



POWERSOURCE

Customers first. Energy that lasts.

"Winterhelp" available for coming season

With the help of Community Winterhelp, LG&E provides emergency heating assistance from January through March to low-income households in crisis that are without heat or are in immediate danger of being without heat.

Community Winterhelp is a non-profit corporation made up of Community Ministries. Applications are taken by those Community Ministries based on the particular geographical boundaries associated with zip codes (located almost entirely in Jefferson County). Additionally, Tri-County Community Action Agency offices in outlying counties provide Community Winterhelp assistance to residents in those areas. LG&E plays no part in determining the eligibility for those applying for Winterhelp assistance.

Eligibility is determined by dire financial situation and lack of resources, leaving a family with no heat or the immediate prospect of no heat; and by a family who is elderly, very young, seriously ill or



disabled. Community Winterhelp follows 200% of the Federal Poverty Guidelines. Recipients are encouraged to visit a Community Action Agency office first in order to receive benefits if they qualify.

LG&E matches customer donations and forwards the entire amount to Community Winterhelp for distribution. The dollars raised have helped more than 23,000 families pay their heating bills over the years.

Customers wishing to donate to Community Winterhelp can do so by writing in the amount of their donation in the appropriate box on their monthly LG&E bill and adding that amount when making their payment. Donations are tax-deductible. For more information on Community Winterhelp and other heating assistance programs, visit www.eon-us.com.

Have you given a HUG lately?

Due to tremendous interest and customer demand, we offer Home Utility Gift (HUG) certificates throughout the year. HUGs are extremely popular, especially during the holiday season. A HUG is a gift certificate that credits the utility account of any LG&E 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 LG&E's customer service walk-in center at Ninth and Broadway in Louisville. They 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.



Use LEDs to light up your home this holiday season

The LED, a type of semiconductor, generates light when an electric current is passed through positive and negative materials. As there is no filament to heat, LEDs are **12 to 100 times more efficient** than incandescents and generate less heat.* Benefits include:

- **Energy savings** – LEDs use a tiny fraction of kilowatt-hours (kwh) of energy compared to incandescents. During a 90-day holiday season using a 300-bulb string for six hours a day with an energy rate of 6.4¢ per kwh, you'll pay **\$0.53 for a string of LED lights** (0.05 kwh per bulb) **versus \$73.58 for a string of incandescents** (7 kwh per bulb). LEDs cost more than incandescents; however, energy savings will allow costs to be recouped in the first season or two (be careful to review packages carefully as LEDs tend to be sold in shorter strings).
- **Safety** – LEDs run much cooler than incandescents, reducing fire hazards. Because they run much cooler, LEDs can be constructed with plastic bulbs instead of glass, reducing their likelihood to break. Make sure lights you purchase have a holographic "UL Listed" tag.
- **Environment** – LEDs do not use mercury and last at least twice as long as incandescent lights, reducing waste we create when throwing out old lights.
- **Brightness** – Mini-LEDs tend to be brighter than incandescents. Regular LEDs are a bit dimmer than incandescents, but the difference is moderate.

*Source: consumerreports.org



Technotes

What's on the big screen?

According to the Department of Energy, 4% of your total home energy use originates from your TV. Though newer flat screen TVs are more energy efficient than old models, the larger screen sizes use a lot more energy. Use these tips to lower your energy costs:

- If you're not watching it, turn it off – **80%** of its energy is used when on.
- **20%** of your TV's energy is being burned while off. To avoid this consumption, plug your TV into a powerstrip and turn off the strip each night and while you're at work.
- In the market for a new TV? Pay close attention to the kwh used. Some TVs made this year use less than half of what they did even three years ago. ENERGY STAR® certification ensures **30% less energy usage** but only in stand-by mode.

Power On

On October 1, LG&E filed a request with the Kentucky Public Service Commission to adjust its natural gas cost recovery charges. Compared to the current quarter, the new filing represents a decrease of \$37 per month – a 27.5% decrease for the average residential customer using 70 Ccf per month. Compared to the same period one year ago, the new filing represents an increase of approximately \$15.60, or 19% increase over last year at this time for the average residential customer using 70 Ccf per month.

If LG&E's adjustment is approved by the KPSC, a typical residential customer with an average usage of 70 Ccf per month will pay \$97.78 effective Nov. 1, 2008 through Jan. 31, 2009. Natural gas prices are recovered from customers on a dollar-for-dollar basis with no mark-up from LG&E.

The gas supply cost component of a customer's bill is the line item that represents the pass-through cost from the natural gas LG&E has purchased for its customers. This line item makes up about 75% of a typical residential customer's bill. LG&E's distribution costs and monthly customer charge make up the other 25%

of a typical residential customer's bill; the customer charge and distribution charge do not change with the quarterly adjustments in gas costs.

LG&E is extremely concerned about the impact higher prices will have on customers' bills this winter heating season. Since June, we have strongly encouraged you to take steps to reduce your energy usage. Here are some tips the company recommends:

- **Enroll in Budget Payment:** Join LG&E's Budget Payment Plan to normalize your costs over a 12-month period.
- **Attend an Energy Management Workshop:** Sponsored by LG&E and produced by Project Warm, the workshops are free to the public and each participant will receive a free weatherization kit.
- **Schedule an Energy Audit:** For \$15, a trained energy specialist will identify areas in your home where you could make improvements to increase energy efficiency.

For a complete schedule of energy management workshops, information on energy-saving programs or heating tips, visit www.eon-us.com.

Portable electric heaters: Are they safe and effective?

Space heater sales are growing as millions of homeowners buy into the promise of lower-cost heating that provides savings on utility bills. But to realize the full benefit of a space heater to save money, adjust your thermostat down several degrees and use the space heater in one room. Allow the rest of the house to remain cool.

According to *Consumer Reports*, the latest electric space heaters provide more consistent heat than older models and are safer. However, space heaters still

account for 40 percent of the deaths and 30 percent of the injuries in heating-related incidents each year per the U.S. Fire Administration.

Newer space heaters provide a sensor that turns off the unit when the grille is touched, helping to prevent accidental burns or fires. Other models provide a tip-over switch that shuts off when the heater is knocked over. Regardless, space heaters should never be moved while they are on or still hot from recent use.

Remember to keep children, pets, all paper and flammable liquids away from a space heater. Also, be sure to place the heater on a stable surface at least three feet away from other furniture and window treatments and do not leave the heater unattended. Space heaters should not be left on while you sleep; instead use more blankets. Be sure to check your smoke alarm to ensure it has good batteries and is operating properly before using any type of heating appliance this winter. These tips will ensure the safety of your family and home.

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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