



POWERSOURCE

Customers first. Energy that lasts.



Power On

Kentucky's carbon footprint: How do we compare?

The effects of carbon dioxide emissions may seem like something out of a movie when you hear of rising sea levels and changes in the climate that impact our wildlife and weather on a global scale. A study led by the National Oceanic and Atmospheric Administration, reported in January this year¹, states that most of the effect on the atmosphere is irreversible, which means reducing our environmental impact is that much more critical. With these facts in mind, it may seem that our individual efforts to reduce emissions won't make much of a difference. However, nothing could be further from the truth.

To demonstrate how we influence our carbon footprint, take a look at the chart below to compare our area's statistics to other states². These statistics reveal that our everyday choices do make a difference. The easiest, most cost-effective way to lower our carbon dioxide emissions is to reduce our energy consumption, reuse resources and recycle. And these are things each and every individual can do. Start today by visiting www.eon-us.com for Smart Saver tips and more information about energy issues and how you can become a better energy manager.

	Kentucky	New York	California
Energy usage per person	7th in the nation	50th in the nation	49th in the nation
Population	4.3 million	19.5 million	36.8 million
Metric tons of CO ₂ produced annually	92,320,191	53,262,343	62,780,179
U.S. share of CO ₂ emissions	3.7%	2.1%	2.5%

¹ http://www.noaa.gov/newsroom/stories/2009/20090126_climate.html
² www.eia.doe.gov

Technotes

Instant account access with benefits
 You can access your account information and more than a dozen services through our online Customer Self Service (CSS) application. CSS is cost-effective and improves access to services and information. New features have been added to enhance your online service experience. 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 to register your account. Once registered, you will be able to enjoy access to your account information and online service features 24 hours a day, 7 days a week.

To improve your bottom line, think inside the box

At LG&E, we're here to help your business save money and energy. When you request a Commercial Energy Audit, we will send a trained energy-efficiency expert to your business to help you develop a comprehensive strategy to save energy. Our Rebate Program offers cash rebates for upgrading older equipment to new, energy-efficient models.

Put more money toward your bottom line and less toward your energy bills.
 Call 1-800-356-5467 or visit www.eon-us.com/ee.

36 million is the estimated number of trick-or-treaters in the U.S. from ages 5 to 13. Help keep our kids safe by reporting street light outages. Report the outage online using our Customer Self Service application (www.eon-us.com/css) or call Customer Service at 502-589-1444 (outside Louisville 800-331-7370).

Source: <http://www.census.gov/Press-Release/www/releases/archives/population/013733.html>

Rebate finder helps you save and change the world

In need of a new appliance, computer or other household item that uses energy? Go to www.energystar.gov and click on "Rebate Finder" under "Products." The Rebate Finder allows you to search for special offers in your area.

Rebates are available on ENERGY STAR® products that meet energy efficiency standards, directly reducing our energy consumption and carbon emissions. Consequently, you help the environment and save on your energy bill.

ENERGY STAR appliances display Energy Guide labels that show how much energy the appliance uses and the approximate annual operating costs and savings. This allows you to make an informed decision about your choices. For example, a qualified washer may be \$50 more at purchase, but saves \$20 each year in energy costs. Therefore, you'll make up the difference in purchase price in about two-and-one-half years and save an additional \$50 in energy costs over five years.

Prepare for Old Man Winter



Winter is around the corner. Get your home ready for the season with these tips:

Weatherize your home. Caulk and weather strip doors and windows that may leak air. Install storm windows or cover windows with plastic. Check your attic, basement walls and crawl spaces and add insulation if needed. Insulate pipes and allow faucets to drip a little during cold weather to avoid freezing. Be sure you also know how to shut off your water valves in case a pipe does burst.

Remove potential hazards. Clear gutters, repair roof leaks and cut away tree branches that could fall on your home or other property during a storm, being careful with your ladder to avoid power lines. Do NOT attempt to clear branches near power lines. Instead, call us so we can help ensure your safety or the safety of a professional crew you hire to do the job.

Get your fireplace ready. Clean your chimney, or hire a chimney sweep, at least once a year. Inspect your fireplace doors and dampers to make sure they work properly and keep them closed when the fireplace is not in use.

Prepare your home's heating equipment. Have an HVAC professional inspect your furnace. Replace or clean furnace filters every 30 days.

Have supplies on hand. Make sure you have a snow shovel or other snow removal equipment. You may want to purchase rock salt to melt ice on walkways. Keep a fire extinguisher in your home and make sure everyone living in your house knows how to use it. Be sure your smoke detector works and that you have extra batteries on hand.

Be prepared for a winter emergency. Plan to stay warm in your home when regular fuel sources may be cut off. For instance, have extra blankets or a portable generator (properly ventilated), or plan to stay with another family member. Your basic emergency kit should include a flashlight, first-aid kit, extra bottled water and non-perishable food supplies. Remember to NEVER use a charcoal grill, gas grill or gas oven to heat your home as these release harmful and possibly fatal fumes. Remember to NEVER leave a portable heater running while you sleep.

"Winterhelp" available for coming season

With the help of Community Winterhelp, LG&E provides emergency heating assistance from January through March to households in crisis that are without heat or are in immediate danger of being without heat. In an effort to help customers cope with rising heating prices driven by increased usage during the cold winter months, we match customer donations to the program.

Community Winterhelp is a non-profit corporation made up of community ministries. Eligibility is determined by dire financial situation and lack of resources, leaving a family with no heat or the immediate prospect of no heat; and by a family member who is elderly, very young, seriously ill or disabled. Community Winterhelp follows Federal Poverty Guidelines. Recipients are encouraged to visit a Community Action Agency office first in order to receive benefits if they qualify. LG&E matches customer donations and forwards the entire amount to Community Winterhelp for distribution. The dollars raised have helped more than 23,000 families pay their heating bills over the years. Recipients are encouraged to visit a Community Action Agency office first to determine if they qualify for assistance.

We match customer donations and forward the entire amount to Community Winterhelp. Customers wishing to donate can do so by writing the amount of their donation in the appropriate box on their monthly LG&E bill and adding that amount when making their payment. Customers can also donate online through Customer Self Service. Donations are tax-deductible. For more information on Community Winterhelp and other heating assistance programs, visit www.eon-us.com.

Carbon monoxide alert

A properly burning natural gas flame will be a crisp blue color as it mixes with air to burn. If natural gas is burned without enough air, it may produce carbon monoxide — a poisonous gas. A person exposed to carbon monoxide may initially complain of dizziness, headache, nausea, fatigue and other flu-like symptoms. Heavy or prolonged exposure can lead to loss of consciousness and even convulsions that can cause brain damage or death.

Pure natural gas and carbon monoxide are colorless and odorless. Because we want our customers to be able to detect

natural gas by smell, we add mercaptan, a chemical odorant that has a distinct smell similar to that of sulfur or rotten eggs. A faint odor of natural gas may mean that a pilot light has gone out on an appliance and should be re-lit. If you smell a strong odor of natural gas, leave the house immediately and call LG&E from a location where there is no natural gas odor, such as a neighbor's home. Never use a telephone or flashlight, switch a light on or off, or light a match if you smell a strong odor of gas.

For more natural gas safety tips and information, visit www.eon-us.com.

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



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

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