

POWER Source

July 2007

Customers first.
Energy that lasts.

Stay out of hot water



Always turn your water faucet on in the "cold" position when using it briefly. Turning on the hot water faucet wastes energy, even if the heated water doesn't have time to start flowing. ■



Going green, saving green

5 minute task

Here are two quick things you can do in less than five minutes to save energy. First, set your water heater's thermostat to 120 degrees; that's warm enough to get laundry and dishes clean, but not so hot that it's wasting energy by overheating water. Second, raise your central air conditioner's thermostat to 78 or 80 degrees just before you leave the house (a programmable thermostat can do this for you). If you're at home on a hot, humid day, setting the central A/C fan to "on" rather than "auto" will keep temperatures more even and help dehumidify your home. ■

What's good for the environment can be good for your bank account, too

The average home creates more heat-trapping greenhouse gases than the average car. Cutting back your energy use not only reduces your effect on the environment and protects natural resources, but also can help you save money on your utility bills.

The tips below are a good place to start:

- Use a broom instead of a hose or leaf blower to clear sidewalks, driveways and garages.
- Plant a garden, not grass, around your home. Large, grassy lawns require mowing, tending and watering. By planting a meadow of native wildflowers, an organic herb garden or a no-care ground cover, you'll save energy and water and avoid spewing more greenhouse gases into the atmosphere.
- Wash most of your laundry in cold water. Even if you use hot or warm water for the cleaning cycle, always choose cold water for the rinse cycle.
- Clean your dryer's lint screen after each use to promote efficiency and reduce the danger of fire.
- Line-dry clothes whenever you can. If clothes feel stiff afterwards, toss them into the dryer's fluff cycle for a few minutes. ■



Our eco-responsibility

Since our sister utility, Louisville Gas and Electric Company, became the nation's first utility to install scrubbers at its plants in the 1970s, our companies have been leaders in protecting the environment. We have one of the industry's top environmental records, winning awards for our pioneering emission control.

Today we're finding even more innovative ways to protect and preserve the natural resources we all share by investing in cleaner, more efficient energy generation and emission controls while helping our customers save energy and money. Learn more at www.eon-us.com ■

Streetlight out?

Please report it to us so we can restore service as soon as possible. The fastest, easiest way to report a streetlight outage is by clicking on "Outages" under "For the Home"

on our website at www.eon-us.com. You can also call our automated customer service center 24 hours a day at 800.981-0600. ■

CONTACT INFORMATION

Old Dominion Power

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

24-hour Power Outages
(800) 981-0600

Business Service Center

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

Editor

Cheryl.Williams
@eon-us.com

Visit our website at
www.eon-us.com

Before you hit the pool...

Run through this checklist for suggestions to help keep your family safe. The American Red Cross says many drowning deaths could have been prevented with adult supervision.

Remember:

- Stay within arm's reach of small children playing near a pool. A small child can slip and fall into the water in seconds.
- Be sure all adults, including grandparents and babysitters, know CPR. Post instructions in your pool area.
- Keep basic lifesaving equipment near the pool – including life jackets, ring buoys and reaching poles – and know how to use it. Have a phone nearby to call for help.
- Make certain pool toys are kept out of sight when you're not around.



- Install a fence at least 4' high with a self-closing gate to help keep children from slipping in unnoticed. The fence should run all the way around the pool and separate it from your house. Choose vertical bars with no footholds a child could use to climb over. ■

Let's see some I.D.

While you're enjoying summer outdoors, you may see some of our employees or contractors at work. It's important to verify they are actually from ODP. If someone appears at your door saying they're from our company and requesting access to your home, keep these safety tips in mind:

1. Ask to see the person's company-issued employee or contractor identification card. Authentic I.D.s always show our company logo (even if issued to a contractor). Employee

cards will also have the employee's name and color photo on the front.

2. Request a second form of identification, such as a driver's license, if you're in doubt.
3. Ask the person to wait outside, lock your door and call us at **800.981.0600** for verification. Our workers won't mind waiting while you call. ■

Important new bill payment information

Starting this month, your utility bill payment will be processed in Atlanta, which will allow us to process your payment as quickly as ever. The new address is already printed on the bill stub you return with your payment. However, **if you pay your bill through your personal bank's online payment service or through another on-line bill payment service provider, you'll need to change the payment address to: PO Box 536200, Atlanta, GA 30353-6200**

Even easier, you can sign up for our paperless, email billing program. You'll receive your energy bill via email each month, and be able to pay it securely right there... without having to click through to a website. It's the fast, easy way to e-pay!

Sign up for BillMail today at www.ku-odpbillmail.com. ■



POWER**CREATIVE**

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