



POWERSOURCE

Our energies go to serving you.

Technotes

Weathering a storm is never easy, but as we all know Mother Nature has a mind of her own. When your power goes out, you want information. A year ago, we launched our online outage maps, which provide near real-time information about current outages throughout our system. Customers have accessed the online maps at home using the battery charge on their laptops or at work when they are looking for updates about an outage that has affected their home.

And now you can view this popular feature on your smart phone. A free smart phone app is available for download on iPhone, Android and BlackBerry devices.

The new app – named “LG&E and KU Outage Maps” – can be located at app stores by searching for “outage maps.” When you download the app to your smart phone, you can view our outage map in a platform designed specifically for your device.

Like the outage map on our website, the smart phone app displays outage numbers in an interactive graphic and chart format showing outages by county and zip code. And as soon as our crews are able to assess the extent of an outage, the map is updated to reflect estimated restoration times.

Download the app to your smart phone today. That way you’ll be prepared the next time Mother Nature calls.



Eco-Centric

Fastest birds in the world nest at power plants

On any given day, the fastest fliers in the world can be found performing acrobatic dives and maneuvers — at speeds up to 200 miles per hour — at many LG&E power plants. Peregrine falcons, once on the brink of extinction, make their nests high above the ground. Power plant stacks and cooling towers provide an ideal place for nesting boxes because the height mirrors that of the birds’ natural roosting sites on mountain cliffs and ledges.

In cooperation with local and state wildlife agencies, we placed wooden platforms, known as “nest boxes,” at several of our power plants. The boxes also allow wildlife officials to capture, band and release the birds for study.

Peregrine falcons once were considered an endangered species, but with our help the bird’s population has rebounded. Although they are no longer in immediate danger, it’s important for us to continue to support the birds as they further grow their numbers. To learn more about the part we play in this effort, visit lge-ku.com.



Your carbon footprint right on your bill

Carbon dioxide, or CO₂, is a greenhouse gas that negatively impacts our environment by increasing global warming. For the past several years, we have provided you with information right on your bill about the environmental impact of your energy consumption. Your monthly statement includes:

- The actual number of pounds of carbon dioxide produced as a result of generating the amount of electricity your home needs each month.
- The amount of electricity and the carbon output to produce electricity for

an average home each month, so you can compare.

Reducing our carbon footprint by saving energy is everyone’s responsibility. Start today by:

- Finding ways to reduce your energy usage at home and at work.
- Buying energy-efficient appliances and electronics.

To find out more about the programs we offer to help you save energy and, thus, reduce carbon emissions, visit lge-ku.com/ee.

Don’t let these fans fool you

The ventilating fans in your kitchen and bathroom not only remove cooking odors and condensation, they also pull the conditioned air out of your home. Remember to turn the fans off when they are no longer needed.

LG&E GREEN ENERGY PRODUCT CONTENT LABEL

Green Energy is a renewable energy certificate (REC) product. For every unit of renewable electricity generated, an equivalent amount of RECs is produced. The voluntary purchases of RECs support renewable electricity generation, which helps reduce conventional electricity generation in the region where the renewable generator is located.

The product is sold in blocks of \$5 for residential and small commercial customers, with a guaranteed minimum purchase of 300 kWh of Green Energy per month per block. The annual average for residential and small commercial customers for the year 2010 was 790 kWh per month per block.

The product is sold in blocks of \$13 for large commercial and industrial customers with a guaranteed minimum purchase of 1,000 kWh of Green Energy per month per block. The annual average for large commercial and industrial customers for the year 2010 was 2,620 kWh per month per block.

The *Green Energy* product is made up of the following new renewable resources averaged annually:

Green-e Energy Certified New Renewables in LG&E Green Energy		
Resource Mix-Generation Location	2010	2011 - Prospective
Wind - Illinois	64%	
Low Impact Hydro-Kentucky	23%	
Biomass-Virginia	7%	
Biomass-Kentucky	6%	
Total	100%	100% renewable resources ¹

¹ Actual figures may vary according to resource availability. We will report the actual resource mix of the purchased RECs on a quarterly basis on our corporate website at lge-ku.com/green.

Normally, your direct electricity supply contains the following mix of resources: coal (97%), natural gas (2%) and large hydroelectric (1%).

For more information on our Green Energy program or to enroll, visit www.lge-ku.com/green or call (502) 589-1444 or (800) 331-7370 outside the Louisville area.



Energy
Green-e CERTIFIED

Green-e Energy certifies that LG&E and KU Green Energy meets the minimum environmental and consumer protection standards established by the non-profit Center for Resource

Solutions. For more information on Green-e Energy certification requirements, call 1-888-63-GREEN or log on to www.green-e.org.

Sign up for convenience

Looking for ways to save time and money? With our electronic payment options, you can do both. Use our auto pay option or make your payment online or over the phone. You'll save money because you won't have to buy checks or stamps to mail your payment. You'll save time by not driving to the post office to mail your payment. And there's an added bonus because when you cut down on the amount of paper you use and trips to the post office, you're helping the environment.

Combine your electronic payment option with electronic billing, and you'll save more. When you sign up for electronic

billing, you still receive your monthly statement each month except now it comes to your email inbox rather than your mailbox. Electronic billing is convenient, reliable, safe and secure.

Hundreds of thousands of our customers enjoy the benefits of electronic payment each month. And many more are enjoying the added convenience of electronic billing.

For more information about any of our electronic payment options or to switch your bill from paper to email, visit lge-ku.com or call 589-1444 (outside Louisville 1-800-331-7370).



Join the fan club!

Installing a ceiling fan can help you feel more comfortable and reduce your air conditioning needs. The fan does its job by cooling you rather than the room where it's installed. So if you are looking for easy energy-saving tips, turn the fan off when you leave the room.

Year-round comfort

This summer, use your ceiling fan in the counterclockwise direction to create a draft that helps you feel cooler. In the fall, reverse the motor and use the fan at low speed in the clockwise direction to send warm air near the ceiling down to where you're sitting.

Choose the right fan to save more

If you're shopping for a ceiling fan, choose an ENERGY STAR®-qualified model: these use 50% less electricity than standard units.

Choosing the right size fan can also help. First, measure the room where the ceiling fan will be installed and follow these guidelines from the American Lighting Association:

Room Dimensions	Suggested Fan Size
Up to 75 sq. ft.	29" - 36"
76 - 144 sq. ft.	36" - 42"
144 - 225 sq. ft.	44"
225 - 400 sq. ft.	50" - 54"

Balancing wobbly fans

Your fan's blades should have been balanced before it was shipped to the store, but if it wobbles after installation, you can fix it. Make sure all connections are properly aligned and tightly fastened.

Check blade alignment by holding a yardstick vertically along the edges. If the blade holder is misaligned, you may be able to gently bend it back into its proper place. If the blades are aligned, and it's still wobbly, a balancing kit available from the fan's manufacturer can show you what the problem is.

Contact Information

Louisville Gas and Electric Company

Monday - Friday
7 a.m. - 7 p.m. (Eastern Time)
(502) 589-1444

Outside Louisville area
(800) 331-7370

For hearing/speech-impaired
Dial 711

www.twitter.com/lgeku



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. (Eastern Time)

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

Kentucky 811 - Locate Service
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Visit our website
www.lge-ku.com

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