



POWERSOURCE

Customers first. Energy that lasts.

Power On

In this difficult economy, individuals and industries across the country are feeling the effects of rising costs. Unfortunately, we are not immune to the challenges presented by a struggling economy and, particularly, rising fuel costs. The prices we pay for the fuels we rely on to meet your energy needs are at all time highs. The rising costs of natural gas and coal concern us because we know they will significantly impact your future energy bills. We want to keep you informed of these issues and help you find ways to lessen the impact of price increases.

With this issue of *Power Source*, we are launching several new features, including this column, "Power On," which we will use to communicate energy issues and trends. "Lighten Up" and "Technotes" will feature energy efficiency and money-saving tips you can use in and around your home and with your electronic equipment. "Eco-Centric" will offer energy efficient ideas and strategies outside your home.

You may wonder if one person or one household truly can make a difference. We say, "Yes." Begin by learning as much as you can about energy efficiency. Pay attention to how you and your family use the electric devices and appliances in your home. Evaluate your family's energy needs. Many items in your home may

make your life easier, but we encourage you to consider at what cost.

In the coming months, we will expand and enhance our energy efficiency offerings so you will have more tools available to help you become a better energy manager. Visit our Web site for detailed information about existing programs and watch for information about new programs. In addition, review some of our online tips — some low cost, others no cost — to help you find ways to better manage your energy usage.



Now is the time for action. Efforts made in the past to become more energy efficient and reduce energy costs are more crucial than ever to our energy future. We invite you to contact us if you have questions or need additional information. Visit us online or call us at 800-981-0600.



Technotes

Computer energy-saving tips

The energy cost to run your computer can vary greatly depending on the type of computer you own, how often you use it and current energy rates. Regardless, you can save about **34 percent** of the energy used to run your computer each year simply by shutting it off for eight hours each night. These days, computers are designed to handle 40,000 cycles (turning it on and off), so they can be turned off frequently without shortening the life of the PC. Plus, you avoid the extra cooling cost since a computer that is turned off does not generate any heat. Here are more computer tips to keep in mind:

- Turn off the PC monitor or close your laptop if you don't plan to use it for more than **20 minutes**.
- Shut down your laptop or PC and monitor if you don't plan to use it for more than **two hours**.
- Avoid using screen savers because they are not energy savers. Not only might they prevent your automatic power-down feature from starting, but they may actually use more energy than if you did not use one.

Fall clean-up and fix-up safety tips

- When cleaning gutters, **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.
- Have your fireplace inspected and flue cleaned by a qualified contractor.
- To save on heating and cooling costs, close the dampers and doors in fireplaces when not in use.
- Visit www.eon-us.com for tips on how to find and seal leaks in your home and for an annual savings of up to 10 percent on your heating and cooling bill.

- If your furnace is more than a few years old, have it cleaned and tuned, including cleaning the blower and burners and resetting the fuel-air mixture if needed.
- Change your furnace filter monthly. A clogged filter reduces your furnace's energy efficiency.
- Inspect (or install) fire extinguishers.

Call for convenient, 24-hour service

Our Interactive Voice Response (IVR) system is available 24 hours a day for immediate account access, account management, program information and

to get help with a power issue. Just clip and save this speed-dial guide for your next call or simply listen as our menu guides you through your options.

Quick IVR guide for residential customers

Write your account number here for quick reference _____

Call toll-free **(800) 981-0600**

Press

- 1-1** To report a power outage, downed wire, street light outage or any other power problem
- 1-2-1** To obtain account information (balance due, last payment received)
- 1-2-3-1** To listen to information on billing and payment plans such as the Budget Payment Plan or automatic bank payments
- 1-2-3-2** For payment locations, office hours or mailing address
- 1-2-3-3** To request a copy of your bill
- 1-2-4** To receive info about how to contribute to community assistance programs
- 1-3** If you are moving, to start or stop service, or for new construction
- 1-4-1** For information on paying your bill by phone
- 1-4-2** For community assistance locations and phone numbers
- 8** To repeat the current menu of options
- 9** To return to the main menu



Eco-Centric

Revolving doors make a difference

According to a 2006 MIT study, on average, eight times as much air is exchanged when a swing door is opened as opposed to a revolving door; that's eight times as much new air that needs to be heated or cooled. And each use of a traditional swing door loses an energy equivalent of:

- 1.3 hours of light from a desk lamp
- 4.3 hours of light from a compact fluorescent bulb
- Driving a car 306 feet
- A half-mile jog

Simply put, when entering a building, use the revolving door instead of the regular door to lighten our community's energy load!

Power line safety for kids

Educate your children on basic power line safety to keep them and their friends safe. Tell them to:

- NEVER climb or play around trees that are close to power lines! If you see a tree limb that is too close to a power line, call (800) 981-0600 to have it removed. If a pet or any animal gets trapped on a utility pole or in a tree that is near power lines, call our Electric Trouble Department anytime, day or night, at (800) 981-0600 and let us help you. Never try to help the animal yourself!
- NEVER climb or play near the metal or brick fences that surround electrical equipment. The fences around electric substations are there to keep people away for their safety. If a ball or other object falls inside the fence, DO NOT try to get it yourself. Call our Electric Trouble Department at (800) 981-0600, and we'll be happy to help.
- NEVER fly kites or model airplanes near power lines! Play in parks or other open spaces with no power lines to prevent the danger of severe injuries if a kite string or toy control wire should touch a power line.
- NEVER touch downed power lines or try to move a person or object in contact with these lines. ALWAYS assume that any downed line is an energized power line and stay away.



Lighten
Up

Energy savings in the laundry room

- Wash and dry **full** loads.
- Use only cold water for rinsing.
- Use cold water for washing whenever possible – detergents formulated for cold water are just as effective as regular detergents.
- Dry loads in succession to take advantage of the residual heat.
- Use the auto-dry setting if you have one to avoid over-drying clothes.
- Clean the dryer vent after each use.
- Check your dryer exhaust; it may need to be cleaned out to return efficiency to your dryer and prevent a fire hazard.

Contact Information

Old Dominion Power _____
ODP Customer Service 24-hour Power Outages
Monday – Friday (800) 981-0600
7 a.m. – 7 p.m. (EST)
(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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www.eon-us.com

