

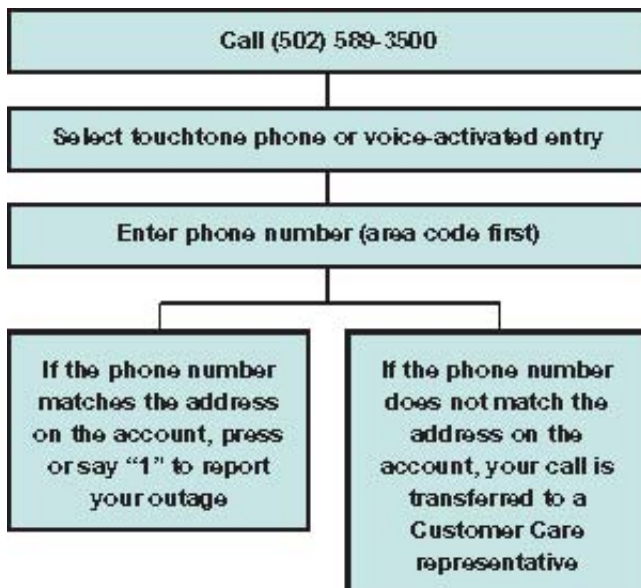
Be Prepared to Weather Any Storm

We know you depend on reliable electric service, and we recognize that power outages are an inconvenience to you. We cannot control Mother nature, and we cannot predict the consequences of any storm on our electric distribution system. There are some things you can do, however, to be prepared if you experience a power outage.



Check to see if your neighbors are without power.

If so, call **(502) 589-3500**. We have made significant improvements to our automated outage reporting system so it's now easier to report your outage. The following diagram provides simple instructions for reporting your outage.



Turn off all major appliances.

This includes electric ranges, washers and dryers. Unplug sensitive electronic equipment such as television sets VCRs and computers. This reduces the electrical demand when power is restored and significantly reduces the chance of damage caused by electrical surges.

Keep refrigerator and freezer doors closed.

Keeping the doors closed as much as possible will conserve the cold inside your refrigerator and freezer and keep your food fresher longer. You may want to put any medicine that needs to be refrigerated in a cooler with an ice pack.

Remember safety.

Stay away from all fallen wires and anything, such as a tree limb, that may be in contact with them. Camp stoves and charcoal grills should never be used indoors; they can produce deadly fumes. When using portable generators, always follow the manufacturer's instructions and operate the generator in a well-ventilated area.

Gather and store a "Storm Kit".

Each kit should include the following items in a convenient place, ready to use if your power goes out. Be sure everyone in your family knows where the storm kit is located.

- A flashlight and extra batteries
- A first-aid kit
- A portable, battery-operated radio (LG&E frequently provides updates about the storm damage and our restoration efforts via the news media.)
- Bottled water
- A manual can opener
- Non-perishable food

Power Restoration: Step-By-Step

When a powerful storm or tornado hits our service area, all sorts of damage can happen. Trees or high winds can snap and damage the main lines, substations, and individual lines that bring power to our many customers. In the middle of all this mess is you, sitting in the dark, wondering when your power will be restored.

LG&E can appreciate your concern and understands how frustrating it can be to see power restored to other homes while you continue to go without power. Storm damage can be extensive, and repairing all the damage can take hours and even days. Our employees work around the clock to make sure everyone's power is restored as soon as possible. However, we must do this in a way that is safe, and we must go about it in a way that is fair to everyone.

LG&E prioritizes repairs because it wouldn't be fair to have a crew spend an hour restoring power to one customer, when we could have restored power to dozens of homes in that same hour. We want to share our "Priority List" with you to help you understand what happens after a power outage and why sometimes it may take more time to restore your power.

1. Main high-voltage transmission lines supply energy to a large area. When these lines are damaged they leave most consumers in the area without power. We must fix these lines first so electricity can reach our substation, which supply power to your home or business.



2. Emergency and life sustaining agencies such as hospitals, nursing homes fire departments, and police stations have very important duties to perform, especially after a major storm or tornado. They receive top priority after the main transmission lines have been fixed so that they can do their important work.

4. After power has been restored to all emergency, life sustaining and critical agencies and businesses, we turn our attention to restoring the power to the rest of our substations and tap lines. Repairing the substations allows us to restore power to large numbers of customers at one time, such as subdivisions. The same with tap lines which might affect a half dozen customers or so. By this point a majority of customers will probably have their power restored.

3. Critical business such as airports are also vital to a large number of people. They receive our next priority along with any customer on our Medical Alert Program. Make sure to contact LG&E if someone in your home uses life-supporting medical equipment, so that we can put you on this list. Always have a back-up generator ready and store important refrigerated medicines in a cooler during an emergency.



5. If your power is still out, but your neighbor's is on, you probably require individual repair to the service line that runs from the pole to the meter. These repairs can only be made after the main transmissions lines and the substation lines have been repaired. That is why you may see a crew in the area, or a crew may have even come and gone, but yet you still have no power. Repairing individual lines can take a considerable amount of time. We think it is only fair to first do those repairs which restore power to a large number of customers before moving to repairs that restore power to a single customer.

