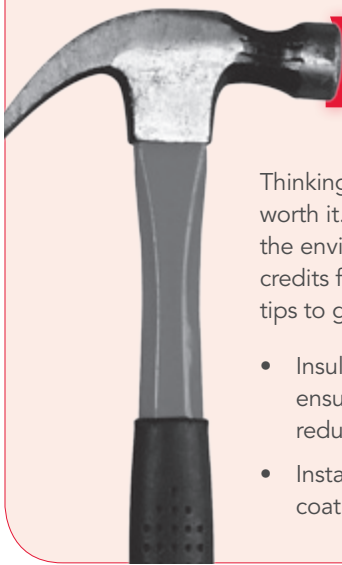




COMMITTED TO A CLEANER ENVIRONMENT AND THE LOWEST POSSIBLE RATES.

We have a long-standing tradition of environmental consciousness. In 1920, we explored ways to remove ash from coal burned to generate electricity. And more recently in 1973, we were one of the very first utility companies nationally to develop and install “scrubbers” to reduce emissions. We continue that commitment today by developing innovative ways to protect and preserve the environment.

Need heroes with super power? Call us the Power ‘Arrangers.’ We’ve won national and international recognition for our pioneering emission-control measures and other environmental initiatives. And we’re proud to have one of the finest reputations in the industry for our environmental efforts. We are also proud to say that even with the cost of environmental programs, we’ve successfully kept your energy rates among the lowest in the nation. It’s another example of our belief that a clean environment is well within our power.



NAIL DOWN SOME REAL SAVINGS.

Thinking of building a new energy efficient home? It’s worth it. Not only can you reduce energy bills and help the environment, but you can also receive federal tax credits for consumer energy efficiency. Here are a few tips to get you started.

- Insulation is key, and when installed properly it can ensure even temperatures throughout the house, reduce energy use and increase comfort.
- Install high-performance windows with protective coating and improved frames.
- Make sure your home is properly sealed. A tightly sealed home improves comfort and indoor air quality while reducing utility and maintenance.
- Want to know more? Visit energystar.gov. And if you are interested in a safer, more comfortable home that’s built to last, contact the Better Business Bureau at 1-800-388-2222 or www.bbb.org, and they’ll tell you all about the best construction companies in your area.

ARE YOU COOLING THE NEIGHBORHOOD?



Does your energy bill have you feeling like you are cooling the entire neighborhood?

Keep cooling costs low by following these simple tips.

- Check around doors and windows for cracks that may be letting cold air escape and seal or caulk these areas.
- Keep air conditioner coils and air filters clean. This can lower your air conditioner’s energy consumption by 5%–15%.
- Don’t overwork your A/C. When you’re not home, turn the thermostat up or invest in a programmable thermostat so you can preset temperatures according to the time of day.
- We’re adoring fans. You can save up to 5% on cooling costs when you use fans and raise the temperature a few degrees on your thermostat.
- Make sure your air conditioning unit fits your space. An over-sized unit will ‘short cycle’ which means it will turn on and off too frequently and a unit that is too small will run too often.

Want to know more ways you can save money? Visit our website at lge-ku.com to find more energy/money saving tips. Stay cool!

Sign up for paperless billing when you login or register your account at www.my.lge-ku.com.

KNOW SOMEONE WHO'S VISUALLY IMPAIRED?

No, we don't mean the 25-ft. man-eating shark. We mean JAWS (Job Access for Windows and Speech) technology. Our website (my.lge-ku.com) is now compatible with the JAWS software that allows those who are visually impaired to enjoy the same benefits as other ODP customers. If you want to check your account or pay your bills online, but have trouble viewing the computer screen, have JAWS read aloud



TELL THEM ABOUT "JAWS."

to you from the website or print out screen content in Braille.

At ODP, we want all of our customers to enjoy the convenience of our online features, and by formatting our site to accommodate the JAWS technology, we're one step closer to achieving this goal.



SUPER SAFETY TIP : Trees are beautiful and they

MOONLIGHT IS ROMANTIC.

DARK STREETS, NOT SO MUCH.



Some might like to dance by the light of the moon, but most homeowners prefer the glow of streetlights. Whether you're walking, driving or just staying home, working streetlights offer security. Our crews routinely check to ensure streetlights throughout our service area are working properly, but we do not always know when a streetlight has gone out. That's why we need you to help us keep your neighborhood bright and shining. When you see a streetlight that requires service, please contact us at **1-800-981-0600** or inform us by logging in to your online account at my.lge-ku.com. We'll send a technician out and will have you seeing the light again in no time.

of your surroundings and don't plant near power lines.

problems. When you plant your trees, be aware

can certainly help keep your home cool and shady in the summertime. Just remember when you plant your sapling that one day it could become mighty big and cause some

SUPER ENERGY TIP

Saving energy can be as simple as closing your curtains. Keep your home cool in the summer by closing the curtains in rooms where the sun is directly shining in. This will block the heat of the sun and prevent cool air from escaping through cracks in your windows.

Contact Information



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

For Hearing/Speech-Impaired
Dial 711

24-Hour Power Outages
(800) 981-0600

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Norton, VA 24273
317 W. Morgan Ave.
Pennington Gap, VA 24277

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