment Plan)
- Power quality questions (e.g. harmonics issues, power factor

correction, transfer switches, uninterruptible power supply, optimizing power supplies to equipment, departments, offices, etc.)

### Contractors and subcontractors

can contact us for coordination of cost-efficient utility connections for constructions and renovations.

**Landlords** can use our downloadable lessor agreement form to keep their utilities running and bills organized.

Visit [www.eon-us.com/bsc/](http://www.eon-us.com/bsc/) or call (502) 627-3313 (outside Louisville at 1-800-331-7370) Monday – Friday, 7 a.m. – 6 p.m. EST for more information.



## Lighten Up

It really does not take much time or energy to find out how to save energy. And with our new Smart Saver tips, we're making it even easier. Our tips below are especially helpful as we head into the winter heating season. Take advantage of these tips and start saving energy – and money – right away.

### Smart Saver Tips

- Save up to **\$75 each year** on your energy bill by using a programmable thermostat. To find out how you can receive a programmable thermostat (we will even install and program it for you), call 1-866-857-2665 or visit [www.eon-us.com](http://www.eon-us.com).
- Save up to **\$27 a year** by changing your five most-used light bulbs to energy-efficient compact fluorescent light (CFL) bulbs. The more bulbs you change, the more you'll save.
- Want to keep more warm air inside your house and more money in your pocket this winter? Caulk and weather strip doors and windows. Also add more insulation now before the weather turns cold.
- Save up to **\$45 a year** simply by pressing a button. Adjust your thermostat – down two degrees in the winter, up two degrees in the summer.
- Each year, your HVAC system could be wasting as much as **\$50 in energy**. Get it tuned up in the spring and fall and stop throwing away your hard-earned cash.

Keep in mind that actual energy and dollar savings will vary depending on actual usage. Visit [www.eon-us.com](http://www.eon-us.com) for more Smart Saver tips.

# Power On

Did you know that Kentucky is one of the top three coal producers in the United States and has been for the last 50 years? Coal provides for 49 percent of the electricity in the U.S. and for more than 92 percent of the electricity in our area. Coal-fired generation is a large reason why our electricity costs have been among the lowest in the nation. However, some analysts believe these low costs have contributed to the higher than average energy use seen in this area – **residential energy usage here is 26 percent above the national average.**

Coal is a fossil fuel. Fossil fuels are found in the top layer of the earth's crust and include methane, liquid petroleum and coal. When burned, fossil fuels produce carbon emissions that are considered to be a major contributor to global warming. Because of that, many efforts to address the issue of global warming are aimed at reducing utilities' reliance on coal.

Currently, there is no technical solution to capture carbon emissions in a cost-effective manner. And, we are concerned with proposals or suggestions that would restrict the use of coal or impose sizeable taxes on coal. As you can imagine, any such initiatives would have a major impact on Kentucky, the energy industry and, ultimately, our customers. While Congress still has much to debate, it is very real and almost certain that the price you pay for electricity could increase by

double digits if proposed federal carbon legislation is approved.

We, at LG&E, endorse a multi-faceted approach to help reduce carbon emissions, focusing mainly on clean-coal research and educating our customers about wise energy use. As we've mentioned previously, E.ON U.S. is a member of the FutureGen Alliance, a group of thirteen energy companies that plan to develop the world's first zero emissions, coal-fired generation plant. We also are working with the University of Kentucky's Center for Applied Energy Research for clean coal research, and we helped form the Western Kentucky Geological Foundation to study the possibility of storing carbon deep beneath the earth's surface. In addition, we are tripling the amount of energy efficiency programs to offer our customers the tools and tips they need to reduce their overall energy consumption.

But what action can you take? We encourage you to learn as much as you can about what your local and federal government officials are considering. You can also do your part by becoming a "Smart Saver" and finding ways to use energy wisely. Rest assured, we will continue to work hard to keep energy costs affordable while providing you with the safe, reliable electricity you deserve. This is an issue that will require us to partner together to ensure a brighter future for everyone.



## Technotes

Cell phones, laptops, PDAs, MP3 players all rely on charging devices to keep them going. Typically, you'll leave the charging AC adapter plugged into your wall and connect your device when it needs a charge. What you may not realize is that **energy is being used in your charging device even when the device is not connected.**

According to Alan Meier of Berkeley Lab, the estimated standby power usage in the U.S. is approximately **5%**. Apply this percentage to your bill, and you begin to understand your potential savings. Plus, consider the aggregate of these little devices across the nation; it adds up to a huge amount of CO<sub>2</sub> emissions and wasted power.

**Find it inconvenient or a problem to remember to unplug?** Put your chargers on a powerstrip, which can be turned off with a button, and plug your powerstrip into a timer. If you find a powerstrip unsightly, look for a charging station that organizes your gadgets neatly and hides the power strip from sight.

# Calculate your savings with the Home Energy Calculator

Try the online Home Energy Calculator at [www.eon-us.com/rsc/hec.asp](http://www.eon-us.com/rsc/hec.asp). It is designed to serve as a tool to help you determine where potential energy savings exist just in time for coming winter.

Be as accurate as possible as you make all of your online selections because

doing so will provide you with a more accurate estimate of your home's current energy costs. Tips for each home description selection appear in the upper right corner of the page. After you've entered all 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

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

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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