



POWERSOURCE

Customers first. Energy that lasts.

Technotes

Customer service that never closes

Enjoy access to your account information and online service features 24 hours a day, 7 days a week by registering your account on our website. Dozens of services are available. Once registered, you can:

- schedule, submit or cancel payments;
- review meter and usage history;
- report outages; and
- stop or start service.

Haven't registered your account yet?

New users can visit www.eon-us.com and click "Login" under "Manage your account." To register, you will need your account number, billing zip code and personal identifier (most often the social security number for the primary person listed on the account) for verification purposes. For business accounts, the personal identifier typically is the Federal Tax Identification Number.

Be a Smart Saver WALL AND FLOOR VENTS

Make sure that the connections at vents and registers are well-sealed where they meet the floors, walls and ceiling. These are common locations to find leaks and disconnected ductwork. Also make sure that all vents are clear of any furniture or rugs to improve air flow and comfort. SOURCE: www.energystar.gov



Online outage map now available

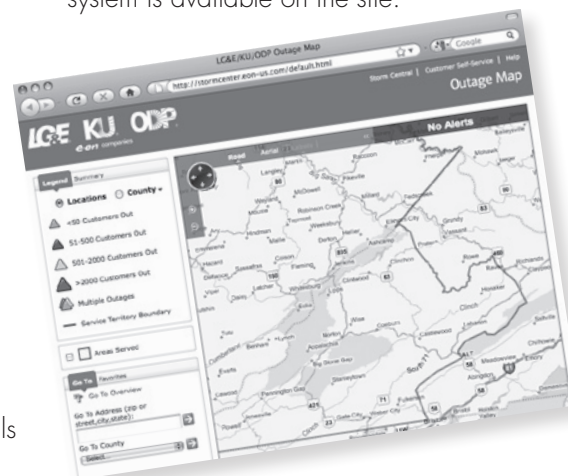
Outages across the ODP service territories are now a permanent website feature. Near real-time information will be available on our website year-round.

"After the September 2008 wind storm and the January 2009 ice storm, we wanted to be proactive in enhancing communications and provide more timely information to our customers about outages," said Greg Thomas, vice president of Energy Delivery — Distribution Operations for E.ON U.S. "Now, customers have the most up-to-date information we have available on outages in their areas."

The map pulls data from the company's Outage Management System (OMS). These outage numbers appear on the map and in charts showing outages by county and by zip code. The site is updated automatically in regular intervals

based on information available in OMS. Additionally, once operational staff have assessed the extent of an outage, estimated restoration times are provided on the map.

The online outage map can be accessed at www.eon-us.com/storm. A tutorial that offers quick tips on how to navigate the system is available on the site.



National Electrical Safety Month: Keep it safe!

53,000 electrical home structure fires
450 lives claimed
 more than **4,000** people injured
\$1.4 billion in property damage
3,300 extension cord fires

These annual statistics from the Electrical Safety Foundation International (ESFI) and the Consumer Product Safety Commission reflect the electrical safety hazards we face each day. Safety awareness is the best prevention of electrical injury and death. ESFI promotes this awareness by sponsoring National Electrical Safety Month. This year's campaign focuses on: renovating the right way; staying safe at work; educating your children; and electrical safety in the field. For more information and details, visit www.efsi.org.

Remember to follow these basic safety rules concerning you and electricity:

- **NEVER** touch anything electric, including light switches, if your hands are wet or you are standing on a wet surface.
- **NEVER** overload your power strips or surge protectors.
- **NEVER** place power cords or extension cords under doors, furniture or rugs, or near heat sources.
- **NEVER** use a frayed extension cord or an electrical device with a frayed cord.
- **ALWAYS** stay at least ten feet away from power lines.
- **ALWAYS** assume a downed line is a live power line and stay away. Keep others away and call us to report it. Call 911 if the situation is life-threatening.

Go to www.eon-us.com to learn more about electrical safety.

Understanding your bill

Your monthly bill includes a lot of useful information, such as how much energy your home is using, how your usage compares to the previous year, and how much carbon dioxide is being released into the air as a result of your energy consumption. Your bill is divided into these sections:

Account information

lists your account number, name and address where you receive energy service.

Billing summary

shows the amount of last month's bill, previous payment(s), current charges and total amount due.


Averages for billing period

offers a comparison to last year's bill, including the average daily temperature, amount of energy you used each day and the number of days billed in the billing period.

Electric charges summarizes your energy charge (rate multiplied by your

usage) and additional adjustments related to the electricity you used.

Visit www.eon-us.com for additional information or contact one of our customer care representatives if you have any questions.

		Customer Service: 1-800-981-0600 Mon-Fri 7AM-7PM Walk-in Center Hours: Mon-Fri 8AM-5PM www.eon-us.com Telephone Payments: (800) 807-3596	DATE DUE 04/15/10	AMOUNT DUE \$0.00
See the Billing Information section of this bill for important information regarding a possible problem with your meter(s)				
ACCOUNT INFORMATION				
Account Number: 000000-0000 Account Name: John Q Public Service Address: 123 Any Street Anywhere, KY 11111				
BILLING SUMMARY				
Previous Balance 0.00 Summary Transfer 0.00 Balance as of 03/05 0.00 Electric Charges 0.00 Utility Charges as of 03/05 0.00 Other Charges 0.00 Total Amount Due 0.00				
ELECTRIC CHARGES				
Rate Type: LCI-TOD Transmission Customer Charge 0.00 Total Energy 0.00 Total On Peak (0.00 kw) 0.00 89.31% On Pk PF Adj to 90.00% (\$4.93 x 0.0 kw) 0.00 Total Off Peak (0.0 kw) 0.00 88.99% Off Pk PF Adj to 90.00% (\$1.27 x 0.0 kw) 0.00 Other Charges For Above Rates Fuel Adjustment (\$0.0755 x 0.0 kwh) 0.00 Environmental Surcharge (7.120% x \$0.00) 0.00 Merger Surcharges (0.865% CR x \$0.00) 0.00 Total Electric Charges \$0.00				

Summer reading is fun!

Research shows that children who read during the summer perform better when they return to school in the fall. Get your child involved in a summer reading program today!



Spring into warm weather safety!

With Spring closing in and the weather warming up, you may look outdoors to start your Spring cleaning and summer fun. Remember safety first:

- When cleaning gutters or trimming trees on your property, 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.
- Make sure children are safe during play. Tell them to stay away from electrical equipment, including fences

surrounding transformer boxes, and make sure they do not fly kites near any overhead lines.

- If your power goes out in the hot weather or after a storm, have a back up plan to avoid heat stroke or heat exhaustion. This could include going to the home of a friend or family member that has power.
- Check up on your neighbors, friends or relatives during the hot months, especially if they are susceptible to heat exposure.



Lighten Up

Keep it cool this summer

Before the summer heat rolls in, have your air conditioning unit tuned-up to maximize energy efficiency, help prolong the unit life, and ensure a comfortable home temperature. An HVAC tune-up will check for dirty air coils or improper refrigerant levels.

We offer the following tips to help you select a qualified contractor who can perform tune-up work on your HVAC system:

- Ask your family members, friends, neighbors and coworkers if they know of a qualified contractor.
- When you contact a contractor, do not be afraid to ask for customer references and follow up with those customers to determine if they were satisfied with the contractor's work on their system.
- Request an estimate before allowing the contractor to do any work on your HVAC system. Contact several contractors and compare the estimates.
- Make sure you have a signed written contract before allowing the contractor to start to work. Check to see that specific costs, equipment models, relevant warranties and a timeline for completing the work are all included in your contract.
- A good contractor will spend time to ensure the job is completed properly.

Once you've had the tune-up, remember to check your furnace filter every 30 days and clean or replace the filter for peak efficiency. Use the day you receive your energy bill as a reminder.

Contact Information

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

www.twitter.com/eonus



24-hour Power Outages
 (800) 981-0600

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

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 Visit our website
www.eon-us.com

