



POWERSOURCE

Customers first. Energy that lasts.

Power On

In this difficult economy, individuals and industries across the country are feeling the effects of rising costs. Unfortunately, we in Kentucky are not immune to the challenges presented by a struggling economy and, particularly, rising fuel costs. The prices we pay for the fuels we rely on to meet your energy needs are at all time highs. The rising costs of natural gas and coal concern us because we know they will significantly impact your future energy bills. We want to keep you informed of these issues and help you find ways to lessen the impact of price increases.

With this issue of *Power Source*, we are launching several new features, including this column, "Power On," which we will use to communicate energy issues and trends. "Lighten Up" and "Technotes" will feature energy efficiency and money-saving tips you can use in and around your home and with your electronic equipment. "Eco-Centric" will offer energy efficient ideas and strategies outside your home.

You may wonder if one person or one household truly can make a difference. We say, "Yes." Begin by learning as much as you can about energy efficiency. Pay attention to how you and your family use the electric devices and appliances in your home. Evaluate your family's energy needs. Many items in your home may

make your life easier, but we encourage you to consider at what cost.

In the coming months, we will expand and enhance our energy efficiency offerings so you will have more tools available to help you become a better energy manager. Visit our Web site for detailed information about existing programs and watch for information about new programs. In addition, review some of our online tips — some low cost, others no cost — to help you find ways to better manage your energy usage.



Now is the time for action. Efforts made in the past to become more energy efficient and reduce energy costs are more crucial than ever to our energy future. We invite you to contact us if you have questions or need additional information. Visit us online or call us at 502-589-1444 (outside Louisville at 1-800-331-7370).



Technotes

Computer energy-saving tips

The energy cost to run your computer can vary greatly depending on the type of computer you own, how often you use it and current energy rates. Regardless, you can save about **34 percent** of the energy used to run your computer each year simply by shutting it off for eight hours each night. These days, computers are designed to handle 40,000 cycles (turning it on and off), so they can be turned off frequently without shortening the life of the PC. Plus, you avoid the extra cooling cost since a computer that is turned off does not generate any heat. Here are more computer tips to keep in mind:

- Turn off the PC monitor or close your laptop if you don't plan to use it for more than **20 minutes**.
- Shut down your laptop or PC and monitor if you don't plan to use it for more than **two hours**.
- Avoid using screen savers because they are not energy savers. Not only might they prevent your automatic power-down feature from starting, but they may actually use more energy than if you did not use one.

Fall clean-up, fix-up & dig-up safety tips

- When cleaning gutters, **never** carry your ladder upright. It's easy to lose control and hit power lines or windows.
- Look up for power lines before putting a ladder down.
- Have your fireplace inspected and flue cleaned by a qualified contractor.
- To save on heating and cooling costs, close the dampers and doors in fireplaces when not in use (unless you have a gas fireplace).
- Dial 811 before beginning any excavation or digging work in your yard.
- Visit www.eon-us.com for tips on how to find and seal leaks in your home and for an annual savings of up to 10 percent on your heating and cooling bill.
- If your furnace is more than a few years old, have it cleaned and tuned, including cleaning the blower and burners and resetting the fuel-air mixture if needed.

Call for convenient, 24-hour service

Our Interactive Voice Response (IVR) system is available 24 hours a day for immediate account access, account management, program information and

to get help with a power issue. Just clip and save this speed-dial guide for your next call or simply listen as our menu guides you through your options.

Quick IVR guide for residential customers

Write your account number here for quick reference _____

Call **(502) 589-1444** or toll-free **(800) 331-7370**

Press

- 1-1** To report a gas leak, power outage, downed wire, street light outage or any other power problem
- 1-2-1** To obtain account information (balance due, last payment received)
- 1-2-3-1** To listen to information on billing and payment plans such as the Budget Payment Plan or automatic bank payments
- 1-2-3-2** For payment locations, office hours or mailing address
- 1-2-3-3** To request a copy of your bill
- 1-2-4** To receive info about how to contribute to community assistance programs
- 1-3** If you are moving, to start or stop service, or for new construction
- 1-4-1** For information on paying your bill by phone
- 1-4-2** For community assistance locations and phone numbers
- 1-4-3** For information about green energy and other energy efficiency programs
- 8** To repeat the current menu of options
- 9** To return to the main menu



Eco-Centric

Revolving doors make a difference

According to a 2006 MIT study, on average, eight times as much air is exchanged when a swing door is opened as opposed to a revolving door; that's eight times as much new air that needs to be heated or cooled. And each use of a traditional swing door loses an energy equivalent of:

- 1.3 hours of light from a desk lamp
- Driving a car 306 feet
- A half-mile jog

Now, imagine this loss of energy on a community-wide scale, thousands of times each year. Simply put, when entering a building, use the revolving door instead of the regular door to lighten our community's energy load!

Brass connector safety notice

Flexible gas connectors are corrugated metal tubing used to connect appliances such as stoves and dryers to natural gas supply pipes. Uncoated brass flexible connectors, installed prior to 1977, are susceptible to cracking, breaking and deterioration due to moving, bending, corrosion or the way they were made. The connectors have a flaw in how the tubing was joined to the end pieces. Over time, the end pieces can separate and cause a gas leak, which could lead to property damage or injury if not replaced immediately.

Not all uncoated connectors have this flaw, but it's difficult to tell which ones do. Therefore, the U.S. Consumer

Products Safety Commission recommends replacement of any uncoated brass connector with either a new plastic-coated brass or a new stainless steel connector. Connectors should always be replaced whenever the appliance is replaced or moved from its location.

Do **not** attempt to move the appliance yourself to check the connector. Contact a licensed plumber or qualified professional appliance repair service to inspect your connectors and replace them if necessary.

For a free copy of our Natural Gas Safety brochure, call Customer Service at (502) 589-1444 or (800) 331-7370.



Energy savings in the laundry room

- Wash and dry **full** loads.
- Use only cold water for rinsing.
- Use cold water for washing whenever possible – detergents formulated for cold water are just as effective as regular detergents.
- Dry loads in succession to take advantage of the residual heat.
- Use the auto-dry setting if you have one to avoid over-drying clothes.
- Clean the dryer vent after each use.
- Check your dryer exhaust; it may need to be cleaned out to return efficiency to your dryer and prevent a fire hazard.

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

Editor
Cheryl.Williams@eon-us.com

