



POWERSOURCE

Customers first. Energy that lasts.

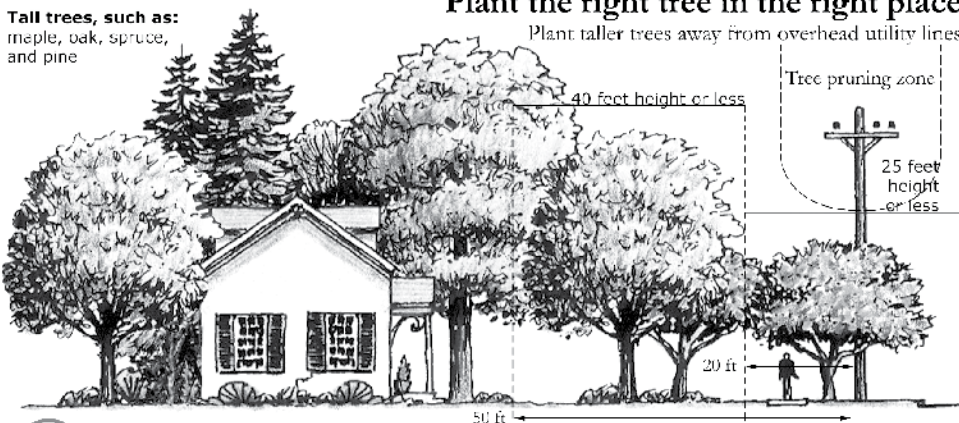
Right Tree, Right Place

Planting trees can help you save energy because the right tree in the right place will provide cooling shade in the summer and windbreaks in the winter. Consider these tips before you purchase and plant a tree:

- Trees cool your home by blocking sun and adding water to the air. Plant tall, wide-crowned deciduous trees where you want their shadow to fall during the hottest time of the year, such as the southeast and southwest walls of your home.
- Maples, oaks, spruces and pine trees are good choices for planting near your home to create shade and windbreaks.
- A dense planting of tall, leafy trees also will help control noise and dust.
- Don't plant larger trees where they can grow into utility lines. Short flowering trees, such as redbuds, dogwoods or crabapples, with a maximum height of 25 feet are a better choice.
- Low-branching evergreens planted on the north side of your home will help cut the chill of winter winds.
- Be sure to choose trees that are hardy for this area. In our region, that includes trees for zones 6 or 7.

View www.arborday.org – the website of the National Arbor Day Foundation to find the appropriate trees simply by entering your zip code.

Tall trees, such as:
maple, oak, spruce,
and pine



Plant the right tree in the right place

Plant taller trees away from overhead utility lines

Medium trees, such as:
washington hawthorn
and goldenrain tree

Small trees, such as:
redbud, dogwood,
and crabapple

Technotes

Celebrate Earth Day by going paperless

Looking for an easy way to make a difference this Earth Day? Enroll in paperless billing. With just a few minutes of your time today, you'll be making an environmental difference that will last a lifetime.

The average American family throws away more than 2,000 pounds of paper each year. That's equal to 17 trees. Just think of the difference you can make when you switch to paperless billing.

As a paperless billing customer, you'll receive an email each month when your bill is ready. The email includes the amount due, payment due date and a link to our secure site. Log in to view your bill. You can even pay it online.

Act now to receive an extra benefit. For every paperless billing enrollment received before April 30, we'll donate \$1 to our "Plant for the Planet" tree planting program.

Signing up is easy, and it doesn't cost you a thing. But the benefits are many. Visit lge-ku.com.

BEFORE YOU DIG!

Spring is the ideal time for home improvements. Whether you're building a deck or planting a tree, be sure to call

your local utilities at least two business days before you start your project. Your area utilities will send a representative to mark any underground utility lines to ensure you can perform your work safely by respecting the marks and digging with care.



Stay safe and spring into action this season

Spring is the time of year to prepare for stormy weather. Be sure to follow these important safety tips:

- Consider all fallen power lines energized. Stay away and keep others away, too.
- Stay away from all water-soaked areas that have electrical equipment nearby.
- Don't touch metal fences or guard rails during or after a storm. If a downed power line is touching the fence or rail, it may be electrified even when there is some distance between the line and fence or rail.
- Keep a battery-powered radio and flashlight handy with extra batteries.
- Call us immediately at 1-800-981-0600 if you see a downed power line.

More convenience with phone payments

If you prefer to pay your ODP bill over the phone, you can call our Customer Service Department at 1-800-981-0600. When you press 1-2-2-3, our automated system will connect you directly to the third-party vendor who processes telephone payments for us. Our vendor charges \$2.95 to process payments made by check, PayPal, debit and Visa, Mastercard and Discover. You can make your payment safely and securely 24 hours a day.

Tips for hiring an HVAC contractor

If you don't already have a contractor you trust, here are a few tips from ENERGY STAR® for hiring one.

- Check out licensing and insurance requirements in your area. Ask contractors you're considering if they meet these requirements.
- Ask friends, family members and coworkers for referrals of people who have worked for them. Local trade organizations can also provide you with a list of contractors in your area.
- Request references from a contractor's previous customers. Call and ask about their performance and whether the job was performed on time and within budget.
- Expect the contractor to spend a significant amount of time inspecting your home and your current system to be sure of your needs.
- Get written, itemized estimates and compare them for energy-efficiency and warranties, as well as price. Sometimes the lowest price isn't the best deal; look for more efficient systems to help reduce your energy costs.
- Get a signed, written proposal before the work is started. It should specify the project costs and time frame, model numbers and warranty information.

Help with the laundry

Doing laundry is never fun, but it can be much more energy-efficient. Follow these tips:

- The majority of the energy used to wash clothes goes to heat the water. Most garments can be cleaned in cold water, with hot water only for very dirty clothes. Always use cold water for rinsing.
- Dry several loads of clothes back to back so the leftover heat from the previous load cuts drying time. Don't overload your dryer.
- Wash only full loads of clothes if possible. It takes about the same amount of energy to wash a small load as a full load.
- Clean your clothes dryer's lint screen after each load for better energy efficiency.
- If your dryer has a sensor, use it to avoid overdrying clothes and wasting energy.



Contact Information

Old Dominion Power

ODP Customer Service
Monday – Friday
7 a.m. – 7 p.m.
(Eastern Time)
(800) 981-0600

www.twitter.com/lgeku



24-hour Power Outages
(800) 981-0600

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

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Visit our website
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