



POWERSOURCE

Customers first. Energy that lasts.



Power On

Our 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 year¹, 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 states². 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 for Smart Saver tips and more information about energy issues and how you can become a better energy manager.

	Kentucky	Virginia	New York
Energy usage per person	7th in the nation	26th in the nation	50th in the nation
Population	4.3 million	7.8 million	19.5 million
Metric tons of CO ₂ produced annually	92,320,191	46,721,552	53,262,343
U.S. share of CO ₂ emissions	3.7%	1.9%	2.1%

¹ http://www.noaa.gov/newsroom/stories/2009/20090126_climate.html
² 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 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 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.

Have you given a HUG lately?

Do you know someone in need of assistance with their energy bill? Remember that we offer Home Utility Gift (HUG) certificates throughout the year including during the holiday season. A HUG is a gift certificate that credits the utility account of any ODP customer. HUGs are ideal for individuals on fixed incomes, families in need, senior citizens, and young people just starting out on their own. Many customers also have purchased HUGs for nonprofit and social service organizations.

The purchaser receives a gift certificate to present to the recipient indicating the amount of the purchase. The HUG is a credit placed directly on a customer's account and is automatically subtracted from the customer's next bill. HUGs are available during normal business hours at any customer service walk-in center and can be purchased by cash or check in any denomination over \$25. Be prepared to provide the name and address of the HUG recipient when making your HUG purchase.

Portable heaters: Keep your home safe

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.
- NEVER use a heater as a dryer by placing clothing or other fabrics over it.
- 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.
- Be sure everyone living in your home is aware of these safety tips.

Contact Information

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

www.twitter.com/eonus



24-hour Power Outages
(800) 981-0600

Business Service Center
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7 a.m. – 6 p.m. (EST)
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