

DISCOVER NEW WAYS TO PAY YOUR BILL.

This Columbus Day, October 10, ODP will be closed in recognition of Columbus Day and for Customer Service training. While this will not affect when your energy bill is due, it may affect how you pay it. As our offices will be closed, it will not be possible to pay in person at ODP locations, but our other bill pay options are available 24/7.

Online payment – Register your online account now at my.lge-ku.com and take advantage of our convenient and secure online bill payment feature.

Automated bill pay system – Call 502-589-1444 (Options 1-2-2-3) and use our automated system to pay with a debit card, credit card or electronic check.

Mail in payment – Remember, it's called snail mail for a reason. Be sure to allow for an extra day as there will be no postal service on Columbus Day.

Auto Pay – Sign up today by checking the box on the back of your bill stub and have your ODP payments conveniently deducted from your bank account each month.



SUPER ENERGY TIP: When it comes to air conditioning units, size matters. Picking the right-sized air conditioning unit can save you money and energy. One that is oversized will turn on and off too frequently (short cycle), and one that is too small will run too often and may not be able to cool your home when it becomes very hot.

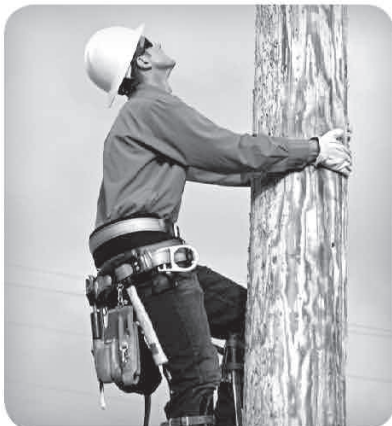
HELLO ODP BILL. BYE BYE, PAPER CUTS.

What's worse than getting bills? Getting paper cuts from them. At ODP we can't eliminate your energy bills, but we can put an end to those pesky paper cuts when you sign up for paperless billing. We'll send you an email each month with a summary of your bill, including the amount due and payment due date. You can then pay your bill online on our secure website. Easy as pie! And the best part? No paper cuts.

If you're like the average American family, you throw away more than 2,000 pounds of paper each year. That's the equivalent of 17 trees. Sign up for paperless billing and you're not only saving your fingers, you're also helping the environment. Sign up today at lge-ku.com.



HOW DANGEROUS IS YOUR YARD SALE?



Regulations prohibit the posting of signs or other objects on utility poles, but many are unaware of the laws and potential safety hazards for our workers. A worker can be injured attempting to climb a pole where obstructions are present. Sharp edges of staples, tacks or nails used to attach signs can tear the protective rubber gloves and sleeve covers our line workers wear to protect themselves from electric shock.

On behalf of our line crews, please refrain from using utility poles as a means to display signs, and if you have posted anything on a utility pole, please remove it.

Our crews work hard to keep your lights on. Please consider their safety when posting your signs.

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

adapters, don't double up on adapters, by plugging

one into another, and only use one adapter per socket.



SUPER SAFETY TIP: Overloading outlets is dangerous.

If too many appliances draw power from one socket, they could overheat and catch fire. To prevent overloading, follow these simple rules: Use a bar adapter instead of block

DEATH BY DRYER. WHAT KILLS YOUR BILLS?



You'd be surprised at how much your most-used household items cost you each year in energy and money. Did you know that your clothes dryer is one of the most energy-consuming appliances in your home, drawing up to 5,000 watts of power?

If you've ever wondered which household appliances make your bills scream in pain, use the formula below and find out:

$$\text{Wattage} \times \text{Hours Used Per Day} \div 1000 = \text{Daily Kilowatt-hour (kWh) consumption}$$

Multiply this by the number of days you use the appliance during the year to get the annual consumption (kWh/year). Then multiply kWh/year by the rate per kWh to calculate the annual cost.

Be ready for some shocking results, but don't get discouraged. Help your energy bills by updating your appliances regularly with those that offer greater efficiency, using appliances less often and unplugging them after use.

PUT A LEASH ON THOSE



DOG DAYS OF SUMMER!

This summer's extended heat wave meant air conditioners and fans had to work overtime to keep us cool. For this reason, you may have seen an increase in your energy bill.

At ODP, we use a common industry indicator called degree days* to measure the severity of the temperatures and their effect on our customers' bills. Degree days are a measurement designed to reflect the

demand for energy needed to cool a home or business, and indicate how far the average temperature deviates from the human comfort level base of 65°F during a specified period of time.

The chart below shows a comparison of degree days between July 1 to July 31, 2010, and the same period in 2011.

July 1-July 31, 2010 78.6° F – 65° F = 13.6° x 30 = 408
July 1-July 31, 2011 78.8° F – 65° F = 13.8° x 30 = 414

*Formula: Average Temp – Base Temp = Difference x Days = Cooling Degree Days



SPENDING OUR ENERGY ON THE IMPORTANT THINGS.

ODP wants to hear from you! What do you want to know about your energy? Are you wasting or conserving? Schedule an audit to find out. Want to report a power outage? We'll be right there. Have a general question concerning your bill or online billing account? We're all ears. Call 1-800-981-0600 or visit us online at lge-ku.com and we'll be glad to answer all of your questions.

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

Customer Service Walk-In Centers

1000 Park Avenue NW
Norton, VA 24273

317 W. Morgan Ave.
Pennington Gap, VA 24277

Business Service Center

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

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Visit our Website:

www.lge-ku.com



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