



POWERSOURCE

Customers first. Energy that lasts.



Lighten Up

A walk in the dark can reveal savings

Tonight when your house is dark, walk through all the rooms. Notice the little red and green lights on your appliances and electric devices? Your television, cable box, DVD players, coffee maker and other gadgets and appliances are pulling energy into your home and adding costs to your bill.

This "phantom" energy can drain a large portion of your annual energy budget. Consider how important it is to you and your family members to have these devices waiting in "instant on" mode for a signal from you. Plug several of these into a single power strip and turn it off when the items are not in use or unplug them altogether until needed. You may be surprised at the cost savings as well as how infrequently you will be stopping to plug them back in!

Energy efficiency made easy

Looking for ways to reduce your energy costs? Call our new toll-free number at **1-800-356-5467** for direct and easy access to information on energy efficiency programs. With energy audits and our Demand Conservation program, we can help you examine and reduce your energy costs and carbon footprint. Both residential and business customers can learn about these programs through the new number, which includes We Care information for our customers in need. Call today for more information.



Eco-Centric

Arbor Day is April 24: Celebrate with energy savings

Adding trees to your yard is a great way to help reduce your energy bills and regenerate the Earth's oxygen while providing for wildlife. A few minutes to investigate what kinds of trees to plant and where to plant them around your home can also make a big difference on your energy bill.

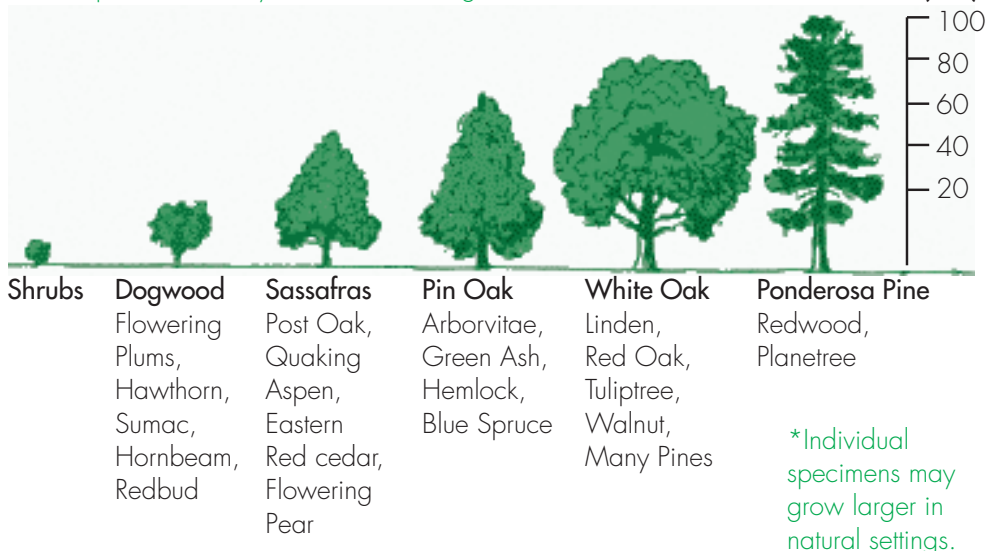
Keep these directions and tips in mind for cost savings and power line safety:

- **10' within power lines:** Low-growing shrubs, plants or trees with a maximum height under 25 feet.
- **20-50' from power lines:** Medium trees with maximum height under 40 feet.

- **50' or more from power lines:** Tall trees with a maximum height over 40 feet.
- **South and West:** Plant shade trees to keep your home cool. Round and V-shaped trees provide the most shade.

Planting the wrong type of tree too close to power lines is the single biggest culprit of power outages from bad weather. Trees and limbs fall on power lines and interrupt service when planted too close to power lines. Both wind and ice can make the problem worse. For detailed information about trees around your home, visit www.arborday.org.

These examples represent typical mature heights in city conditions. Check the Arborday.org Tree Guide for expected mature height and crown spread of trees you are considering.



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|---------------|--|---|--|--|--|
| Shrubs | Dogwood
Flowering Plums,
Hawthorn,
Sumac,
Hornbeam,
Redbud | Sassafras
Post Oak,
Quaking Aspen,
Eastern Red cedar,
Flowering Pear | Pin Oak
Arborvitae,
Green Ash,
Hemlock,
Blue Spruce | White Oak
Linden,
Red Oak,
Tuliptree,
Walnut,
Many Pines | Ponderosa Pine
Redwood,
Planetree |
|---------------|--|---|--|--|--|

*Individual specimens may grow larger in natural settings.

Outdoor Spring clean with safety

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

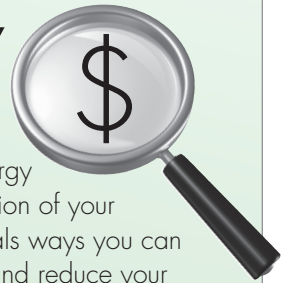
- When cleaning gutters or trimming trees on your property, **never carry your ladder upright**. It's easy to lose control and hit power lines or windows.
- **Look up for power lines before putting a ladder down** and always stay at least ten feet away from overhead power lines.
- **Make sure someone else is home in case of an accident**, or at a minimum, let a neighbor or family member know your



plans and alert the person when you are finished.

- **Never touch or contact a wire or power line under any circumstance.** This includes debris or branches that are in contact with a wire or power line. Puddles, ground and branches can all conduct electricity if they have enough moisture.
- **Always assume any downed wire is an energized power line.** There is no way to tell if a downed wire is an energized power line, or a cable or telephone wire. Stay away from downed wires, keep others away, and call us immediately.
- **If someone comes in contact with a live wire, call 911.** Do not touch the person. The human body contains a lot of water and will easily conduct electricity to another person.

Commercial energy audit



A commercial energy audit is an inspection of your business that reveals ways you can conserve energy and reduce your company's expenses. An audit generates a detailed report with a list of energy-saving measures appropriate for your business and the estimated cost to apply those measures. We can even tell you the estimated monthly energy bill before and after suggested energy savings measures are taken – allowing you to see potential savings on your bottom line. Call **1-800-356-5467** for more information, or complete a printable Energy Audit application form online then fax it in.

Green Energy Program

For as little as \$5 each month, you can offset the carbon impact of your electricity usage.

For each \$5 purchase of Green Energy, we ensure that 300 kilowatt hours of pure renewable energy is delivered onto the Kentucky transmission grid from new renewable energy sources, such as the Mother Ann Lee hydroelectric plant on the Kentucky River.

Just one block of Green Energy per month for a year can prevent 3.3 tons of

carbon dioxide pollution; that's as much as reducing the driving time of a single car by 60% over a year.

Business customers can participate by purchasing Green Energy in blocks for as little as \$13 per month.

Go to www.eon-us.com/green to calculate the impact of Green Energy units and to enroll.



Payment address change



In May, our payment mailing address will change. The new address will be printed directly on your bill stub. However, if you use an online service, other envelope than the one we enclose with your bill, or have elected paperless statements, please make note of the new address:

LG&E
PO Box 538612
Atlanta, GA 30353-8612

As with any correspondence, include the return stub or account number for proper processing.

New payment locations available

LG&E offers you a variety of ways to pay your bill, including agents authorized to accept payments on our behalf. We recently signed a contract with Global Express who has negotiated with a number of retail establishments throughout

our service area to provide this service. For a list of agents in your area, visit www.eon-us.com or call Customer Service at **502-589-1444** (outside Louisville **1-800-331-7370**) to find the location of an agent near you.

Contact Information

Louisville Gas and Electric Company

Monday – Friday
7 a.m. – 7 p.m. (EST)
(502) 589-1444

Outside Louisville area
(800) 331-7370

For hearing/speech-impaired
Dial 711

24-hour Natural Gas
Trouble/Emergencies
(502) 589-5511

24-hour Electric Trouble/Power
Outages
(502) 589-3500

Customer Service walk-in center
701 South Ninth Street
Monday – Friday
8 a.m. – 5 p.m. (EST)

Business Service Center
Monday – Friday
7 a.m. – 6 p.m. (EST)
(502) 627-3313

Kentucky 811- Locate Service
Dial 811

Outside Louisville area
(800) 331-7370

Visit our Web site
www.eon-us.com

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