



# 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 year<sup>1</sup>, 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 states<sup>2</sup>. 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](http://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 <sub>2</sub> produced annually	92,320,191	53,262,343	62,780,179
U.S. share of CO <sub>2</sub> emissions	3.7%	2.1%	2.5%

1 [http://www.noaanews.noaa.gov/stories2009/20090126\\_climate.html](http://www.noaanews.noaa.gov/stories2009/20090126_climate.html)  
2 [www.eia.doe.gov](http://www.eia.doe.gov)

## 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](http://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.

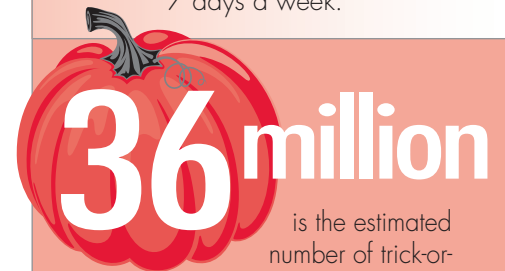
## Technotes

### 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.

- Schedule, submit and/or cancel payments
- Enroll in payment programs
- Review your meter and usage history
- Report outages
- Start or stop service
- Manage multiple accounts

To take advantage of our new online services, customers with existing online accounts should follow the prompts after logging in with their existing user name and password. New users can visit [www.eon-us.com](http://www.eon-us.com) and click "Logon to CSS" then "Register." You will need your account number, billing zip code and primary phone number in order 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.



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. Visit <http://www.eon-us.com/css/contact.asp> or call Customer Service at (800) 981-0600.

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

# 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.

## "WinterCare" available for coming season

The WinterCare Energy Assistance Fund is a statewide, privately supported energy assistance fund. WinterCare is a partnership between utilities and Community Action Agencies designed to help low-income, disabled and elderly persons with their utility expenses. Donations to the WinterCare Energy Assistance Fund assist those who are not eligible for federal assistance but still fall below the poverty line. 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.

Customers may donate to the WinterCare Energy Assistance Fund by making a donation in the appropriate box on their monthly utility bill or by making a direct contribution to WinterCare (available in all Kentucky counties, except Jefferson). Customers can also donate online through Customer Self Service.

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. Those who qualify receive benefits only in the peak heating and cooling months. Clients must pay the remainder of their utility bill each month or risk being removed from the program. Also, in order to remain on the program, individuals must accept weatherization services if offered. KU plays no part in determining the eligibility for those applying for assistance.

Recipients are encouraged to visit a Community Action office first to determine if they qualify for assistance. You can find the location of an office near you by visiting our Web site at [www.eon-us.com/rsc/ku/heating\\_assistance.asp](http://www.eon-us.com/rsc/ku/heating_assistance.asp).

## Portable heater safety

Portable heaters can be a big help in keeping warm during the winter season. However, it is important to select and use them with safety in mind as they can cause injuries or fatalities. The Consumer Product Safety Commission makes the following recommendations:

- Purchase portable heaters that are listed with nationally-recognized testing laboratories. These have met specific safety standards.
- Before using a heater, read and follow the instructions for its use and maintenance.
- NEVER run the heater's cord or extension cord under rugs or carpeting.
- NEVER leave the heater running while unattended or while you are sleeping.
- Make sure your smoke detector is working.
- Keep heaters away from flammable items such as curtains, paper, clothing or furniture.
- To prevent electrocution, keep heaters away from water and never touch one when you are wet.
- NEVER use a heater as a dryer by placing clothing or other fabrics over it.
- Be sure everyone living in your home is aware of these safety tips.

### Contact Information

Kentucky Utilities

KU Customer Service  
Monday – Friday  
7 a.m. – 7 p.m. (EST)  
(800) 981-0600

For hearing/speech-impaired  
Dial 711  
24-hour Power Outages  
(800) 981-0600

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



Business Service Center  
Monday – Friday  
7 a.m. – 6 p.m. (EST)  
(859) 367-1200  
(800) 383-5582

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