



## DISCOVER NEW WAYS TO PAY YOUR BILL.

This Columbus Day, October 10, LG&E 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 LG&E locations, but our other bill pay options are available 24/7.

**Online payment** – Register your online account now at [my.lge-ku.com](http://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 LG&E 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 LG&E BILL. BYE BYE, PAPER CUTS.

What's worse than getting bills? Getting paper cuts from them. At LG&E 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](http://lge-ku.com).



## NAIL DOWN SOME REAL SAVINGS.



Thinking of building a new home? Why not an ENERGY STAR® home? ENERGY STAR-qualified homes are third-party inspected and meet strict energy efficiency requirements set by the U.S. Environmental Protection Agency. These accredited homes use less energy, which means lower energy bills and a reduced environmental impact for homeowners.

Since February 2009, more than 1,700 ENERGY STAR-qualified homes have been built within our service area as part of our award-winning ENERGY STAR New Homes Program.

The estimated energy savings from these homes is the equivalent of planting 1,377 acres of trees and reducing 9.88 million pounds of carbon dioxide per year. That's impressive.

To learn about building a more energy-efficient home and the builders in your area who participate in our program, visit [lge-ku.com/build](http://lge-ku.com/build).

Want another opinion? Visit the ENERGY STAR website at [www.energystar.doe.gov](http://www.energystar.doe.gov) or contact the Better Business Bureau at 1-800-388-2222 ([www.bbb.org](http://www.bbb.org)) for more information and the builders' BBB accreditations.

Sign up for paperless billing when you login or register your account at [www.my.lge-ku.com](http://www.my.lge-ku.com).

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



**SUPER SAFETY TIP:** Overloading outlets is dangerous.

adapters, don't double up on adapters by plugging

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 LG&E, 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 83.1° F – 65° F = 18.1° x 30 = 543

July 1-July 31, 2011 83.6° F – 65° F = 18.6° x 30 = 558

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



## SPENDING OUR ENERGY ON THE IMPORTANT THINGS.

This year, nearly 200 LG&E employees and their families participated in our company's seventh annual Day of Caring by going out into the community to help local nonprofit organizations. A round of applause for their dedication and service.

### 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

**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

Dial 811

#### Editor

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#### Visit our Website:

www.lge-ku.com



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