

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

APPLICATION OF LOUISVILLE GAS AND)	
ELECTRIC COMPANY FOR AN ADJUSTMENT)	CASE NO.
OF ITS ELECTRIC AND GAS RATES AND FOR)	2016-00371
CERTIFICATES OF PUBLIC CONVENIENCE)	
AND NECESSITY)	


RESPONSE OF
LOUISVILLE GAS AND ELECTRIC COMPANY
TO
FIRST SET OF DATA REQUESTS OF METROPOLITAN HOUSING COALITION
DATED JANUARY 11, 2017

FILED: JANUARY 25, 2017

VERIFICATION

COMMONWEALTH OF KENTUCKY)
) SS:
COUNTY OF JEFFERSON)

The undersigned, **Lonnie E. Bellar**, being duly sworn, deposes and says that he is Senior Vice President – Operations for Louisville Gas and Electric Company and Kentucky Utilities Company and an employee of LG&E and KU Services Company, and that he has personal knowledge of the matters set forth in the responses for which he is identified as the witness, and the answers contained therein are true and correct to the best of his information, knowledge and belief.



Lonnie E. Bellar

Subscribed and sworn to before me, a Notary Public in and before said County and State, this 25th day of January 2017.

 (SEAL)

Notary Public

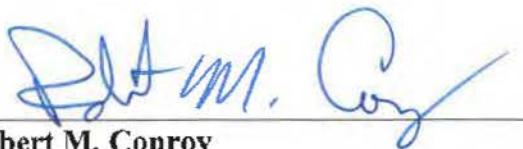
My Commission Expires:

JUDY SCHOOLER
Notary Public, State at Large, KY
~~My commission expires July 11, 2018~~
Notary ID # 512743

VERIFICATION

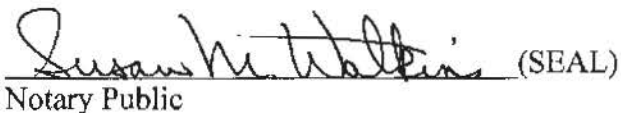
COMMONWEALTH OF KENTUCKY)
) SS:
COUNTY OF JEFFERSON)

The undersigned, **Robert M. Conroy**, being duly sworn, deposes and says that he is Vice President – State Regulation and Rates for Louisville Gas and Electric Company and Kentucky Utilities Company, an employee of LG&E and KU Services Company, and that he has personal knowledge of the matters set forth in the responses for which he is identified as the witness, and the answers contained therein are true and correct to the best of his information, knowledge and belief.



Robert M. Conroy

Subscribed and sworn to before me, a Notary Public in and before said County and State, this 23rd day of January 2017.



(SEAL)
Notary Public

My Commission Expires:

SUSAN M. WATKINS
Notary Public, State at Large, KY
My Commission Expires Mar. 10, 2017
Notary ID # 486723

VERIFICATION

COMMONWEALTH OF KENTUCKY)
) SS:
COUNTY OF JEFFERSON)

The undersigned, **Christopher M. Garrett**, being duly sworn, deposes and says that he is Director – Rates for Kentucky Utilities Company and Louisville Gas and Electric Company and an employee of LG&E and KU Services Company, that he has personal knowledge of the matters set forth in the responses for which he is identified as the witness, and the answers contained therein are true and correct to the best of his information, knowledge and belief.


Christopher M. Garrett

Subscribed and sworn to before me, a Notary Public in and before said County and State, this 25th day of January 2017.

 (SEAL)
Notary Public


My Commission Expires:

JUDY SCHOOLER
Notary Public, State at Large, KY
~~My commission expires July 11, 2018~~
Notary ID # 512743

VERIFICATION

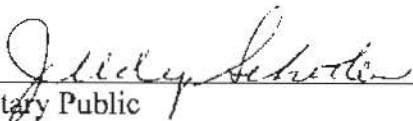
COMMONWEALTH OF KENTUCKY)
) SS:
COUNTY OF JEFFERSON)

The undersigned, **John P. Malloy**, being duly sworn, deposes and says that he is Vice President – Gas Distribution for Louisville Gas and Electric Company and Kentucky Utilities Company, an employee of LG&E and KU Services Company, and that he has personal knowledge of the matters set forth in the responses for which he is identified as the witness, and the answers contained therein are true and correct to the best of his information, knowledge and belief.



John P. Malloy

Subscribed and sworn to before me, a Notary Public in and before said County and State, this 25th day of January 2017.

 (SEAL)

Notary Public

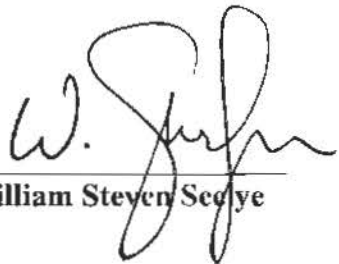
My Commission Expires:

JUDY SCHOOLER
Notary Public, State at Large, KY
~~My commission expires July 11, 2018~~
Notary ID # 512743

VERIFICATION

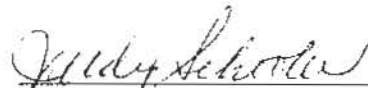
COMMONWEALTH OF KENTUCKY)
) SS:
COUNTY OF JEFFERSON)

The undersigned, **William Steven Seelye**, being duly sworn, deposes and states that he is a Principal of The Prime Group, LLC, that he has personal knowledge of the matters set forth in the responses for which he is identified as the witness, and the answers contained therein are true and correct to the best of his information, knowledge and belief.



William Steven Seelye

Subscribed and sworn to before me, a Notary Public in and before said County and State, this 20th day of January 2017.

 (SEAL)

Notary Public

My Commission Expires:
JUDY SCHOOLER
Notary Public, State at Large, KY
My commission expires July 11, 2018
Notary ID # 512743

LOUISVILLE GAS AND ELECTRIC COMPANY

CASE NO. 2016-00371

Response to First Set of Data Requests of Metropolitan Housing Coalition
Dated January 11, 2017

Question No. 1

Responding Witness: Robert M. Conroy / Christopher M. Garrett

- Q-1. LG&E proposes an increase in the fixed meter charge for electricity and natural gas residential customers and a decrease in the CCF, kWh and distribution cost rates for residential customers. With respect to these proposals:
- a. Please identify and provide, to the extent that it is not part of the filing, the justification for the increase in the fixed customer charges for electric and gas users.
 - b. Please provide the percentage increase in customer charges for the average user (1010 kWh/month), the low user (350 kWh/month) and the high user (2500 kWh/month), over the current customer charge.
 - c. Please provide the increase in monthly customer charges in dollar amounts (and by percentage) for each category of user identified in Question 1-2b, if the Commission were to approve the requested increase in the monthly customer charge for being a gas or electric customer of LG&E.
 - d. Please provide the increase in monthly customer charges in dollar amounts (and by percentage) for each category of user identified in Question 1-2b, if the amount sought in increased customer charge were instead reflected in a change in the volumetric rate.
 - e. Please explain whether the approach proposed in the filing, or that suggested in Question 1-2d, would be more likely to disincent the use of energy efficiency by customers to reduce their overall utility bills.
 - f. Please provide any report or analysis on the effect that the proposed changes in rates and charges would have on those individuals and businesses that have made investments in energy efficiency, with regard to the time period needed to recover the customers' capital investment in such efficiency measures through energy usage charge savings.

- g. Has LG&E evaluated, either internally or through a consultant report, the anticipated impact of the new proposed rate design on investments by customers in distributed solar or other forms of distributed generation?

A-1.

- a. See the response to AG 1-7.
- b. See Tab 67 of the Filing Requirements for the typical bill comparison under present and proposed rates at a range of usage levels.
- c. See the response to part b.
- d. The Company does not agree with the hypothetical scenario of leaving the basic service charge at its present level. The Company is proposing basic service charges and volumetric rates consistent with its cost of service studies. With that said, for a residential electric customer, if the basic service charge remained at \$10.75, the energy charge would need to be \$0.09647 per kWh in order to collect the same allocated revenue requirement. For a residential gas customer, if the basic service charge remained at \$13.50 and the gas line tracker charge remained at \$5.14, the distribution component would need to be \$3.51527 per MCF in order to collect the same allocated revenue requirement. See the response to PSC 1-54 for a bill impact analysis schedule provided in Excel format and adjust the rate design for the values above.
- e. See the response to AG 1-7.
- f. The Company has not performed such an analysis. The Company is proposing basic service charges and volumetric rates consistent with its cost of service studies.
- g. See the response to part f.

LOUISVILLE GAS AND ELECTRIC COMPANY

CASE NO. 2016-00371

**Response to First Set of Data Requests of Metropolitan Housing Coalition
Dated January 11, 2017**

Question No. 2

Responding Witness: Robert M. Conroy

- Q-2. Please identify any study or report justifying the proposed increase in service charge, and explain whether there are any costs formerly recovered as a component of the volumetric charges that have been shifted to the fixed service charge under the new tariffs?
- A-2. See the LG&E electric cost of service study, which indicates that LG&E's current electric Basic Service Charge and Energy Charge are not in alignment with actual costs, and therefore lead to the recovery of fixed costs through the volumetric energy charge. Also, see the testimonies of Mr. Seelye and Mr. Conroy for a discussion of the appropriate rate design for residential customers.

LOUISVILLE GAS AND ELECTRIC COMPANY

CASE NO. 2016-00371

**Response to First Set of Data Requests of Metropolitan Housing Coalition
Dated January 11, 2017**

Question No. 3

Responding Witness: Robert M. Conroy

- Q-3. Please explain why LG&E is proposing to decrease the costs per CCF and kWh at the same time as proposing to increase the fixed meter cost – service charge, and explain:
- a. Whether LG&E has evaluated or studied the impact of such a shift on low-income and fixed-income gas and electric customers.
 - b. Whether LG&E has evaluated or studied the impact of such a shift on motivation of average and high users to adopt energy efficiency measures.
 - c. Whether LG&E has evaluated or studied the impact of such a shift on the development of distributed renewable electricity, including ability of customers that have incorporated solar and other renewable distributed technology, to recover the costs associated with such investments.
 - d. Please provide any such studies, reports, or other evaluations requested in a-c.
 - e. Please explain how the shift of additional revenue recovery to fixed from volumetric charges will impact new and current energy efficiency investments by low, average, and high residential electric and gas users.
- A-3. See the testimonies of Mr. Seelye and Mr. Conroy. The Company is proposing charges that reflect the cost of providing service to customers based on the results of a cost of service study methodologies for classifying fixed costs as customer related that have been approved by the Public Service Commission in previous rate case orders.
- a. No. See the responses to AG 1-7 and AG 1-8.
 - b. No. See the responses to AG 1-7 and AG 1-8.
 - c. No. See the responses to AG 1-7 and AG 1-8.

- d. Not applicable.
- e. LG&E has not performed the requested analysis. See also the response to Question No. 1-4.

LOUISVILLE GAS AND ELECTRIC COMPANY

CASE NO. 2016-00371

**Response to First Set of Data Requests of Metropolitan Housing Coalition
Dated January 11, 2017**

Question No. 4

Responding Witness: Robert M. Conroy

Q-4. Please explain how the proposed rate structure satisfies the Commission's recommendation in Case No. 2014-00003 that LG&E "shall continue encouraging participation in programs to help low-income customers reduce energy consumption, thereby reducing monthly energy bills," when it appears that the monthly service charges will increase for electricity and gas, respectively, and the return on energy efficiency in lowering bills will decrease.

A-4. The cited text does not refer to LG&E providing financial incentives for low-income customers to participate in DSM-EE programs, but rather to LG&E's outreach efforts to encourage such participation; note that the same order states, "The Companies work and encourage the local community action agencies ("CAAs") to promote DSM/EE programs that are designed for low-income customers. It is through these CAAs that the Companies should continue to inform, educate, and promote those programs designed for low-income participants throughout the Companies' service territories."¹ The order further states:

The Commission appreciates the Companies' efforts in offering low-income programs for its customers. The record in this proceeding reflects the Companies' efforts to work with CAAs and other interested parties to encourage participation by low-income customers in programs such as the WeCare and Residential Conservation/Home Energy Performance programs, which encourage EE and energy savings and aid in reducing the cost of customers' energy bills.

The quote MHC provides above does not concern financial incentives for low-income customers to participate in LG&E's DSM-EE programs.

¹ *In the Matter of: Joint Application of Louisville Gas and Electric Company and Kentucky Utilities Company for Review, Modification, and Continuation of Existing, and Addition of New, Demand-Side Management and Energy-Efficiency Programs*, Case No. 2014-00003, Order at 25 (Nov. 14, 2014).

That aside, LG&E's proposed increases in its electric and gas residential basic service charges and reductions in residential energy charges are fully consistent with the cited Commission recommendation. First, LG&E's proposed base rate changes will not affect its ongoing outreach to low-income customers to invite them to participate in the Company's DSM-EE programs, including LG&E's 24-month pilot program launched in the fall of 2014 with low-income service providers to increase the marketing of energy-efficiency programs to low-income customers and improve the communication of energy-efficiency information with these customers. Second, LG&E's Residential Low-Income Weatherization Program is LG&E's second-largest DSM-EE program by budget, and will continue to provide significant benefits to low-income customers who participate in the program because *there is no cost to customers to participate*. The offer of receiving a benefit at no additional cost is still attractive, and that remains the offer LG&E is making to its low-income customers through its Residential Low-Income Weatherization Program.

Finally, the Commission has stated, "[T]he Commission is very much interested in cost-of-service-based rates and demand-side management programs that incentivize both the utility and customers to practice energy efficiency in a cost-effective manner."² The Commission has also stated that cost-based ratemaking is "the foundation of the Commission's rate-making philosophy."³ LG&E's proposed residential electric and gas rates operating in tandem with LG&E's robust and recently Commission-approved portfolio of DSM-EE programs are precisely in line with the Commission's stated desire. The proposed cost-based rate designs will provide accurate incentives to customers to make cost-effective energy-efficiency choices, choices that include a broad array of DSM-EE measures that LG&E provides. See the responses to AG 1-7 and AG 1-8.

² *In the Matter of: General Adjustment of Electric Rates of East Kentucky Power Cooperative, Inc.*, Case No. 2008-00409, Order at 6 (Mar. 31, 2009).

³ *In the Matter of: Big Rivers Electric Corporation's Notice of Changes in Its Rates for Electricity Sold to Member Cooperatives*, Case No. 9163, Order at 26-27 (May 6, 1985) ("The appeal of this rate structure is that rates are still based on cost, which is the foundation of the Commission's rate-making philosophy.").

LOUISVILLE GAS AND ELECTRIC COMPANY

CASE NO. 2016-00371

**Response to First Set of Data Requests of Metropolitan Housing Coalition
Dated January 11, 2017**

Question No. 5

Responding Witness: Robert M. Conroy

- Q-5. Please provide any report, analysis, or other documentation on the anticipated effect of the proposed change in rates and fixed charges on low-income and fixed-income customers.
- A-5. The Company is proposing basic service charges and volumetric rates consistent with its cost of service studies and has not performed an analysis of the impact of the proposed rate design on low-income or fixed-income customers. See Tab 67 of the Filing Requirement for a bill impact on residential customers at various levels of energy consumption. See also the responses to AG 1-7 and AG 1-8.

LOUISVILLE GAS AND ELECTRIC COMPANY

CASE NO. 2016-00371

**Response to First Set of Data Requests of Metropolitan Housing Coalition
Dated January 11, 2017**

Question No. 6

Responding Witness: Robert M. Conroy

- Q-6. With respect to the proposed changes to the Gas Line Tracker fee, please explain how imposition of such a fee on natural gas customers who are renters can be harmonized with the Uniform Residential Landlord Tenant Act, which at KRS 383.595 that “A landlord shall...[m]aintain in good and safety working order and condition all electrical, plumbing, sanitary, heating, ventilating,, air-conditioning, and other facilities and appliances, including elevators, supplied or required to be supplied by him.”
- A-6. As set forth in LG&E’s gas tariff on Sheet 97.3, the Company and not the customer (the landlord or the tenant in the case of rental property) owns the service line at the premises of residential customers. The Company likewise owns, as opposed to the customer, the portions of its gas transmission system it has proposed to modernize. KRS 383.595(1)(d) imposes on the landlord the duty to maintain in good and safe working order and condition certain facilities and appliances supplied or required to be supplied by the landlord. The service line and transmission lines are not to be supplied or required to be supplied by the landlord, but instead are part of the Company’s natural gas plant. Thus, KRS 383.595 does not apply to the changes to the Gas Line Tracker.

LOUISVILLE GAS AND ELECTRIC COMPANY

CASE NO. 2016-00371

**Response to First Set of Data Requests of Metropolitan Housing Coalition
Dated January 11, 2017**

Question No. 7

Responding Witness: Robert M. Conroy

- Q-7. Is it the position of LG&E that the Gas Line Tracker Fee can be imposed on renters for improvements made on private property, absent an agreement by that renter to assume responsibility for payment? If so, explain how such a position conforms to KRS 383.595, which requires the landlord to “comply with the requirements of applicable building and housing codes materially affecting health and safety.”
- A-7. See the response to Question No. 1-6. Moreover, pursuant to LG&E’s gas tariff on Sheet 97.3, LG&E has an easement on the property in which the service line crosses. LG&E also has property rights on the portion of its gas transmission system it has proposed to modernize. As such, the improvements are not being made on the “private property” of the landlord as the question states and KRS 383.595(1)(a) does not apply.

LOUISVILLE GAS AND ELECTRIC COMPANY

CASE NO. 2016-00371

**Response to First Set of Data Requests of Metropolitan Housing Coalition
Dated January 11, 2017**

Question No. 8

Responding Witness: Robert M. Conroy

- Q-8. Has LG&E commissioned or undertaken any study on the whether there is a disproportionate impact of the Gas Line Tracker Fee on minority, disabled, and female-headed renting households; each of which classes are protected by federal, state, and local fair housing laws on public accommodations?
- A-8. No, it has not. As explained in the responses to Questions Nos. 6 and 7, the Gas Line Tracker is assessed on all customers taking service under the proposed rate classes to which the Gas Line Tracker will apply to enable the Company to recover costs associated with the replacements and improvements performed on Company-owned property.

LOUISVILLE GAS AND ELECTRIC COMPANY

CASE NO. 2016-00371

**Response to First Set of Data Requests of Metropolitan Housing Coalition
Dated January 11, 2017**

Question No. 9

Responding Witness: William S. Seelye

- Q-9. Please explain whether the Gas Line Tracker fee distinguishes costs based on high- versus low density housing areas, or based on the length of gas line and maintenance and repair costs.
- A-9. The Gas Line Tracker fee does not distinguish costs based on high- versus low-density housing areas, nor does it distinguish cost based on the length of gas line and maintenance and repair costs.

LOUISVILLE GAS AND ELECTRIC COMPANY

CASE NO. 2016-00371

**Response to First Set of Data Requests of Metropolitan Housing Coalition
Dated January 11, 2017**

Question No. 10

Responding Witness: Lonnie E. Bellar / John K. Wolfe

- Q-10. Please provide the average cost for each foot of maintenance and repair for natural gas distribution lines, and for electric distribution lines.
- A-10. The Company does not have a business reason to maintain the requested information, and, therefore, cannot provide the requested response.

LOUISVILLE GAS AND ELECTRIC COMPANY

CASE NO. 2016-00371

**Response to First Set of Data Requests of Metropolitan Housing Coalition
Dated January 11, 2017**

Question No. 11

Responding Witness: John P. Malloy

- Q-11. Please provide the number of electric, and of gas, meters in each census tract in the LG&E service area.
- A-11. Federal census tract data is not used in utility operations.

LOUISVILLE GAS AND ELECTRIC COMPANY

CASE NO. 2016-00371

**Response to First Set of Data Requests of Metropolitan Housing Coalition
Dated January 11, 2017**

Question No. 12

Responding Witness: Robert M. Conroy / William S. Seelye

- Q-12. Please explain how the costs provided in response to Question 1-9 are allocated among the residential customer base, and explain whether LG&E agrees that those areas that are higher density and with higher percentage of minority customers are subsidizing the costs of repair and maintenance of gas and electric lines for areas of lower density.
- A-12. No. Although LG&E has not performed a study to determine the relative costs for high-density areas versus low-density areas, the Company cannot agree with the assertion that high-density areas are subsidizing low-density areas. There are many factors in serving high-density areas, such as the need to install costly underground network facilities, that could cause the cost of service associated with serving high-density areas to be higher than some lower-density areas. Furthermore, implementing rate differentials based on geographic location would likely constitute undue discrimination for like and contemporaneous service.

LOUISVILLE GAS AND ELECTRIC COMPANY

CASE NO. 2016-00371

**Response to First Set of Data Requests of Metropolitan Housing Coalition
Dated January 11, 2017**

Question No. 13

Responding Witness: Robert M. Conroy / John P. Malloy

- Q-13. Please produce a copy of any documents for the last three years (2014, 2015 and 2016) that LG&E has used to encourage lower energy consumption that mention that lower consumption would lower energy bills.
- a. Within those documents, please identify the ones that are associated with the Demand Side Management cases.
 - b. Please provide any research or report commissioned by or relied upon by LG&E that concludes that lowering usage fees while increasing fixed costs will affect residential customer behavior so as to incentivize energy efficiency and less energy consumption.
- A-13. The Company has provided representative documents of customer communications across various mediums where it has communicated the benefits of energy efficiency. Information shared across the various mediums are consistent with these examples. See attached for examples of DSM and non-DSM documents used over the last three years.
- a. See attached.
 - b. The Company did not conduct a research study as outlined above. See also the responses to PSC 2-71, AG 1-7 and AG 1-8.



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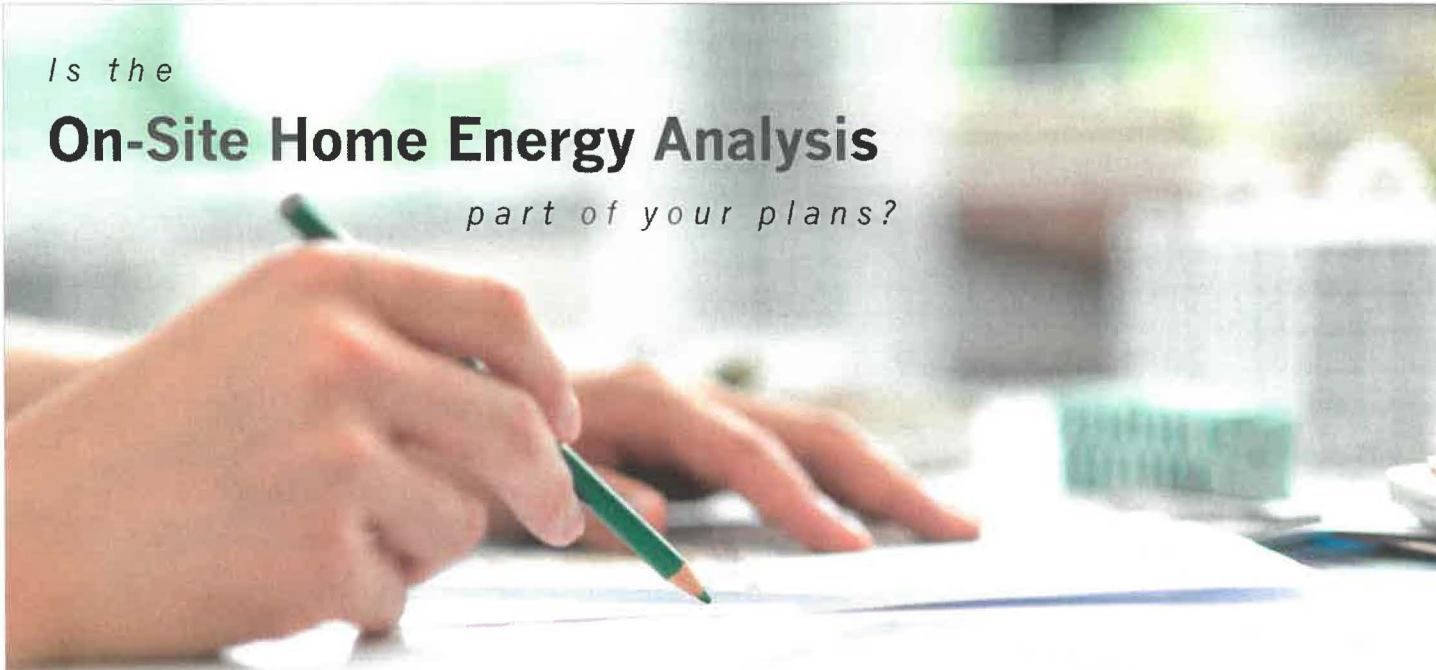
The Analysis is good for homeowners because it shows them where they are using the most energy and suggests solutions for reducing their energy use. It's good for contractors and remodelers because many of those solutions (including HVAC, ENERGY STAR® appliances, additional insulation, etc.) require professional installation. It's truly a win-win for both parties. This is a terrific way to build not only your business, but also your relationship with current and prospective customers. Learn more at lge-ku.com/analysis.



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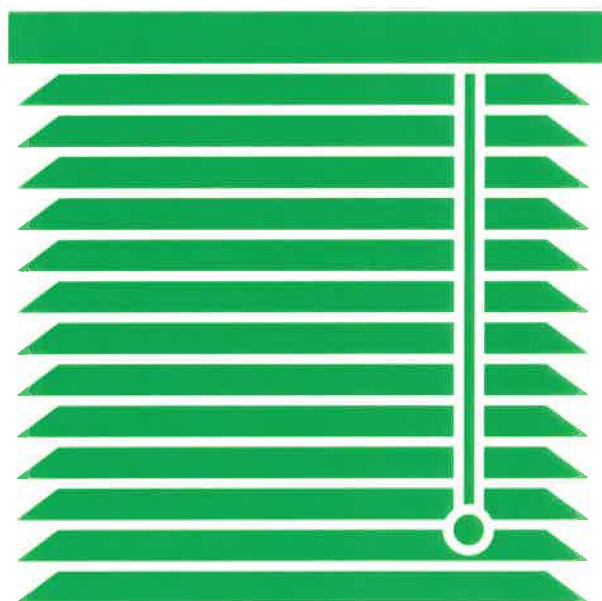
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Cozy up to winter savings.

Hop online while you ride to get tips for saving energy and money, at lge-ku.com/helpingyou.



*Feel some
real energy savings
this winter.*



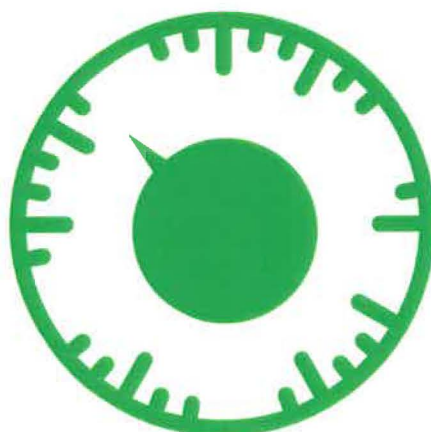
Open draperies, blinds, and curtains
during the day to let sunlight warm your home.
Close them at night to keep the chill out.

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real energy savings
this winter.*



Put on your slippers
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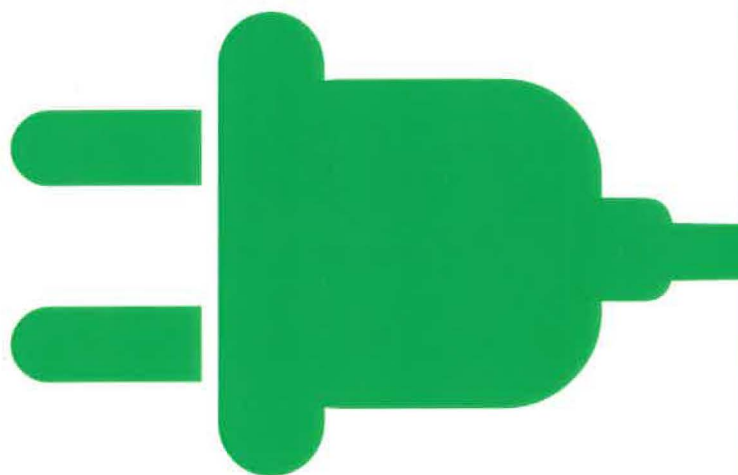
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this winter.*

Unplug appliances
and cell phone chargers
when not in use.



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IS YOUR HOME IN NEED OF ENERGY-EFFICIENCY UPGRADES?



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LEARN HOW THE WECARE PROGRAM CAN HELP YOU.

Louisville Metro Housing Authority encourages you to utilize programs offered by LG&E. If you're an income-eligible LG&E customer, you may qualify for energy-saving services and products—like CFL bulbs, home insulation, sealed drafts and doors, or other items **at no additional cost.**

Contact us to see if you qualify. Visit lge-ku.com/wecare or call 800-356-5467 and press 1-3-3.



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IS YOUR HOME IN NEED OF ENERGY-EFFICIENCY UPGRADES?



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If you're an income-eligible LG&E customer, you may qualify for energy-saving services and products—like CFL bulbs, home insulation, sealed drafts and doors, or other items **at no additional cost.**

Contact us to see if you qualify. Visit lge-ku.com/wecare or call 800-356-5467 and press 1-3-3.



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- Attic and wall insulation
- Water heater insulation jackets
- Energy-efficient water devices
- Heating and central air conditioning tune-ups
- Programmable thermostats
- CFL bulbs
- Energy-efficient refrigerator (replacement)
- Energy-efficient window air conditioners (replacements)

Who is eligible?

- LG&E electric or gas customers who have lived in their home for one year with 12 months of continuous service.
- Customer's income must meet the guidelines of the federal government's Low Income Heating Assistance Program (LIHEAP).
- Home must not have received WeCare services or an On-Site Home Energy Analysis in the last three years.

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or call **800-356-5467**.





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IS YOUR HOME IN NEED OF ENERGY-EFFICIENCY UPGRADES?



LEARN HOW THE WECARE PROGRAM CAN HELP YOU.

Louisville Metro Housing Authority encourages you to utilize programs offered by LG&E. If you're an income-eligible LG&E customer, you may qualify for energy-saving services and products—like CFL bulbs, home insulation, sealed drafts and doors, or other items **at no additional cost.**

Contact us to see if you qualify. Visit lge-ku.com/wecare or call 800-356-5467 and press 1-3-3.



Louisville Gas and Electric Company
220 West Main Street
Louisville, KY 40202

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U.S. Postage
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IS YOUR HOME IN NEED OF ENERGY-EFFICIENCY UPGRADES?



LEARN HOW THE WECARE PROGRAM CAN HELP YOU.

If you're an income-eligible LG&E customer, you may qualify for energy-saving services and products—like CFL bulbs, home insulation, sealed drafts and doors, or other items **at no additional cost.**

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A photograph of a woman and a young boy smiling and looking upwards. The woman is on the right, wearing a green jacket, and the boy is on the left, wearing a green sweater over a striped shirt. They are outdoors with trees in the background.

Helping you spring into savings.

Get tips for saving energy and money.
lge-ku.com/helpingyou

LGE
a PPL company

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**Summer is here. Let's
beat the heat together.**

Stay cool while saving energy and money.
lge-ku.com/helpingyou

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SAVINGS
YOU CAN SEE.
IMPROVEMENTS
YOUR RESIDENTS
CAN FEEL.



Your properties could be eligible for multiple cash incentives.

Louisville Metro Housing Authority encourages you to utilize several LG&E programs that offer you cash incentives and rebates for making your property more energy efficient. Not to mention, your residents will be pleased because you'll be saving them energy and money – making it extremely beneficial for both parties.

- ✓ **WeCare**
Create savings through weatherization, energy education and energy-saving products and services.
- ✓ **Fridge & Freezer Recycling**
Receive \$50 for every old, working and inefficient fridge or freezer you let us haul away and properly recycle.
- ✓ **Home Energy Rebates**
Get cash rebates for upgrading to qualifying ENERGY STAR® certified appliances and products.
- ✓ **Demand Conservation**
Earn energy bill credits for your residents and cash incentives for you.
- ✓ **Commercial Rebates**
Earn cash rebates for upgrading lighting or equipment in common commercial areas.

Visit lge-ku.com/properties or call 502-627-3290 to learn more.



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FALL INTO SAVINGS

with our energy-saving tips.

lge-ku.com/helpingyou

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**KEEP THEM
COZY ALL WINTER.**
Get energy-saving tips.

lge-ku.com/helpingyou



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IS YOUR HOME IN NEED OF ENERGY-EFFICIENCY UPGRADES?



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LEARN HOW THE WECARE PROGRAM CAN HELP YOU.



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Louisville, KY 40202

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The All Seasons Assurance Plan (ASAP) organization encourages you to learn more about LG&E's WeCare Program. If you're an income-eligible LG&E customer, you may qualify for energy-saving services and products—like CFL and LED bulbs, home insulation, sealed drafts and doors, or other items **at no additional cost.**



Contact us to see if you qualify. Visit lge-ku.com/wecare or call 800-356-5467 and press 1-3-3.





Are you interested in having a professional assess your home's energy efficiency?

With our On-Site Home Energy Analysis you can schedule an appointment with one of our certified energy analysts who will test your home's "air tightness" and use infrared camera technology to identify air leaks and inefficient insulation.



During the appointment your analyst may install certain products which can improve the home's energy efficiency by as much as 10%. If, after your on-site analysis, you decide to make additional energy-efficient improvements to your home, you may qualify for up to \$1,000 in incentives from LG&E.

Appointments are booking quickly, so call or visit us online today to get started.



By Phone
800-358-5467



Online at
lge-ku.com/analysis

Follow us



Questions?

We're happy to help. Please contact Customer Service at lge-ku.com/contact. If you prefer to contact us by telephone, our representatives are available Monday through Friday. Please DO NOT reply to this email.

Residential

7am - 7pm
502-689-1444
800-331-7370

Business

8am - 6pm
502-627-3313
800-331-7370

Privacy Policy and Terms & Conditions

LG&E and KU want to protect your security and privacy. Be assured that we will never ask for personal information (such as passwords or credit card numbers) in an email. If you receive such a request, please do not respond to that email. See our [Privacy Policy](#) and [Terms and Conditions](#) to learn more.

If you do not want to receive these email updates, please [unsubscribe](#). If you would like to change your email address, you may [update it here](#).

Please understand that you may still receive emails from lge-ku.com regarding your account, if you have other preferences set on another account, or immediate action may be needed on your part in regards to your account.

WANT TO LEARN MORE ABOUT SAVING MONEY AND ENERGY IN YOUR HOME?

*Come to the Woodland Estates MHP
WeCare Sign-up Event*

Nov. 5 — Noon to 3 p.m.

Join us for food and giveaways!

Woodland Estates Mobile Home Park is promoting the LG&E WeCare weatherization program to help our residents save energy and money.

Come to the office at on **Saturday, Nov. 5** from **noon to 3 p.m.** to enroll in the LG&E WeCare Program. And when you stop by, grab a bite to eat and enter your name into a prize drawing!

Depending on your needs, you may qualify for weatherization services to improve the energy efficiency of your home, at no additional cost to you.

- Air and duct sealing and insulation
- Attic and wall insulation
- Water heater insulating jackets
- Energy-efficient water devices
- Heating and central air conditioning tune-ups
- High-efficiency compact fluorescent lightbulbs

Please bring a copy of your LG&E bill and proof of income, such as pay stubs, benefit award letter and/or bank statement to enroll in WeCare.

For more energy-saving tips, visit lge-ku.com/savingenergy.



LG&E

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DON'T GET BURNED

Learn how to store flammable liquids properly.

Vapors from flammable liquids such as gasoline, paints, solvents, paint thinners, adhesives and more can ignite and burn easily, so strict storage requirements are essential.

Use only approved safety cans to store flammable liquids, and label all containers and cabinets with the appropriate flammable materials signs. Then store the containers in cool, well-ventilated areas away from corrosives, oxidizers and ignition sources. For example, the National Fuel Gas Code requires that, near flammable liquids storage, appliances must be



placed so that the main burner and pilot light are elevated at least 18-inches above the floor. This is because vapors from flammable liquids can travel great distances along the floor and be ignited by the appliance. Flammable liquids that are stored too close to natural gas appliances are a major cause of household fires.

While it is preferable that flammable liquids be stored outside the home entirely, in many cases this is not possible. So, if flammable liquids must be present in your home, please implement these storage guidelines and keep yourself and your family safe.

MILL CREEK'S INCREDIBLE HULKING LINERS



They are impossible to miss at LG&E's Mill Creek generating station: greenish hulks, some weighing up to 25,000 pounds, dominating a section of property at the station. Imposing as they are, these objects fulfill an important role in the plant's capital improvement plans to meet stricter U.S. Environmental Protection Agency (EPA) standards for air quality.

What is that role?

Along with two new stacks—or chimneys—that are under construction at Mill Creek, we are also constructing "wet-process" scrubbing equipment, known as flue gas desulfurization (FGD), at all four combustion units. This equipment will control sulfur-dioxide exhaust at a 98.5 percent removal rate. The FGDs create a moist environment inside the chimneys that can lead to corrosion, which can damage their structural integrity. This is where the green giants step in. These rotund titans are liner cans, which are being installed inside the two new chimneys. Made of fiberglass reinforced plastic, they offer a corrosive-resistant solution that can last indefinitely.

This is just part of LG&E's \$2.3 billion construction plan to comply with the latest round of EPA regulations in the most cost-effective manner possible. Visit our website to view more photos and learn more about these hulking green giants.

NOT FEELING THE LOVE FOR YOUR ENERGY BILL?

By now, you've received a couple of energy bills since the holiday season. If you've noticed an increase in the amount of your bill, it's likely due to increased usage. Here are a few things to consider and ways to possibly save in the future.

During the winter months, bills tend to be higher because of colder temperatures, and as you know, this year we've experienced some of the coldest temperatures on record in our region. You may also see an increase after the holidays because of new electronic gadgets and appliances.

The good news is there are ways you can lower your bill, like lowering your thermostat and wearing a few extra layers at home, or implementing rules for technology use, such as time limits for television and video games. Even the smallest change can make a big difference.

Colder temperatures lead to record demands.

For the period January 1 through 12, temperatures were 16 percent colder than normal. Compared to January 1 through 12, 2013, temperatures were actually 48 percent colder. Colder temperatures can mean increased usage. LG&E customers set a new winter peak demand record of 2,096 megawatts on January 6, 2014, which broke the previous record of 1,923 megawatts set in January 2009.



CAN WE SCORE YOUR DIGITS?

Did you know that by making sure your current phone number is listed on your LG&E account, you can report a power outage quickly and easily? When your power goes out, all you need to do is call us at 589-1444 (outside Louisville at 800-331-7370), press 1-1-2 and enter your phone number. LG&E's automated system will verify your service address based on the phone number you enter so your outage information can be recorded and your service can be restored.

It's easy to update the phone number associated with your LG&E account. You can call and ask one of our customer service representatives to update it for you or you can sign in to (or register) your online account at my.lge-ku.com and update your phone number in the Profile section.

WATER TOO HOT TO HANDLE?

Remember these tips so you don't end up in hot water. Set your water heater's temperature to 120 degrees Fahrenheit or lower. A child can be scalded in two to three seconds in water that is only five degrees higher (125 degrees) than the recommended temperature. Make sure all faucets are properly labeled COLD and HOT, and always turn cold water on before hot and hot water off before cold. Consider installing an anti-scald device on faucets and showerheads. The device will sense the water temperature and keep it from getting above 120 degrees Fahrenheit.

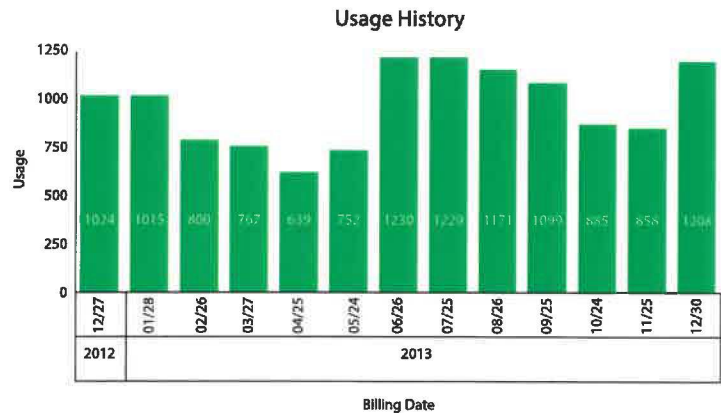
Not only will these preventive measures help avoid scalding accidents, but they will also conserve energy used to heat your water. In fact, on average, for every ten degrees that you turn your water temperature down, you will save four percent on the water-heating portion of your utility bill.

WE HAVE A HISTORY

When you sign in to (or register) your LG&E account, you can do more than view your current bill. You can view your usage history—in graph or chart format—to track your energy usage. This will allow you to see the benefits of any home improvements, such as new, more energy-efficient appliances, additional insulation or replacement windows, and help you plan for where you may make future improvements.

This graph is an example of one customer's energy use in kilowatts for each billing cycle over a thirteen-month period. It shows how many kilowatts this customer used in one month's time, and clearly shows peak usage months. For example: This customer uses the most energy during months with extreme temperatures such as June, July, August and December.

Viewing your usage history is just one of the many benefits of registering your account online with LG&E. Visit my.lge-ku.com and find your usage information in chart or graph form under the "Account Overview" section when you sign in or register your account.



* This graph does not contain data pertaining to your own energy use. It is for illustration only.

FOR YOUR PROTECTION

National Consumer Protection Week is March 2-8, and we would like to take this opportunity to remind our customers of the importance of protecting yourself from scams that could be associated with our company. If someone calls or emails you demanding that you pay your LG&E bill over the phone or in person with a prepaid card, call the local authorities. LG&E will never call or email you to demand payment. We do make phone calls using an automated system to remind customers if their payment is late, and the system does offer the option for you to make your payment by phone. When in doubt, call us directly at 589-1444 (outside Louisville at 800-331-7370) and speak with one of our customer service representatives who can confirm your account status and let you know if a payment is past due. Nothing is more important to us than your safety, and we are all willing to go the extra mile to help you feel safe and secure with our service.

LG&E Contact Information



CUSTOMER SERVICE

By Phone
 502-589-1444
 (Outside Louisville 1-800-331-7370)

Full Service:
 Monday – Friday
 7 a.m. – 7 p.m. (Eastern Time)

Self-Service by touch-tone phone or web:
 Anytime day or night

For Hearing- or Speech-Impaired
 Dial 711

In Person
Customer Service Walk-In Center
 701 South Ninth Street
 Monday – Friday
 8 a.m. – 5 p.m. (Eastern Time)

Kentucky 811–Locate Service
 Dial 811

Editor
 Cheryl.Williams@lge-ku.com

Visit our website:
lge-ku.com





RING IN THE NEW YEAR WITH A PLAN FOR SAVING ENERGY

We could all use a little extra cash, especially after the holidays. So why not take advantage of LG&E's Home Energy Analysis to find out how you can put a little extra money in your pocket each month?

It takes just a few minutes to perform an energy analysis online, and you can do it any time day or night. Sign in to your online account at lge-ku.com and provide information about your home and your energy use. When you complete your online analysis, you'll receive a detailed report outlining ways to save energy in your home.

With this awesome program, you could be saving money in no time. Find out more online at lge-ku.com/analysis/home.



LG&E's director of media relations, Natasha Collins (third from the left), and the Energy Saver Squad are celebrating the new year by offering you a pack of CFL bulbs when you complete an online energy analysis.

RESOLVE TO MAKE LIFE LESS STRESSFUL

There are two ways LG&E can help you simplify your life, especially the monthly bill-paying portion of it.

Sign up for paperless billing - Sign up for paperless billing and 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 or choose the payment option that works best for you. Worried about not receiving a paper bill? Don't be! This no-worry, hassle-free billing option comes with the assurance that if we are unable to deliver your paperless bill for any reason, we'll mail you a paper bill that month.

Sign up for Auto Pay - When you enroll in Auto Pay, your payments will be conveniently deducted from your bank account on your payment due date each month. You'll continue to receive a monthly billing statement – either electronically or via regular mail - in plenty of time to verify the information as well as record the amount and date of the automatic withdrawal. Sign up for Auto Pay today by checking the box on the back of your bill stub and providing a cancelled check when you make your next payment, or apply for Auto Pay online when you sign in to your LG&E account.

Visit lge-ku.com to learn more about how our energies go to serving you.



HOT TOPIC: FIREPLACE SAFETY.

On a cold winter's day, there's nothing better than sitting snug and warm by the fire.

Nothing, that is, except knowing this comfortable activity won't put your family in danger. At LG&E, we care about your family's safety. That's why we've put together a few rules to abide by while using the fireplace to stay toasty warm.

- Have your chimney or wood stove inspected and cleaned annually by a certified chimney specialist.
- Keep the roof clear of leaves, pine needles and other debris and remove branches hanging above the chimney, flue or vents.
- Cover the chimney with a mesh screen spark arrester.
- Stack firewood outdoors at least 30 feet away from your home.
- Clear the area around the hearth of debris, decorations and flammable materials.
- Always use a metal mesh screen with fireplaces that do not have a glass fireplace door.

- Never use flammable liquids to start a fire.
- Never burn cardboard boxes, trash or debris in your fireplace or wood stove.
- Never leave a fire in the fireplace unattended. Extinguish the fire before going to bed or leaving the house.
- Soak hot ashes in water and place them in a metal container outside your home.

* Most importantly, if you do not already have smoke alarms, install them on every level of your home, as well as inside and outside of sleeping areas. If you already have smoke alarms, check and replace your batteries regularly to ensure they are in working order.



PLEDGING ALLEGIANCE TO OUR CUSTOMERS

On Presidents' Day, which is Monday, February 17, LG&E's customer service center and call center representatives will spend the day in training. Therefore, our customer service centers and call centers will not be open for general business that day; however, there will be someone here to help you if you experience a natural gas or electric emergency and our other employees will be hard at work providing you with the safe, reliable service you deserve.

While your LG&E bill will not be due on that day, we offer a variety of convenient payment options if you want to make your payment that day.

Online payment – Register your online account at my.lge-ku.com and take advantage of convenient and secure online bill payment* features. Your payment will post immediately to your account. If you prefer not to register your account, you can always use our online Quick Pay option to make your payment.

Automated bill pay system – Call 502-589-1444 (outside Louisville, call 1-800-331-7370), then press 1-2-3 to use our automated system to pay with a debit card, credit card or electronic check.*

Mail in payment – If you prefer to send your payment through the mail, make sure to allow sufficient time since there will be no postal delivery on Presidents' Day.

Visit one of our authorized agents – For a complete list of locations where you can pay your bill in person, visit lge-ku.com/ways_to_pay.asp.

* Customers paying their bill online with a debit or credit card, with the Quick Pay option or over the phone incur an additional payment processing fee.



SPEND THOSE GIFT CARDS WISELY

Have unused gift cards after the holidays? Spend them on items that give back year-round when you replace your old, inefficient appliances with ENERGY STAR®-qualified appliances! Up to 70 percent of your energy usage may be attributed to heating, cooling and appliances. And Energy Star-qualified appliances incorporate advanced technologies and use 10 to 50 percent less energy than standard appliances.

What does that mean for you?

Replace your inefficient appliances with Energy Star-qualified appliances and you could save up to \$80 a year in energy costs. You'll also see better quality and durability with these household items, which means longer life, fewer mechanical problems, and (in many cases) extended warranties. And to top it all off, Energy Star-qualified appliances can outperform your old appliances because of their improved design and advanced technologies.

We've saved the best news for last.

With LG&E's Home Energy Rebates Program, you could qualify for rebates ranging from \$50 to \$300 per item when you purchase Energy Star-qualified appliances. Want to know more? Visit lge-ku.com/rebate. And remember, Energy Star is a gift to yourself that will keep on giving for years to come.



HOW TO SUCCEED IN SAVING ENERGY (WITHOUT REALLY TRYING)

Saving energy can be as simple as opening and closing your curtains.

Heat your home by using curtains on windows facing south and west. Keep them open on sunny days and close them at night. Closing curtains in the evening helps keep in the heat, which means you're less likely to crank up the thermostat.

And since we're so full of bright ideas, here's another benefit. Keeping your curtains open during the day fills your home with natural sunlight, so you don't have to use as much electricity to turn on the lights to brighten your day. Isn't knowledge great?

LG&E Contact Information



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By Phone
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Full Service:
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Dial 711

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Customer Service Walk-In Center
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Monday – Friday
8 a.m. – 5 p.m. (Eastern Time)

Kentucky 811 – Locate Service
Dial 811

Editor
Cheryl.Williams@lge-ku.com

Visit our website:
lge-ku.com





AND THE AWARD GOES TO

LG&E RECEIVED THE EDISON ELECTRIC INSTITUTE'S (EEI) ESTEEMED "EXCELLENCE AWARD" FOR LONG-TERM, STRATEGIC COMMITMENT TO SUPPLIER DIVERSITY.

The award, one of the highest supplier diversity honors in the industry, was presented to LG&E at EEI's Supplier Diversity Conference, recognizing LG&E for demonstrated leadership and commitment in developing purchasing relationships with minority- and women-owned businesses.

When being considered for the award, businesses are evaluated using several criteria, including their designated supplier diversity staff; written corporate policy; measurable goals and objectives; outreach to internal and external target groups; commitment to coaching, mentoring and training diverse suppliers; and innovation in employee engagement with supplier diversity.

In awarding this recognition to the company, EEI cited LG&E's consistent, organization-wide commitment to encouraging an inclusive system that identifies and develops relationships with diverse suppliers. EEI also noted the company's efforts to promote diverse businesses, both internally and externally, and its progressive improvement in attracting, developing and retaining diverse suppliers for more than 10 years.

WE'RE GROWING GREEN

How? By selling Green Energy, a renewable energy certificate (REC) product. Our customers' voluntary purchases of RECs support the growth of renewable electricity generation in our region.

It works like this.

For every unit of renewable electricity generated, an equal number of RECs is produced.

The product is sold in blocks of \$5 for residential and small commercial customers, with a guaranteed minimum purchase of 300 kilowatt hours (kWh) of Green Energy per month per block. The annual average for residential and small commercial customers for the year 2013 was 1,850 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 2013 was 6,190 kWh per month per block.

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

Green-e Energy Certified New² Renewables in LG&E Green Energy

Generation Location	2013 - Historical ¹
Biomass, Kentucky	40%
Wind, Missouri	50%
Eligible hydroelectric ³ , Kentucky	10%
Total 100% Renewable	100%

¹ Actual figures may vary according to resource availability. We will annually report the actual resource mix of the RECs purchased during the previous year.

² New Renewables come from generation facilities that first began commercial operation on or after January 1, 2000.

³ Eligible hydroelectric facilities are defined in the Green-e Energy National Standard (http://www.green-e.org/getcert_re_stan.shtml) and include facilities certified by the Low-Impact Hydropower Institute (LIHI) (www.lowimpacthydro.org); and facilities with a turbine in a pipeline or a turbine in an irrigation canal.

For comparison, the average (2010-2012) mix of energy sources supplying the U.S. includes: Coal (41%), Natural Gas (26%), Nuclear (19%), Hydroelectric (7%), Oil (1%), Other Fossil (1%), and Other Renewables (5%). In 2012, the average home in the United States consumed 903 kWh per month. [Source: U.S. Department of Energy/Energy Information Administration]

To sign up for Green Energy, call LG&E at 589-1444 (outside Louisville, call 1-800-331-7370) or visit lge-ku.com/green.

WHAT DO WE SAY ABOUT NEW EPA REGULATIONS? JUST BREATHE.

On June 2, 2014, the U.S. Environmental Protection Agency proposed the Clean Power Plan — a plan designed to cut America's carbon-dioxide emissions from power plants by 30 percent in the next 16 years. This means coal-dependent states would need to burn the fuel more efficiently and demonstrate they are working toward reducing emissions.

Lucky for us, LG&E already has a long history of emissions reducing achievements. So while states, cities and businesses across the country are taking action to address the risks of climate change, we're ahead of the game. For example, as a result of stricter regulations, we have plans to retire 13 percent of our coal-fired generating units and invest nearly \$3 billion in upgrades to our remaining coal-fired generating units. And in order to replace this soon-to-be retired generation, we are constructing Kentucky's first natural gas combined-cycle generating unit at our Cane Run location in Jefferson County.

At LG&E, we have always worked to supply the cleanest, most cost-efficient energy, and this has not and will not change. We are committed to meeting whatever guidelines are set and minimizing any impacts on our customers.

Learn more about our current investments at lge-ku.com/environment.



KEEP YOUR COOL



As summer heats up, we'll do almost anything to keep cool. Too often that means cranking up the air conditioning system in our home, and that can mean wasted energy and money. Here are a few energy-friendly ways to help you keep your cool at home.

Make use of those ceiling fans. They're not just there for decoration. Ceiling fans create enough air movement in a room to make it feel up to four degrees cooler and only use about as much energy as a 100-watt light bulb. Just remember to always turn them off when you leave a room. Ceiling fans cool you and not your surroundings.

When it comes to drying clothes, explore your options. Consider air-drying clothes on clotheslines or drying racks. If that's not an option, always dry full loads during off-peak hours or at night when the temperature is cooler outside. And remember to always clean the lint trap after each load. This will not only improve your dryer's efficiency but will also prevent fire hazards.

Take the cook out of the kitchen. On hot days, avoid using the kitchen. Instead, have a cookout and grill outside. If you have to use the kitchen, cook on the stove or use a microwave or crockpot to create meals that will last multiple days.

For more energy tips from LG&E, visit lge-ku.com/savingenergy.

INVESTING IN OUR GAS PIPELINE SYSTEM

Cast iron, wrought iron and bare steel were among the first materials used in pipeline construction. Though the materials were considered standard for pipeline construction at the time, many cast-iron pipelines are now 100 years old or older. There are also issues with the materials themselves. Cast iron is more brittle than other materials such as steel or plastic, making it more prone to damage and when steel and wrought iron were first used, the pipes were bare, making it difficult to protect the pipeline from corrosion. Recently, there has been concern about the safety of these older pipelines and what utilities nationwide are doing about them.

We want to reassure our customers that, when it comes to pipeline replacement, LG&E is way

ahead of the game. While many utilities across the country have only recently begun accelerated pipeline replacement programs, LG&E began its gas main replacement program in 1996 as a proactive step toward enhancing the safety, reliability and durability of its natural gas system. When the program started, LG&E had approximately 540 miles of cast iron, wrought iron and bare steel in our natural gas distribution system. Since that time, about 85 percent of those pipes have been replaced with new, plastic ones, and the remaining 15 percent will be replaced by the project's completion in 2016. In the end, the program will have taken 20 years and \$250 million to make a reality, but the investment will pay off in the form of a safer, more reliable natural gas distribution system.



LG&E gas main replacement crews working to replace bare steel pipe with more durable and reliable plastic pipe.

YOU MARK YOUR CALENDAR. WE'LL MARK YOUR LINES.

August 11th is National Dial Before You Dig Day. This event allows utilities, like LG&E, to remind customers of the importance of dialing 811 before doing any landscaping or construction that involves digging on your property. After you call, your underground electric utility lines will be marked free of charge, and you can continue your projects without harming yourself or valuable electrical equipment. Safe digging everyone.



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Kentucky 811 – Locate Service
Dial 811

Editor

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Visit our website:

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LG&E POWER SOURCE



MARCH 2014

\$\$\$ CHA-CHING \$\$\$

Signing up for LG&E's energy efficiency programs can save you energy and money, but one of those — the Demand Conservation program — can help you earn money as well. All you have to do is go online to my.lge-ku.com (or use your phone and follow this handy QR code) and sign up for Demand Conservation.

Here's how it works. A small switch is connected to your central air conditioner, which allows us to safely cycle it off and on for brief periods during a few peak usage days in the summer. You'll earn up to \$20 in summer energy bill credits (\$5 per month for June, July, August and September).

Want to see if the program is available in your area? Visit our website at lge-ku.com/dc and type your zip code into the field. Use your smart phone and follow our QR code to do it now.



FOLLOW YOUR NOSE TO SAFETY



Natural gas is an environmentally friendly way to power our lives, but while it heats our homes and cooks our meals, there are a few things we all need to keep in mind when using it in our homes. Leaking natural gas is dangerous and can explode, so it's good to have a plan in place for your family in case of a gas emergency.

Pure natural gas is colorless and odorless. That's why LG&E adds the chemical mercaptan to our natural gas to give it a distinct odor. If you ever smell the strong odor of natural gas in your home, it means you should leave immediately. Do not use a telephone — even a cell phone — or switch a light on or off. Do not light a match or even try to identify the source of the odor. Leave immediately and call LG&E at [502-589-1444](tel:502-589-1444) (outside Louisville, call [1-800-331-7370](tel:1-800-331-7370)) and press 1-1-1 to report the leak. Do this from a location where there is no natural gas odor present.

To help prevent a natural gas leak, keep your kitchen range clean and never use it to heat a room. Have all natural gas appliances installed, serviced and repaired by professionals. Maintain your natural gas house lines (the lines that are inside your home) to prevent leaks. And most importantly, teach natural gas safety to your family. Practice safety drills for getting out of the house at night in case of a natural gas emergency, and teach every family member how to turn off a natural gas shut-off valve.

SHINING OUR LIGHT ON EILEEN SAUNDERS

What is your favorite part of your job?

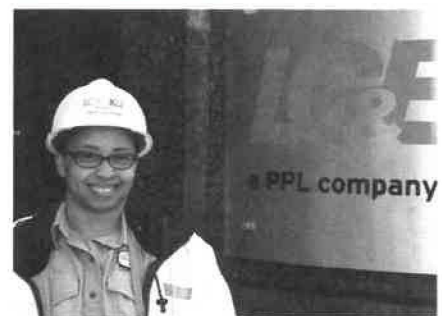
I love that my job changes every day. I also like the balance between working in the field and being in the office that my job provides. Our department, Generation Services, has the opportunity to work with a lot of different people and provide input, assist in problem solving and share critical information with them. I also enjoyed all of the challenges associated with working at a power plant and I'm excited that my current job keeps me connected with that environment.

What is your most memorable work moment?

I have plenty of memorable moments. One that stands out for me happened when I was a project manager working at one of our plants. We were building environmental control equipment and when construction was almost complete, I was invited to the top of the equipment to lay the last tile. It just doesn't get any cooler than that!

What would you say to women looking to explore positions in the energy industry?

Don't pass up any opportunity, even if it is in an industry where your role may be non-traditional. Explore all of your options and know there are exciting roles in the energy industry. I took a chance on a completely different field and industry than my educational background and it has been a great experience for me.



To celebrate Women's History Month, we talked to Eileen Saunders, Director of Generation Services for all of our power plants. She's helped us keep the lights on for almost 20 years.

Sign up for paperless billing when you sign in or register your account at my.lge-ku.com.

GREEN WINNERS!

In honor of Earth Day and Arbor Day, LG&E would like to recognize our 2013 Plant for the Planet grant recipients:

- Louisville Zoo Foundation,
- Metro Parks Natural Area Division
- Cave Hill Heritage Foundation
- Masonic Homes of Kentucky, Inc.
- Pisgah Community Historic Association
- Taylorsville Main Street

LG&E's Plant for the Planet grants encourage and help nonprofit organizations and local government agencies with a record of successful tree planting to continue their efforts. Offering one-year grants of \$500 to \$5000 for tree planting projects, the company has designated up to \$75,000 each year for this initiative. That's a lot of trees.

Applications for 2014 Plant for the Planet grants will be accepted from Nov. 1 to Dec. 2, 2014. Mark your calendar and watch for additional information about our Plant for the Planet initiative. You can find more information at lge-ku.com/plantfortheplanet.

WE HAVE A SOFT SPOT FOR OUR PLANET



Again this year, LG&E is sponsoring Earth Month at the Louisville Zoo!

It's a month-long celebration with special activities and attractions featuring zookeeper presentations and animal encounters every weekend in April. On April 13th, visitors will enjoy \$3 zoo admission, courtesy of LG&E.

Visit louisvillezoo.org for a complete list of Earth Month events. Hope to see you there!

A SEVERE WEATHER UPDATE FROM LG&E

Storms are destructive and can steal your power faster than a flash of lightning. That's why, in preparation for the upcoming severe weather season, we're sharing a few tips from the National Weather Service.

- Get a Public Alert Certified NOAA Weather Radio and battery backup so you and your family can receive severe weather warnings.
- Always heed a severe weather watch or warning even if the weather is calm at the time it is issued. Conditions can rapidly deteriorate and become life threatening.
- Never use corded phones or take a bath or shower during a storm.



- Sometimes tornadoes develop so quickly there's no time for a warning. Be alert and notice signs such as a dark, often greenish sky, large hail or a loud roar similar to a freight train.
- Have a "safe place" to go to in your home if bad weather hits. A basement or an interior room with no windows is the best place to be during a storm.

• If you find yourself driving through a storm and come upon a flooded roadway, NEVER drive through it. Two feet of rushing water can carry away most vehicles, including sport utility vehicles and pickups.

Find more tips for how to prepare for bad weather in your area at redcross.org.

WE'RE GETTING A FACELIFT!

Well, our website is. We're doing a redesign of lge-ku.com, making it better than ever, because having a website that is user friendly and well liked by our customers is important to us. Be on the lookout for the change in April. Then be sure to tell us what you think of our new site. We know you're going to love it as much as we do.

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LG&E POWER SOURCE



MAY 2014

DISTRIBUTING KNOWLEDGE

You know what natural gas does. It can heat your home, cook your meals and provide you with hot water. But do you know how it gets safely to your home each day? You can count on LG&E to keep the distribution of this important resource steady and dependable.

Gas comes to LG&E through large gas transmission lines from the producing source and then to our customers through smaller gas distribution lines. Over the past 10 years, LG&E has invested more than \$450 million to improve safety and reliability in our gas business. In 2013 alone, LG&E completed more than 350,000 inspections and surveys of pipes, valves and other infrastructure.

Currently we are nearing completion of our gas main replacement program that began in 1996. This project called for replacing 540 miles — that's the distance from Louisville to Destin, Florida — of unprotected, steel and cast iron piping with new plastic piping. Work is currently under way in the Old Louisville area. We're on schedule to complete the main replacement project in 2016. When complete, we will have invested about \$230 million, all to ensure you continue to receive the safe, reliable natural gas service you deserve.



TIME TO TAKE OUT THE TRASH



An easy way to get started is to recycle that old, inefficient refrigerator or freezer chugging away in your garage or basement. Kick it to the curb and get paid for your effort. Our Fridge and Freezer Recycling Program gives you \$50 for each appliance (must be at least 7.75 cubic feet) that you let us haul away. Not only will you be saving money and energy (a 30- to 40-year old refrigerator or freezer can consume nearly twice as much energy annually as a new model), but you are ensuring that your old appliances will be disposed of properly.

When you allow us to remove your appliances, they will be taken to a recycling facility where they will be carefully disassembled so the metals, plastics, glass, foam insulation and fluids can be properly recycled. All you have to do is sign in to your online account at my.lge-ku.com or call 1-800-356-5467 to submit your recycling

request. From there, our program partner, ARCA, Inc., will work with you to schedule an appointment. A trained team will remove and recycle up to two working, inefficient refrigerators or freezers that meet program requirements each year.

Are you a "Legend of Energy Efficiency?" Have you already participated in LG&E's Fridge and Freezer Recycling program or any of LG&E's other energy efficiency programs? Maybe you've taken advantage of an energy efficiency tip you read in our Power Source newsletter. Email your story to energy.legends@lge-ku.com and tell us what you have done to save energy. You may be featured in LG&E's Energy Legends campaign.

Visit lge-ku.com/energylegends for more ways to save and to learn more about how you can become an Energy Legend.

DON'T PUT OBSTACLES BETWEEN US AND YOUR METER

Sufficient space must be available to permit safe working conditions for LG&E personnel reading or performing maintenance to your meter. Generally, a clear, open area with a radius of three feet should be maintained in front of the meter to allow readings and maintenance.

Follow these rules when planning a landscaping or building project.

- Meter access should not be obstructed by vegetation, including shrubs, plants and vines.
- Meter areas should generally be "open" to the outdoors. This means more than three walls should not surround your meter.
- Meters should not be located under decks, in crawl spaces or in other areas with less than six feet of headroom.
- Meters should not be located behind fences or other barriers that only the customer can lock and unlock.



Contact us at 502-589-1444 (outside Louisville at 1-800-331-7370) if you have any questions or to let us know if you need to make arrangements for us to read your meter.

Sign up for paperless billing when you sign in or register your account at my.lge-ku.com.

A PLACE FOR VETERANS AT LG&E

Supporting our military and striving to supply job opportunities for veterans are extremely important. In March, representatives from various veteran support organizations attended a day-long overview of LG&E operations and career opportunities. Our Veterans Organization Community Day focused on how many career paths in power generation offer a smooth transition from the military. Attendees heard from current LG&E veteran employees about specific career profiles in three major areas of power generation: Operations; Instrumentation and Electrical; and Compliance and Environmental.

Dave Tummonds, plant manager at LG&E's Cane Run Generating Station (right), leads a new networking group for employees who are military veterans. This group of employees will help military veterans at LG&E support the company's efforts to recruit and hire more veterans, recognize the achievements of veterans in the communities they serve and raise awareness about the company's commitment to military veterans.



Dave Tummonds (above and inset) served in the U.S. Army (field artillery) for five years and attended West Point for four years. Tummonds has been with LG&E for 11 years.

CLEAN UP YOUR ENERGY ACT



It's officially time to let the sun shine in and get rid of all the dust and grime that may have been tracked in during the winter. While you're making your home squeaky clean, you can also make it more energy efficient.

When you're washing clothes to pack away for the season or bringing back from last season, remember to wash them in cold water. According to the Alliance to Save Energy (www.ase.org), washing in cold water can **save you up to \$63** in water heating costs each year.

Since you'll probably be cleaning your ceiling fans, take an extra second to change the direction they are turning. In warmer months, ceiling fans are more effective when they turn counterclockwise.

Doing a little dusting? Don't forget to clean your electronics, light bulbs and vents. Dust prevents these items from operating as efficiently as possible.

While vacuuming, pull out your fridge and give the coils a good cleaning. That build-up of dust and dirt makes your fridge work harder to keep things cold. And while you're at it, also check the seals on your refrigerator door to make sure they are clean and tight.

Planning to make your windows shine like new? That's the perfect opportunity to check for and seal air leaks. This will ensure you can keep more of the air you're paying to cool inside your home.

HELP US SEE THE LIGHTS

Though our crews regularly check to ensure streetlights in our service area are working properly, we do not always know when a streetlight has gone out. So, we're asking you to help keep our streets safe by reporting any lights that require service. You can contact us at **502-589-1444** (outside Louisville at **1-800-331-7370**) or inform us online when you sign in to your account at my.lge-ku.com. When reporting an outage, please provide

details such as an intersection, landmark or address to help us locate the light. Once the outage is reported, we'll send a technician out to investigate and make any necessary repairs. We typically see an increase in the number of streetlight outage reports in the warmer months likely as a result of more people spending time outdoors. We will work to schedule a crew to make the repairs as quickly as possible.

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IT'S OCTOBER. SO BEWARE OF GHOSTS. AND BE AWARE OF ENERGY.

In addition to being the month to celebrate Halloween, October is also National Energy Awareness Month. According to the White House, it's a "national effort to underscore how central energy is to our national prosperity, security, and environmental well-being."

With that in mind, here are a few simple things you can do to ensure a secure energy future:

Turn off those lights. Not only will it lower your energy bill, it'll make light bulbs last longer.

Use CFLs. Compact fluorescent light bulbs last longer and save energy.

Turn off your computer overnight. You'll save energy by shutting

down your computer when you're not going to be using it for more than a couple of hours.

Unplug those electrical appliances and devices. Even when they're turned off, they still draw energy. So unplug them when you're not using them.

Perform a Home Energy Analysis. Visit our website at lge-ku.com/saving-energy-money to conduct an online home energy analysis. When complete, you'll receive a report that outlines areas of improvement for saving energy — and money — in your home.

"Treat" yourself to an energy-efficient October!



A BRIGHTER ENERGY FUTURE FOR KENTUCKY

This summer, LG&E and KU Energy announced that Kentucky's first megawatt-scale carbon capture pilot system will soon be located at the company's E.W. Brown Generating Station near Harrodsburg, Kentucky.

The \$19.5 million project, which partners LG&E and its sister utility, Kentucky Utilities, with the University of Kentucky Center for Applied Energy Research, seeks cost-effective technologies to reduce and manage carbon dioxide emissions from coal-fired power plants.

The focus of this "catch and release" style pilot system will serve to demonstrate improvements in the integration of carbon capture technology at an existing power plant,



produce key discoveries with the goal of developing a safer, more efficient process, and test the feasibility of ideas and technologies for the integration of commercial-scale carbon capture systems.

Construction of the two-megawatt thermal post-combustion carbon dioxide capture pilot system is expected to be complete this fall, followed soon after by the testing period. Key discoveries will be determined after testing is finished in mid-2016.

This project is yet another example of the investment we're making in a brighter energy future for Kentucky and our customers.

GOING WHOLE HOG ON GATHERING DATA

"SMART PIG" TECHNOLOGY HELPS ENSURE NATURAL GAS PIPELINE INTEGRITY.

They say the pig is one of the smartest animals on the farm. But it's no match for the "smart pig" — a device that collects data on the integrity and condition of miles and miles of LG&E natural gas pipelines. This data is then analyzed to pinpoint potential concerns.

Packed with electronic sensors and somewhat resembling a fireplug, smart pigs can detect minuscule flaws in the pipeline that might otherwise go undetected.

LG&E has used smart-pig technology to clean and assess more than 240 miles of natural gas transmission pipeline across LG&E's system over the last seven years. That's more than 60 percent of our gas transmission system. We're continuing to use this technology as we inspect the rest of the system.

"Smart pig" technology is just one example of our long-standing commitment to ensuring the reliability and safety of our gas pipelines in order to meet the energy needs of our customers.



As the "Smart Pig" moves through the pipelines, it collects data on the integrity of the pipeline walls—data which will later be analyzed to pinpoint potential concerns.

WE'RE JUST GETTING **WARMED UP**



Since 1982, Project Warm has been providing free weatherization services for families in need, senior citizens and disabled residents in our community. In addition, Project Warm has been providing education and training to help people reduce energy consumption and practice conservation.

LG&E has been a proud partner of Project Warm from the very start, and we'll be helping them again this year with the Project Warm Blitz, scheduled for Nov. 8 and Nov. 15.

Helping people winterize their homes helps them save money and keep warm over the winter months. Each year hundreds of our employees and their families volunteer their time to weatherize homes to help make the residents' homes more energy-efficient.

For more information, or to volunteer for this year's Blitz, call 502-636-WARM (9276) or visit projectwarm.org.



BEWARE THE **EMERALD ASH BORER**

If you have an ash tree in your yard, there's something you should know: It may be susceptible to the emerald ash borer — a green beetle native to Asia and Eastern Russia. The emerald ash borer was first discovered in America in 2002 in Michigan and it has since migrated to other areas, including Kentucky.

This invasive insect is highly destructive to ash trees. The larvae feed on the inner bark of ash trees, disrupting the tree's ability to transport water and nutrients. Infestation can be difficult to detect until the tree's branches begin to die.

Not only do these insects threaten the well-being of your tree, they also create a potential hazard since falling tree limbs can bring down overhead power lines.

LG&E's experienced arborists are aware of the problem and are working with customers to mitigate the risk to the public and to service reliability.

If you have an ash tree you believe may be infested with emerald ash borers, call us at 502-589-1444 (outside Louisville 1-800-331-7370). We'll work with you to mitigate the problem as well as help you determine the proper type and place to plant a new tree should your ash tree need to be removed.



Emerald Ash Borer
(*Agrilus planipennis*)

- Adult beetles are metallic green and about 1/2-inch long
- Adults leave a D-shaped exit hole in the bark when they emerge in spring
- Woodpeckers like emerald ash borer larvae; heavy woodpecker damage on ash trees may be a sign of infestation
- Probably came from Asia in wood packing material

THANKSGIVING HOLIDAY HOURS

The Thanksgiving holiday is fast approaching, and your friends at LG&E hope you'll be spending your turkey day with loved ones enjoying a bountiful feast, watching some football and maybe even taking a post-meal nap in the recliner.

Our walk-in customer service center and call centers will be closed on November 27 and 28 in observance of the Thanksgiving holiday.

However, since your energy needs never take a day off, a number of LG&E employees will be on the job generating electricity and available to take your call should you experience a power outage or natural gas emergency. If you wish to pay your bill, you can do so on our website at lge-ku.com or over the phone when you call 502-589-1444 (outside Louisville 1-800-331-7370) and press 1-2-3. For complete bill pay options, visit lge-ku/ways_to_pay.asp.

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LG&E is proud to partner with Dare to Care in providing vital resources to help our community and its residents thrive.

Learn more about available resources designed to help you save energy and money by checking out information on our WeCare Program.

lge-ku.com/helpingyou



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DIGGING SAFELY: THE HOLE STORY

Winter is over, and you can't wait to get out in the yard to do some planting or tackle some other project that requires digging a hole, such as putting in a new mailbox or building a deck. But you should wait ... until you call 811. Breaking out the shovel before dialing 811 increases the risk that you'll damage an underground wire or pipeline, be it electric, natural gas, cable, water, etc. Plus, knowing where NOT to dig could save you from a possible injury. And, oh yeah, calling before you dig is the law.



When you call 811 (and it's required you do so at least two business days before you plan on digging), member companies, including LG&E, will mark any lines they have on your property, letting you know what areas to avoid. So before you rush out to plant that bush, plan ahead and call 811. The service is free, and you could save yourself a "hole" lot of trouble.



THERE'S MORE

Go to lge-ku.com to:

- Report an outage
- Learn about "Plant for the Planet"
- Find career opportunities

CHASE AWAY DIRT; POCKET SOME SAVINGS

Spray cleaner? Check. Mop? Check. Dust rag? Check. After a long, hard winter, the time is here for a little spring cleaning to get your home ready for summer. While you're making the floors shine and chasing away dust bunnies, here are a few tips to help ensure you're not wasting energy – and money:

- Remove dust from light bulbs, electronic devices and vents to help them perform at maximum capacity.
- Replace old light bulbs with high-efficiency LED or compact fluorescent bulbs.



- Take a few extra minutes to vacuum the refrigerator coils. And if your model is more than 15 years old, consider replacing it with a model that is ENERGY STAR® certified.
- Install energy-saving showerheads, faucets or flow restrictors.
- Plug your televisions, computers and DVD players in to a power strip. That makes it easier to turn them off when you're not using them and back on when you need them.
- Flip the switch on ceiling fans so they circulate counterclockwise. That helps cut down on air conditioner use.
- Seal any air leaks to help prevent cool air from escaping.

COLD CASH FOR A COLD (AND OLD) APPLIANCE

Here's one more thing to consider while you're sprucing up this spring: It might be time to recycle your old, creaky refrigerator or freezer, especially if it's more than 30 years old. Yes, it's still working, but according to ENERGY STAR®, fridges and freezers made 30 to 40 years ago are way less efficient compared to today's ENERGY STAR certified models – using twice the amount of energy on a yearly basis. And that costs you money.

Now here's the good part: The Fridge and Freezer Recycling Program. We'll haul your old refrigerator or freezer away, properly recycle it and pay you \$50 to boot.

To qualify, your appliance must be:

- Full-size (at least 7.75 cubic feet)
- Operational
- Empty
- Accessible for removal

That's all there is to it. So, if you have an old refrigerator or freezer, it may be time to put it on ice and make a few bucks in the deal. Call 800-356-5467 or visit lge-ku.com/recycle to find out more.



YOUR METER: WE KNOW IT'S THERE **SOMEWHERE**

Our technicians need easy access to the meters around your home so they can get an accurate reading or perform any



maintenance that may be needed. In general, meters must be accessible Monday through Friday, from 8 a.m. to 5 p.m. Additionally, access must be provided in case

of an emergency, such as an outage, equipment damage or a safety hazard.

Please keep this in mind when doing any planting or home improvement work outdoors. Technicians must have a safe and unobstructed path to properly perform their duties. To learn more about meter access and clearance restrictions around your meter, view the customer handbooks on our website at lge-ku.com.

165,000 CUSTOMERS ARE GETTING SUMMER ENERGY BILL CREDITS – ARE YOU?

If you're not one of the more than 165,000 customers receiving summer bill credits, all you have to do is sign up for LG&E's Demand Conservation program. We'll do the rest. Once you are signed up, a small radio device will be installed on your home and connected to your central air conditioner or heat pump. The device safely cycles the compressor off and on for brief periods during peak usage days in the summer – but only when absolutely necessary and for no more than 20 days all summer – to conserve energy during heavy demand. In return, you'll receive

\$5 in energy bill credits per month for June, July, August and September after installation. This is \$20 every year you stay in the program. It's the easiest money you'll ever earn. Simply enroll in the program, and we'll take care of the rest.

To find out if the Demand Conservation program is available in your area, go to lge-ku.com/dc and enter your ZIP code.

GAS SURVEY SEASON **IS HERE**

The safety and reliability of our natural gas distribution system is paramount. For that reason, and to comply with federal and state regulations, we routinely perform natural gas surveys throughout the LG&E service area. The surveys are done during the warmer months of the year (late March through October) to minimize the impact if your service has to be interrupted for repairs.

Each year, about a third of the distribution system is surveyed, meaning we conduct surveys in your area every three years. Surveys are required to be conducted up to the outlet of the gas meter and usually take less than a minute. Unless your meter is inside your home or behind a fence, it's



quite possible you'll never know that your line was inspected. If our technician finds that any repairs are necessary, we'll work with you to get them scheduled, saving you the cost of paying someone else to make them.

You can watch a short video and learn more about our gas survey program at lge-ku.com/gassurvey.

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ELECTRIC SAFETY: SPACE HEATERS

There are plenty of cold days and nights ahead. Space heaters can help you fend off the chill, but it's vital that you take proper precautions when using them:

- Make sure your space heater meets the latest safety standards and carries the Underwriter's Laboratory (UL) label.
- Purchase a space heater with a tip-over safety switch, which automatically shuts off the heater when the unit tips over.
- Keep space heaters at least three feet from anything that can catch fire, such as drapes, bed linens and furniture.
- Never leave a space heater unattended. ALWAYS turn it off and unplug it before you leave the house or go to bed.
- Keep children and pets away from space heaters.



- Do not use a space heater to warm or dry towels, bed linens or clothing.
- Do not use a space heater near water or anywhere where it could get wet.
- Always plug space heaters directly into an outlet; never use an extension cord.
- Discontinue use of your space heater if the cord or plug gets hot. Space heaters draw quite a bit of electricity during use, so cords or plugs may feel warm to the touch, but they should never feel hot.

The U.S. Consumer Product Safety Commission estimates there are 25,000 residential fires every year associated with the use of space heaters. So, remember: think safety first when using space heaters.



THERE'S MORE

Go to lge-ku.com to:

- Discover more ways to be energy efficient
- Learn about our Green Energy Program
- Find out how clearing trees can improve reliability

MAKE SURE THE FIREPLACE IS A SAFE PLACE

There are few things more comforting in the winter than a crackling fireplace. And to make sure you get to enjoy yours as the temperatures plummet, keep these safety tips in mind:

- Have your fireplace inspected annually by a professional chimney sweep to make sure it's good to go.
- Open the flue before you use your fireplace, but close the flue when the fireplace is not in use.
- Do not use flammable liquids to start a fire.
- Never burn cardboard boxes, debris or any type of trash in the fireplace.
- Build small fires that will burn completely and produce less smoke.

- Place the logs at the rear of the fireplace on a good supporting grate.
- Choose dense wood, such as oak, that has been split and stored in a high and dry place for at least six months.
- Use a mesh metal screen or glass doors to keep fire embers from escaping.

Okay, time to get cozy.



NATURAL GAS, STRONG CONNECTIONS AND SAFETY

If you haven't done so in a while, have a plumber or professional appliance repair serviceperson check out the corrugated metal tubing that connects the natural gas supply pipes to your furnace, water heater, fireplace, stove, dryer or other gas appliances. If your tubing is the uncoated brass flexible variety, which was used prior to 1977, there could be an issue with how the tubing is connected to the end pieces. The pre-1977 tubing is more prone to separating from the end pieces due to cracking, breaking and deterioration ... and that could cause a gas leak.



The solution is to replace any uncoated brass end pieces, also known as connectors. The U.S. Consumer Product Safety Commission recommends either plastic-coated brass or stainless steel connectors. While it is the connectors and not the tubing at the root of the problem, our recommendation, in order to maximize safety, is to replace it all.

And with safety as the guiding factor, do NOT try to move an appliance to check the tubing or connectors. Let a professional perform the inspection and, if necessary, the replacement.

PAPERLESS BILLING: NOW WITH CONVENIENT PAYMENT REMINDERS



Perhaps you've thought that going to paperless billing would be a good idea, but

you are worried you'll forget to pay your bill unless you have the paper bill to remind you your payment is due. Well, worry no more. Sign up for notifications (My Notifications) to help you remember to make your payment. The best part is you can choose how you want to be reminded – by text, phone or email

or a combination of the three. It's up to you. Plus, you also choose when you want to be reminded – when your bill is ready to be viewed, five days before payment is due or one day past the due date.

Combining paperless billing with our convenient payment reminders is an easy way to simplify your life.

Visit lge-ku.com/paperless to get started.

TURN TO CEILING FANS TO SPUR WINTER SAVINGS

The worst of winter is still to come. And cold weather can lead to increased energy usage, which can mean concerns about higher energy bills.

According to the U.S. Department of Energy, heating accounts for more than 45 percent of all energy use in the average American home. Maximizing heating efficiency can help you save money when temperatures drop. One way to do that is by using ceiling fans to mix warm air throughout the space.

Since heat rises, warm air often settles near the ceiling, leaving colder air (and chilly occupants) below. This effect is even more pronounced in rooms with tall ceilings. Thermostats read the lower temperatures near the floor, the heater pours more warm air into the space, warm air rises to the ceiling and the costly cycle repeats.

But ceiling fans can help. Fans push warm air down to occupant (and thermostat) level, keeping you comfortable and reducing the amount of work your heater must do to keep the room warm.

Some advanced ceiling fans are even equipped with smart sensors that monitor and react to temperature and humidity, mixing the air automatically.

Strategic ceiling fan use may allow you to lower your thermostat set point without sacrificing comfort. The result? Less energy used, more money saved.

That's a win-win all year.

Visit energystar.gov and search "energy-efficient ceiling fans" for more information.

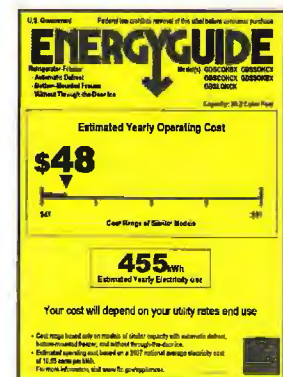


THE LOWER STICKER PRICE IS NOT ALWAYS THE BEST WAY TO SAVE MONEY

There are two levels of cost you should be aware of when shopping for a new appliance. The first is the price tag – how much it will cost to buy the appliance. The second is how much it will cost for the energy needed to run it ... and that can vary significantly.

When shopping for a new appliance – whether a refrigerator/freezer, dishwasher or something else – look for the yellow Energy Star® EnergyGuide label. It will give you an estimate of how much energy the appliance will use annually and what the cost to you will be. The more energy efficient the appliance, the less you'll spend in the long run. It makes sense to spend a little more on the appliance in those cases where you will more than make up the cost through increased energy savings over the life of the appliance.

You can also take advantage of LG&E's Home Energy Rebates Program which offers cash back to help offset the cost of purchasing high-efficiency appliances and products. For more information about the Home Energy Rebates Program, visit lge-ku.com and click on the **Saving Energy & Money** tab.



LG&E Contact Information



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Dial 811

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Cheryl.Williams@lge-ku.com

Visit our website:
lge-ku.com



THE COLD REALITY OF YOUR WINTER ENERGY BILLS

You don't need to be a meteorologist to know that it's cold outside. In fact, winter in the region is expected to be colder than average. With colder temperatures comes increased energy usage as your heating system works harder to keep your house warm. And with increased usage comes higher bills.

The good news is there are some simple and inexpensive



steps you can take to lower your bill during winter months, such as winterizing your home, lowering your thermostat, sleeping with more blankets at night and wearing heavier clothes indoors.

For more winter energy-saving tips and information about ways to manage your energy bill, visit our website at lge-ku.com.

PLAY IT SMART AGAINST THE SCAMMERS



This is just a friendly reminder to be alert about potential scams involving your LG&E service.

Many scams involve someone who calls or emails and falsely identifies himself or herself as an LG&E representative. The individual or message demands bill payment over the phone or in person and threatens to discontinue service if payment is not made.

Please know that LG&E NEVER calls to demand payment or asks for credit or debit card account numbers

over the phone. If someone calls or emails claiming to be an LG&E employee and asks for such information, DO NOT provide it.

If you receive a live phone call or email you believe is suspicious, call us at 502-589-1444 (outside Louisville call 1-800-331-7370) so we can verify its authenticity. If it is, in fact, a scam, you should report it to your local police department.

To protect yourself against scammers who may visit your home claiming to be LG&E employees, always make sure they are wearing an official badge with the LG&E logo on it. You should ask to see their employee or contractor ID card and a second form of identification as added assurance the individual is representing LG&E. Our employees and business partners are focused on safety. That includes your personal safety, so they won't mind providing additional documentation to give you the assurance you need.

HERE COMES THE SOLAR

CONSTRUCTION OF THE STATE'S LARGEST SOLAR FACILITY HAS BEEN APPROVED.

The Kentucky Public Service Commission approved LG&E's request to construct what will be the state's largest solar photovoltaic facility in Mercer County at the utility's E.W. Brown Generating Station.

The 10-megawatt solar facility is expected to go online in 2016 and cost \$36 million.

The solar array will consist of solar panels and associated transformers, switches and other equipment. The number of solar panels will be driven by the final design

of the solar array selected from the competitive bidding process.

LG&E will own 39 percent of the array and its sister utility, Kentucky Utilities, will own the remaining 61 percent — a split based on the relative load of the two utilities during daylight hours.

The new facility is part of our ongoing commitment to maintaining a diverse generation portfolio that provides safe, reliable, least-cost energy to the communities we serve.

SPREADING OUR WINGS FOR AREA WILDLIFE

Did you know peregrine falcons, once on the Federal List of Threatened and Endangered Wildlife, are making a big comeback in Kentucky?

In fact, in the last 20 years, more than 100 peregrine falcons have hatched from nesting boxes at our power plants. They build nests at power plants because they offer a great food supply and a safe home to raise a family.

In 2008, we also adopted a comprehensive Avian Protection Plan to protect birds from coming in contact with electric equipment and power lines.

Our employees protect birds and nests, use bird-safe methods when possible and participate in local protection programs.

Here locally, Raptor Rehabilitation of Kentucky is dedicated to helping sick, injured and orphaned raptors, and we're proud to

have recently helped them adopt a beautiful golden eagle.

With partners like Raptor Rehab, and the Kentucky Department of Fish and Wildlife Resources, we're working together to help protect these magnificent creatures.

Visit our website at lge-ku.com to get an up-close view of these birds of prey. A "falcon cam," the first one in Kentucky, was installed two years ago in the peregrine falcon nesting box at LG&E's Mill Creek generating station in southwest Jefferson County. Viewers can watch live as the male and female falcons — known as a nesting pair — prepare the box for the nesting season, which can begin as early as mid-February.



SOLID ADVICE ON FLAMMABLE LIQUIDS

LEARN HOW TO STORE FLAMMABLE LIQUIDS PROPERLY.

Flammable liquids in your home can present a real danger if appropriate safety measures are not taken. Vapors from flammable liquids such as gasoline, paints, solvents, paint thinners, adhesives and more can ignite and burn easily, so these strict storage requirements are essential:

- Use only approved safety cans to store flammable liquids, and label all containers and cabinets with the appropriate flammable materials signs.
- Store the containers in cool, well-ventilated areas away from corrosives, oxidizers and ignition sources.



- The National Fuel Gas Code requires that, near flammable liquids storage, appliances must be placed so that the main burner and pilot light are elevated at least 18-inches above the floor. This is because vapors from flammable liquids can travel great distances along the floor and be ignited by the appliance.

Flammable liquids that are stored too close to natural gas appliances are a major cause of household fires.

- It is preferable that flammable liquids be stored outside rather than inside the home. If flammable liquids must be present in your home, please implement the storage guidelines above to keep yourself and your family safe.

GIVE SOMEONE IN NEED A HUG FOR VALENTINE'S DAY

Flowers are nice and candy is fine, but one Valentine's gift that's always appreciated is a Home Utility Gift (HUG) certificate.

A HUG credits the utility account of any LG&E customer in the amount you choose (minimum \$25). When you purchase a HUG, we'll automatically deduct the amount of your purchase from the recipient's next bill. We'll even mail you a gift certificate you can present to the recipient.

HUGs are especially ideal for families in need, senior citizens, newlyweds and college students who live off-campus, as well as for churches, non-profits and social service organizations. For more information about how to purchase a HUG certificate, visit our website at lge-ku.com and enter the word HUG in the search field or call 502-589-1444 (outside Louisville 1-800-331-7370) to speak with a representative.

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LG&E POWER SOURCE

INVESTING IN A CLEANER FUTURE

Ensuring all our customers continue to receive clean, reliable energy well into the future is a top priority for our company.

That is why we continue to make significant investments in our facilities, equipment and operations. As a result, our customers can expect to see further reductions in emissions, improvements in reliability and a more balanced generation portfolio. Perhaps best of all, even with the investments we're making we manage to keep our rates well below the national average.

Investments include:

- The construction of Kentucky's first natural gas combined-cycle generating unit at our Cane Run generating station.
- Improvements at our Ohio Falls hydroelectric plant that are yielding a 27% increase in clean generation capacity.

- Circuit hardening and a proactive hazardous tree removal program resulting in fewer and briefer outages.
- Enhancements throughout the natural gas transmission system for continued reliability.

In addition, we have requested approval to build the state's largest solar facility — a 10-megawatt plant in Mercer County.

Visit our website at lge-ku.com/investments for more information about the investments we're making to provide the best possible energy and service at the lowest possible cost.



ANALYZE THIS. (YOUR HOME.)

AN ONLINE HOME ENERGY ANALYSIS COULD MAKE YOUR HOME MORE ENERGY EFFICIENT.

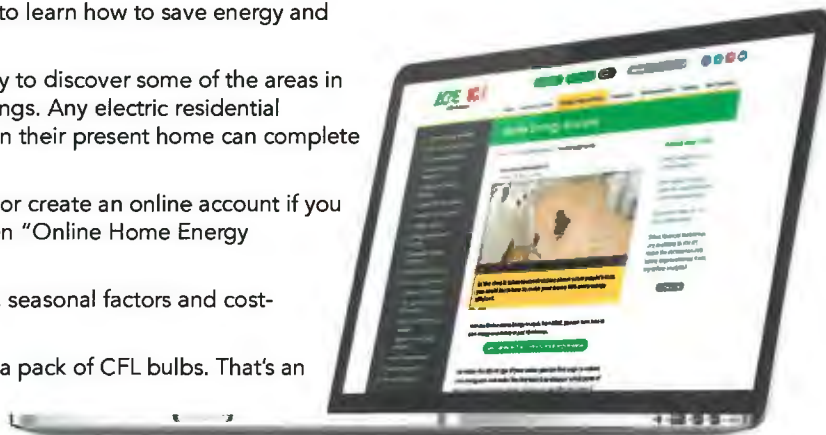
Got a minute? How about ten? That's all the time it takes to learn how to save energy and money right where you live.

Our Online Home Energy Analysis program is an ideal way to discover some of the areas in your home that offer the biggest potential for energy savings. Any electric residential customer with at least one month of active LG&E service in their present home can complete an online analysis.

To get started, go to lge-ku.com, sign in to your account (or create an online account if you do not already have one) and select Energy Efficiency, then "Online Home Energy Analysis."

You'll be able to view details about your estimated usage, seasonal factors and cost-saving recommendations.

And just for completing an annual analysis, we'll mail you a pack of CFL bulbs. That's an immediate return on your small investment of time!



THE POWER OF GIVING

Being part of the community means more than meeting the energy needs of the people we serve. It also means doing our part to take care of those in need in the communities we serve.

That's what the Power of One, our annual employee-giving campaign, is all about.

Our fall pledge drive raised \$1,705,000, marking the eighth consecutive year employee donations have topped \$1 million. It also marks the highest amount in the 10-year history of the combined campaign.

The funding raised during the 2014 Power of One campaign will be allocated

to more than 25 United Way agencies as well as the WHAS Crusade for Children and Fund for the Arts, both of which offer services to people throughout Kentucky.

Nearly 70 percent of our employees participate in the companies' annual giving campaign through payroll deduction, more than twice the national average for employee participation in charitable giving.

Beyond financial contributions, our employees also volunteer countless hours each year to serve those in need. We couldn't be prouder of the way our employees demonstrate their commitment to the communities we serve.



SHARE SOME WARMTH THIS WINTER.

As temperatures dip this winter, it's important to remember that many in our community struggle to keep their homes warm.

Community Winterhelp is a nonprofit organization supported by LG&E and managed by area nonprofit agencies. Through March 31, LG&E will match customer donations dollar for dollar each month and forward the entire amount to agencies for distribution in the counties we serve.

The program assists community members in financial crisis who may have trouble paying their heating bills during the winter months.



You can donate by making a recurring monthly pledge, a one-time contribution or online when you sign in to your account at my.lge-ku.com.

Anything you can give will make a difference to a family in need.

Together, we can make sure everyone in our community stays warm this winter.

BACK (AND BETTER) BY POPULAR DEMAND: YOUR FAVORITE ENERGY-EFFICIENCY PROGRAMS

At LG&E, we strive to provide energy to you as efficiently as possible. We're also dedicated to helping you use that energy as efficiently as possible. That's why we're pleased to announce our plans to expand several of our most popular energy-efficiency programs.

These programs include:

- Home Energy Rebates
- Home Energy Analysis
- Commercial Energy Analysis and Rebates
- Commercial Demand Conservation
- Energy Education and Public Information

Plus we're adding a new program — Voluntary Advanced Meter Offering. This program invites residential customers to opt in to have an advanced meter installed. Participating customers will have access to an online portal that offers more frequent energy usage information. Watch for additional information about this voluntary program; participation will be limited.

For more information on all of our energy-efficiency programs and services, visit lge-ku.com/savingenergy.



PRESIDENTS DAY REMINDER

On Presidents Day, which is Monday, February 16, our customer service center and call centers will be closed while our Customer Service employees receive training so they can continue to provide outstanding service to you. Your bill will not be due on this day, but you'll still be able to view your bill on our secure website or use our automated telephone system to learn



your due date or amount due. And if you wish to make a payment, you can sign in to your online account or select the one-time payment option at lge-ku.com or call 502-589-1444 (outside Louisville call 1-800-331-7370) and press 1-2-3. You can also pay by mail or use Auto Pay. For a complete list of bill pay options, visit lge-ku/ways_to_pay.asp.

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THE ELECTRICAL CONNECTION: WHAT'S YOURS, WHAT'S OURS

Making sure electricity is flowing safely into your home to provide the power you need is a shared responsibility. With your overhead electrical service, it's important that you know which parts you are responsible for maintaining and which ones we maintain. The diagram at right helps explain which is which.

Customer responsibility:

1. Weatherhead/masthead – this is the vertical pipe-like structure attached to the top of the meter box
2. Meter base – includes the box, meter socket and wiring inside the box
3. Items or cables that secure the masthead and/or box to your home
4. Attachment point (eyebolt, etc.) that secures the electric service drop

If these areas are damaged, you will need to call a licensed electrician to make the repairs.

LG&E responsibility:

- Service drop – the cable from the utility pole to your home
- Meter – glass-enclosed meter inside the meter box
- Electric lines within the right-of-way
- Utility poles and transformers

If these items need repair, call LG&E at 502-589-1444 (outside Louisville, call 800-331-7370) and a crew will be sent to make the necessary fixes.



THERE'S MORE

Go to lge-ku.com to:

- Learn about career opportunities for active and former military
- See options for paying your bill
- Visit our newsroom

KERMIT'S WRONG: IT IS EASY BEING GREEN

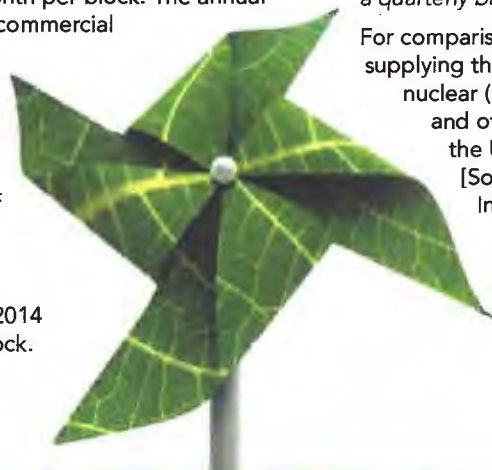
Here's your chance to support renewable energy! By participating in LG&E's Green Energy Program, you provide direct support to regional renewable energy operators and help them offset the higher cost of producing green energy. This is all made possible by Renewable Energy Certificates, or "RECs," which represent the environmental and social benefits of the underlying renewable energy.

The Details

For every unit of renewable electricity generated, an equivalent amount of RECs are produced and sold to the public. The Green Energy Program purchases these RECs on your behalf using the contributions you (and others) make to the program.

Green Energy 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 2014 was 1,760 kWh per month per block.

Green Energy 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 2014 was 5,865 kWh per month per block.



Green Energy blocks are made up of the following new renewable resources averaged annually:

Green-e Energy Certified New¹ Renewables in LG&E Green Energy

Generation Type & Location	2014 – Historical ²
Wind – Illinois	52%
Wind – Missouri	48%
Total 100% Renewable	100%

¹ New Renewables come from generation facilities that first began commercial operation in the last 15 years.

² 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.

For comparison, the average (2010–2012) mix of energy sources supplying the U.S. includes: coal (41%), natural gas (26%), nuclear (19%), hydroelectric (7%), oil (1%), other fossil (1%) and other renewables (5%). In 2012, the average home in the United States consumed 903 kWh per month.

[Source: U.S. Department of Energy/Energy Information Administration]

To sign up for Green Energy, contact LG&E by phone at 502-589-1444 (outside Louisville, call 800-331-7370) or visit lge-ku.com/green.

GENERATING RENEWABLE POWER: YOU GET **CREDIT FOR THAT** Malloy



If you generate your own renewable electricity – or are considering doing so – net metering is for you.

Net metering measures the difference between the energy purchased from LG&E and the amount of renewable energy generated via solar, wind, water

or some other method. You use the electricity you generate

first, reducing the amount you normally purchase from us. We'll apply a credit toward your future power needs for any excess electricity that is generated.

Renewable electricity is energy that is produced from natural resources such as the sun, wind and water.

Once you install a renewable electricity generator, it will have to be approved by code. We'll ask you to sign a net metering contract before placing a net meter at your home or business.

HOME IMPROVEMENT: MAKE SAFETY #1

It's the time of year for home renovations. Maybe you're planning on adding a new room, building a deck or putting up a swing set. As part of National Safety Month, here are some tips to keep in mind:

- Make sure any new addition won't interfere with existing overhead or underground utility lines.
- Never use metal extension ladders, which are natural conductors of electricity. Wooden or fiberglass ladders are safer choices. And always carry your ladder horizontally and look up before you attempt to raise or position your ladder to avoid overhead power lines and other hazards.

- Never put playground equipment under overhead power lines. A line could fall and cause serious injury.
- Use only grounded three-pronged extension cords for outdoor work, and be sure to replace any damaged cords before beginning work.
- Never try to cut or remove a tree that is entangled with overhead power lines or is at risk of becoming entangled.
- If landscaping, don't plant vines or shrubs near utility poles or guy wires.
- Always remember to call 811 before you dig.

For more tips, visit lge-ku.com.

THIS PEST IS A **REAL BORE (R)**

The Emerald Ash Borer: you have probably heard about this small insect that causes big problems for ash trees. The half-inch-long beetle – which is native to Asia and Eastern Russia – was first discovered in the U.S. about 13 years ago. Its larvae feed on the inner bark of ash trees, making it nearly impossible for these trees to transport the water and nutrients they need. You may not realize your tree is infested until you see dying branches.



The Emerald Ash Borer not only threatens the well-being of the tree, but also creates the possibility of falling branches that could bring down power lines.

If you have an ash tree you suspect has been infested, LG&E's experienced arborists are available to help mitigate any risk to electric service. We can also provide information about the type of tree to plant and where to plant it if your ash tree has to be removed. For help or more details about our Right Tree, Right Place program, visit our website at lge-ku.com or call 502-589-1444 (outside Louisville, call 800-331-7370).

EXHAUST FANS SHOULDN'T **EXHAUST** YOUR BUDGET

You probably don't give much thought to that exhaust fan in the bathroom or kitchen. However, those fans offer a good opportunity to reduce energy consumption, which in turn increases the amount of money you save. The next time you flip the exhaust fan switch, keep these tips in mind:

- Make it a good fit – your HVAC system and indoor air quality can be compromised by a fan that is too big. With the correct fan size, your home won't be too dry in the winter or too humid in the summer, conditions that can increase heating and cooling costs.

- Turn it off – exhaust fans are needed for very specific purposes. Once they have done the job, turn them off. You save the energy used to operate the fan and the energy needed for your HVAC system to re-condition the air inside your home.
- Keep it up to date – if you have an old fan, replace it with an ENERGY STAR® certified model. Get one with a timer switch so you can turn the fan on and off automatically depending on the level of moisture in the air.
- Get the right airflow – airflow capacity for bathroom exhaust fans is measured in cubic feet per minute (cfm). Your fan should have one cfm for every square foot of floor space.

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ELECTRICITY: WE LOVE IT AND RESPECT IT

We flip the switch, and the light comes on. We push the button, and the appliance comes to life.

Electricity is great. It powers our lives, and we all depend on it for everyday convenience. But we should always remember that electricity can also be dangerous, and we need to respect its power.

Here are a few tips to make sure you stay as safe as possible while enjoying the many benefits of electricity:

- **Check wires for signs of wear** – replace

them if they are cracked or frayed. Prevent damage by never pulling plugs out by the cord.

- **Use plastic safety caps in electrical outlets** – this is especially important if small children live in your home.
- **Use caution when handling appliances and electrical equipment** – never insert metal objects into appliances – e.g., a knife into a toaster – and always unplug appliances before handling them. Never touch appliances, wires or electrical switches with wet hands.
- **Avoid outlet overload** – don't overload outlets by plugging too many appliances into one outlet.



THERE'S MORE

Go to lge-ku.com to:

- Check out the Falcon Cam
- Learn about our Home Energy Analysis Program
- View our Customer Handbooks

DON'T BE IN THE DARK ABOUT PREPARING FOR A POWER OUTAGE

Power outages are never welcome, but they can happen. And there are times when Mother Nature's wrath can cause such widespread and extensive damage that outages can last for days. Here are some things you can do to prepare for the possibility of an extended power outage that can help lessen its effects:

- Stock up on batteries and easy-to-prepare foods. Be sure to have a manual can opener.
- Make sure you have more than one working flashlight; a good rule of thumb is to have a flashlight for each member of the family.
- Keep a battery-operated radio handy.
- You may want to invest in a portable generator. If so, be sure to use it in a well-ventilated area or keep it outdoors and always plug any appliances directly into the generator.
- Be prepared to cook on your grill, but NEVER bring the grill indoors.



- Keep a small cooler on hand for storing any medication that requires refrigeration.
- Keep a supply of ice ready. It can help maintain cold temperatures in your refrigerator and freezer. Fill plastic bags with ice or fill plastic jugs with water and freeze them now so they can help keep your food cool if you lose power.

- Have a supply of candles and matches. Be sure to keep small children and pets away from burning candles.

Hopefully, you'll never have to experience a prolonged power outage, but getting ready now could make it a lot less stressful later. For additional tips on how to be prepared, visit our website at lge-ku.com.

MAKE SURE WE ARE WHO WE SAY WE ARE



On occasion, an LG&E employee or contractor may need access to your home to read or check your meter if it's inside your home or to carry out some other necessary service. If someone claiming to be with LG&E comes to your home with or without an appointment, be sure to ask for a company identification card. An authentic

card has the employee's name and photograph plus the company logo. You should also ask for a second form of identification. Check to see if the vehicle the person is driving has a company logo on it. If you still have concerns, ask the person to wait outside while you call LG&E at 589-1444. (Outside Louisville, call 800-331-7370.) We can help you determine if the person is an LG&E representative.

We are committed to safety – not just in the services we deliver, but by also ensuring our customers have a high comfort level with our employees and anyone working on our behalf.

ENERGY SAVINGS – AND MAYBE A REBATE, TOO

Do some good for energy conservation, and do some good for your bank account. If you're in the market for a new appliance, windows or a central air conditioning unit, you could get a check. LG&E's Home Energy Rebates Program offers rebates ranging from \$50 to \$750 for qualifying ENERGY STAR® certified appliances, HVAC systems, high-efficiency replacement windows and window film. You can find eligible product models and other details on our website at lge-ku.com/rebate.

Once you've purchased a product, you can begin the rebate

application through your online LG&E account or by calling 800-356-5467. You will receive an application and a postage-paid envelope in the mail. Complete and sign the application, provide the required proof-of-purchase information and mail it all back in the postage-paid envelope. Your check will arrive in six to eight weeks.



HERE COMES THE HEAT: KEEP YOUR COOL AND YOUR CASH

Ah, the good ole summertime when the challenge is to stay cool without driving your energy bill through the roof. Here are a few helpful suggestions:

- **Keep cool without air conditioning** – using circulating fans near open windows at night helps rid the house of daytime heat. Ceiling fans help you feel a little cooler by moving air across your skin, but they don't lower the actual room temperature. Be sure to turn ceiling fans off when you leave a room.

- **Keep cool with air conditioning** – install a programmable thermostat. Make sure it's programmed to automatically turn back the cooling when you are not home and when you are sleeping.



- **Set the thermostat at 78 degrees Fahrenheit, or higher if you use ceiling fans** – you can save 3% to 5% on air conditioning costs for each degree you raise the thermostat in the summer.
- **Keep filters clean** – check air conditioner filters monthly, or as recommended by the manufacturer. Clean or replace them as needed.
- **Buy an ENERGY STAR® air conditioner** – replacing a 10-year-old window air conditioner with an ENERGY STAR model can cut energy costs. Have an air conditioning technician or energy auditor determine which unit is the right size for your space, especially if you are replacing a central air conditioning unit.

And lastly, try our Online Home Energy Analysis and sign up for Demand Conservation. In just 10 minutes, our online tool can help you learn where your energy is going. With Demand Conservation, you can earn summer energy bill credits from June through September. Get started at lge-ku.com/savingenergy.

SALUTE: RECOGNIZING OUR MILITARY VETERANS



We're fortunate to have many military veterans within the LG&E workforce. We thank them for their past service to the country and for the service they are providing today to our customers. One of those veterans is **Jesse Shackelford**, Supervisor, Information Technology Infrastructure Technologies. He served for more than nine years in the Marine Corps and has been a

full-time LG&E employee since 1998.

What is your role/primary responsibility at LG&E?

I am primarily responsible for Information Technology Operations specifically related to our Storage Area Network, Backup Infrastructure, Mobile Device Management Infrastructure and

Virtual Desktop/Application Infrastructure, as well as Capacity Planning, Performance Monitoring and Operations Automation.

How has your military experience benefitted you in the work you do?

The Marine Corps taught me values such as honor, courage and commitment, as well as leadership traits and principles that continue to benefit me to this day in both my work and personal life. The Marine Corps also provided me with the knowledge and technology-related skills needed to earn employment with LG&E and to be successful in my job.

What gives you the most satisfaction in your job?

The people I work with and the opportunities I have been given to broaden my experience and knowledge have given me the most satisfaction. I also take great satisfaction when employees on my team and employees on other teams work successfully together to accomplish their goals.

LG&E Contact Information



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Visit our website:
lge-ku.com



LG&E POWER SOURCE

LIFE IS CRAZY BUSY: WE CAN HELP



When it comes to being committed to our customers, LG&E's goal is to always provide the very best service possible. We want to create the best customer experience – whether you have questions about your bill, are chatting with one of our technicians or linemen, or are calling to report a power outage.

Customer satisfaction matters, and, while we work hard at it every day, we like to take this time – October is Customer Commitment Month – to emphasize our focus on helping you simplify your life and to highlight some of our services that do just that.

Technology has brought many changes for all of us, and we're using it to make it a whole lot easier to manage your bill and keep you informed. If you are on the go, you can take care of your payment with **online bill pay** by signing into your account (you can easily create one at my.lge-ku.com) and using the secure payment method that allows you to pay online with an electronic check, credit card or debit card. If you prefer to pay by phone, use our 24-hour automated bill payment system. Call 502-589-1444 (outside Louisville 800-331-7370) and press 1-2-3 to make your payment using an electronic check, credit card or debit card.

To make bill paying even easier, sign up for **Auto Pay** to take care of your monthly bill, and your payment will be deducted automatically from your

bank account. Just register through your online account. And with our **billing notifications**, we'll send you a text, email and/or phone message to remind you when your bill is due. You may want to consider going paperless: with paperless billing we will send you an email each month that includes a brief summary of your bill – current amount due and payment due date – and a link to your bill so that you can view it.

Once you sign in, you can view your current and previous bills and pay your bill safely and securely with electronic checking, ATM/debit card, credit card or check card.

Please note: There is a \$2.25 processing fee for payments made using the online card or pay-by-phone options. There is NO fee for the electronic check or Auto Pay options.

Stepping away from payment and billing options, we're excited about our **outage texting** service. It allows you to simply send us a text when there is a power outage and to check on the status of that outage. You'll even receive a text message when your power is restored. Visit lge-ku.com/text to get details on how to sign up.

These are just a few examples of how we are demonstrating our commitment to you and to doing what we can to help simplify your life. To read about others, visit our website at lge-ku.com.



KEEP SAFETY IN MIND WHILE DOING FALL CHORES

It's fall, and that means wrapping up those outdoor chores before turning your attention to the indoors as winter approaches. Cleaning out the gutters is one of the most common fall chores. Just remember if you're carrying a ladder, keep it parallel to the ground and look up before you stand it up or raise it to make sure you do not come into contact with any power lines.

If you're doing a little late fall planting, don't forget to call before you dig. You can avoid possible big trouble or even a



serious injury by calling 811 to make sure there are no underground utility lines where you want to dig.

Also, make sure that dry leaves are cleared away from outdoor lighting, outlets and power cords. That'll help prevent the possibility of a fire.

And finally, if you smell natural gas while working outdoors around your home, get everyone out of the house and then go to a neighbor's house to call LG&E at 502-589-1444 (outside Louisville 800-331-7370).

THESE VAMPIRES ARE AFTER ENERGY, NOT BLOOD

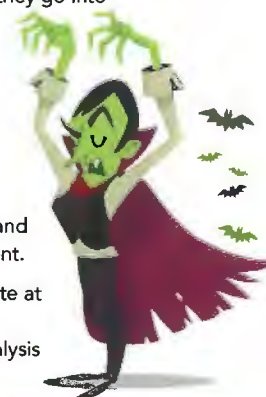
No fangs. No capes. No Count Dracula. But these vampires are evil just the same. We're talking about energy vampires, those devices that suck small amounts of energy even when they are turned off. TVs, DVD players, video game consoles and kitchen appliances all fit the bill, with the average home having 40 such devices. What can you do to avoid this trick and give yourself an energy- and cost-saving treat? Try these tips:

- Unplug – pulling the plug on appliances and devices deprives the vampires their source of energy.
- Unplug, Part 2 – don't keep chargers plugged in when not in use (cellphone, camera, battery, etc.).
- Get a smart power strip – it will cut supply to energy vampire sources while providing power to devices, such as DVRs, that require regular digital system updates.

- Save computer energy – enable the Energy Star power management feature on your home computer and monitor, so they go into energy-saving mode – not sleep mode – when not in use.

Besides defeating energy vampires, here are a few more tips to help ward off other energy goblins:

- Turn off unneeded lights – your bulbs will last longer, and you'll save on your energy bill.
- Use CFLs and LEDs – compact fluorescent lights and LED lights last longer and are more energy-efficient.
- Perform a Home Energy Analysis – visit our website at lge-ku.com and click on the **Saving Energy and Money** tab to learn how to perform an online analysis or schedule an on-site visit.



WE KNOW YOU CARE, SO BE **ENERGY AWARE**



October marks the 25th annual National Energy Awareness Month, which was created to encourage government and other organizations to emphasize and promote the importance of managing and sustaining the country's vital energy

resources. By using energy wisely and more efficiently, we can all do our part to contribute to the nation's prosperity and security. Here are some ideas to help waste less energy, improve efficiency and save some green:

- Get a Home Energy Analysis – find out where you might be losing energy and what improvements to make. You can

schedule an on-site analysis by calling us at [800-356-5467](tel:800-356-5467) or opt for an online version by visiting our website at lge-ku.com.

- Make sure your furnace filter is clean – dirty ones make your system work harder, and that takes more energy.
- Seal around windows and doors – eliminating air leaks is a great way to reduce energy loss.

And as an LG&E customer, if you have an older-model refrigerator or freezer, you can improve energy efficiency by replacing it with a newer model. Thanks to our Fridge and Freezer Recycling program, we'll haul your old one away (as long as it's full size, still in working condition and easily accessible) and give you \$50. Visit our website and click on "Saving Energy & Money" to learn more.

PLANT FOR THE PLANET PROGRAM: **BEST SHADY DEAL EVER**

The benefits of trees cannot be overstated. Not only are they beautiful to look at, but they provide numerous contributions to the environment, from absorbing carbon dioxide and giving off oxygen to shading your home in the summer and creating a



windbreak in the winter, both of which help to lower your energy bill. Trees reduce pollution, block noise and serve as homes for birds and other animals. So, you get the idea – life would be a lot less pleasant without trees.

That's why our Plant for the Planet program exists – to continue to encourage nonprofit organizations and local governments to keep up – and even expand – their tree-planting operations. Each year we dedicate \$75,000 to the program, which offers one-year matching grants ranging from \$500 to \$5,000. Applications for the Plant for the Planet grant program will be accepted from Monday, November 2 through Tuesday, December 1 and are available at our website at lge-ku.com/environment/plant-planet-contact-form.

THE FEAST IS ON, SO WE'RE OFF

It's hard to believe that Thanksgiving is just around the corner. We're taking this opportunity to let you know LG&E's customer service center and call center will be closed Thursday, November 26 and Friday, November 27 in observance of the holiday.

However, rest assured that employees are on the job making sure you have power (gotta watch some football and get the turkey on the table, right?). As always, our technicians are available to make repairs if your electricity does go out.

Here's wishing you and your family a wonderful Thanksgiving!



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**HELPING YOU AT HOME
AND IN THE COMMUNITY**



a PPL company

LG&E offers programs and services to enhance our community and the lives of its residents.

Energy Efficiency programs

- WeCare Program
- Home Energy Analysis
- Fridge and Freezer Recycling

Partnership resources

- Community Winterhelp heating assistance
- Project Warm services and workshops
- Community Action Kentucky agencies

Ways to manage your bill

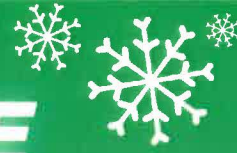
- Budget payment plan
- Auto pay
- Paperless billing

Your community partner

- **Supporting Education**
 - **Schools:** Contributing learning tools to area schools like Cane Run Elementary
 - **Libraries:** Partnering to grow and sustain educational resources by supporting projects like the new Southwest Regional Library
- **Enhancing the Environment**
 - **Tree planting efforts:** Annual participation in the Arbor Day Festival
 - **Plant for the Planet grant program:** Funds the planting of thousands of trees each year
- **Community Collaboration**
 - **Empowering residents:** Collaboration with area community ministries and agencies
 - **Economic development:** Support of area celebrations including the Southwest Festival

Visit lge-ku.com/helpingyou
for more information
or call 502-589-1444.





SNOW, ICE AND WIND: DON'T BE CAUGHT UNPREPARED



Winter's cold can be harsh enough, but it's smart to be prepared for the inevitable snow or ice storm. January is Winter Storm Preparation Month. So, with that in mind, here's a handy checklist to keep and follow if Mother Nature dishes out her worst:

- Have an emergency kit ready – at a minimum it should include a battery-powered radio, flashlights, extra batteries, first-aid items and over-the-counter and prescription medicines. Other suggestions for an emergency kit can be found at ready.gov.
- Stay away from downed power lines and keep others away, too – ice and snow accumulate on tree branches and can cause them to break and fall into power lines. Fallen wires are still live and very

dangerous. Report them to us at 502-589-1444 (call 800-331-7370 outside Louisville), or, if it's an emergency situation, dial 911.

- Ensure safe use of generators – they can provide power in the event of an outage, but make sure you know how to use them safely. To avoid ventilation issues, never use portable generators indoors. And never refuel a generator while it's running.
- Text an outage report to us – add 4LGEKU (454358) to your contacts. Now you're ready. If your power goes out, just text OUTAGE. Text STATUS to receive outage updates.

We hope Mother Nature will be kind this winter, but make sure you are ready for the storm if she is not.



Go to lge-ku.com to:

- Find out more about our renewable energy projects
- Sign up for convenient bill payment reminders
- Learn about possible college student internships

LET'S PARTNER TO HELP NEIGHBORS KEEP THE COLD AT BAY

During this cold time of year, we especially remember those in our community with financial difficulties who struggle to keep their homes warm. LG&E supports Community Winterhelp, a nonprofit organization that administers funds to area community agencies to help those in need of heating assistance. Make a donation to Winterhelp, and LG&E will match it dollar-for-dollar so more of



our neighbors can stay warm this winter. You can make a donation by making a monthly contribution when you pay your bill. Or, if you prefer, you can send a one-time donation (check or money order) directly to LG&E. For more details, visit lge-ku.com or call 502-589-1444 (call 800-331-7370 outside Louisville).

TASTY AND THRIFTY: WINTERTIME IS SLOW COOKER TIME

Winter provides the perfect opportunity to prepare some delicious comfort food and do so while using less energy. "How's that?" you ask. Plug in the slow cooker and grab your chef hat. By giving your stove or oven an occasional break when cooking small or medium-sized meals, you'll realize some savings. Whether it's a meatloaf, a roast or the perfect cold-weather soup, slow-cooking will please your stomach as well as your wallet. And other cooking methods can work just as well, including toaster ovens, microwaves and even outdoor grills on those days when it's not too cold.

Visit our website at lge-ku.com for other ways to save energy without sacrificing comfort during the cold winter months.



ENJOY YOUR HOT WATER, JUST NOT TOO HOT



We rely on hot water on a daily basis for such things as washing our hands and doing the dishes. And, boy, doesn't a hot shower or bath feel good on a cold winter's day? But if you're not careful, it's easy to overdo hot water, which could lead to a scalding accident. Avoid the pain by remembering these simple tips:

- Be sure faucets are correctly labeled COLD and HOT.
- Always turn cold water on before hot, and turn hot water off before cold.

- Check the temperature on your water heater, and make sure it does not exceed 120 degrees Fahrenheit. A temperature just five degrees higher (125 degrees) can scald a child in just two to three seconds.
- To help protect against scalding, install an antiscald device on faucets and showerheads. It will keep the water temperature from going above 120 degrees.

In addition to addressing safety concerns, you'll save energy and reduce the water-heating portion of your utility bill when you follow these tips. On average, for every 10 degrees you lower the water temperature, you'll save four percent on your bill.

FOR VALENTINE'S DAY, A GIFT FROM THE HEART

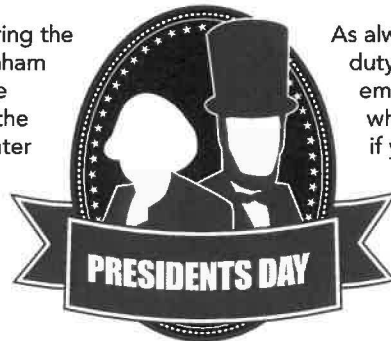


It's time to get sentimental. We often give a hug to those we love, right? Well, with Valentine's Day soon upon us, consider a different kind of HUG, as in a Home Utility Gift certificate, for some of the people on your Valentine's Day gift list.

To give a HUG, just choose an amount of at least \$25. Buy your HUG, and we'll deduct the amount from the recipient's next utility bill. You'll receive a gift certificate so you can give the HUG to the person or organization you choose. Senior citizens, newlyweds, nonprofit organizations and college students who live off campus are among those who really appreciate HUGs. So skip the box of chocolates and send a HUG instead. To learn how to make a purchase, go to lge-ku.com and type "HUG" in the search box, or give us a call at 502-589-1444 (call 800-331-7370 outside Louisville).

A FRIENDLY REMINDER: SOME OFFICES ARE CLOSED ON PRESIDENTS DAY FOR TRAINING TO SERVE YOU BETTER

Presidents Day – the federal holiday honoring the birthdays of George Washington and Abraham Lincoln – is just around the corner, so we're sharing this quick note as a reminder that the LG&E customer service center and call center will be closed Monday, February 15. On that day, our representatives will undergo additional training to help ensure they continue to provide the best customer service possible.



As always, our technicians and other employees will be on duty should you experience a power outage or other emergency. And although your bill is never due on a day when our centers are closed, you may pay it on that day if you choose. Simply sign in to your online account or create one at my.lge-ku.com to view your bill and make a payment. You can find other bill-paying options on our website at lge-ku.com.

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Cheryl.Williams@lge-ku.com

Visit our website:
lge-ku.com





TAKE A FEW MINUTES FOR SAFETY'S SAKE

**SAFETY
FIRST!**



June is National Safety Month. So, here are a few simple things to make note of around your home to help ensure the safety of you and your family:

- Test the Ground Fault Circuit Interrupters (GFCI) and Arc Fault Circuit Interrupters (AFCI) on electrical outlets. Pressing "test" should cut off power to the outlet. Press "reset" to restore power.
- Make sure your smoke detectors and carbon monoxide detectors are working. Replace batteries as necessary.
- Check appliance wires and cords for damage. Reduce the risk

of fire by replacing any that are frayed.

- Check furnace/air conditioner filters. If they are dirty, clean them or replace with new ones.
- Avoid leaving engines running in attached garages. This includes not only cars, but also other things with internal combustion engines, such as lawn mowers.
- Avoid overloading outlets with too many appliance plugs.

Safety is a core value at LG&E. We want to do what we can to promote good safety habits and reduce the likelihood of accidents. Check out the National Safety Council's website at nsc.org for more safety tips.



THERE'S MORE

Go to lge-ku.com to:

- Find out how to start or stop service
- Sign up for paperless billing and bill reminders
- Enroll in Demand Conservation to receive summer energy bill credits

WHEN IT COMES TO WASTING ENERGY, YOUR WASHING MACHINE CAN BE AGITATING

When your clothes are in the washer getting a good soaking, your bank account doesn't need to take a soaking, too. These tips will cut down on laundry energy use and let you keep more of your hard-earned money:

- Wash clothes in cold water whenever you can. 90 percent of the energy used by washing machines goes to heating water.
- Reduce the temperature on your water heater to save energy when you do have to wash in hot or warm water.
- Wash full loads. Whether you fill up the machine or wash a single item, older machines use about the same amount of water.

- If your machine has one, use the suds-saving feature for lightly soiled clothes. You can reuse the wash water when you follow with a second load.

If you're in the market for a new washing machine, buy an ENERGY STAR® certified model. This type of washing machine uses about half the water and electricity of older models, plus you can apply for a \$75 rebate through our Home Energy Rebates Program. Visit lge-ku.com/rebate to learn more.



YOU MIGHT BE SURPRISED WHAT YOU FIND WHEN YOU GIVE YOUR HOUSE AN ENERGY CHECKUP



You may already be doing a number of things to make your home more energy efficient, but it's a near certainty there are even more steps you can take to reduce your energy usage – and,

therefore, the amount you spend on energy. The first step is to determine which parts of your home use the most energy. And the quickest and easiest way to do that is to use our Online Home Energy Analysis. In just a few minutes you'll learn how to save energy and money.

To get started, go to lge-ku.com/analysis and then follow the instructions. The Online Home Energy Analysis is available for customers who have at least one year of active service in their current home.

Sign up for My Notifications and receive timely reminders about the due date of your bill by text, email and/or phone.

Visit my.lge-ku.com for more information.

“OUR ENERGY MATTERS” SERIES PROFILES PROJECTS THAT ENHANCE SERVICE, RELIABILITY AND OUR ENVIRONMENTAL COMMITMENT

Providing safe, reliable, low-cost energy for all our customers is part of how our energies go to serving you. We are constantly striving to make sure we deliver on that promise. And one way we do so is by making investments in our infrastructure. Last year’s opening of Kentucky’s first natural gas combined-cycle unit at the Cane Run plant and our efforts to upgrade our natural gas system are two examples of our ongoing investments.

We invite you to visit our website at lge-ku.com/investments

to check out new videos – titled “Our Energy Matters” – highlighting investments we are making and the employees who are working on them to ensure we meet the energy demands of the future. From infrastructure improvements supporting continued environmental compliance to major projects that further enhance safety and reliability for our customers, our employees are dedicated to keeping the lights on and the natural gas flowing – now and for generations to come.

GREEN ENERGY: AN EMPOWERING CHOICE



Every time you flip a switch, brew a pot of coffee or adjust your thermostat, electricity is drawn from the “grid.” This grid is made up of electricity created from a variety of fuel sources, including coal, natural gas and renewables like wind, solar and hydroelectric. While the majority of electricity generated in Kentucky comes from fossil fuel sources, there

is a way to directly influence renewable energy in our region. It’s called the Green Energy program, and here’s how it works.

For \$5 a month, you can directly support the growth and long-term viability of regional renewable energy operators and the broader renewable energy industry. The Green Energy program will use your monetary contribution to purchase

Renewable Energy Certificates (RECs) on your behalf. One REC represents the property rights to the environmental, social and other nonpower benefits of 1,000 kilowatt hours (kWh) of renewable electricity. The Green Energy program provides an easy way for you to obtain RECs and their associated benefits, as well as show your support for renewable generators and the industry.

Renewable energy has significant up-front costs, and voluntary purchases of Renewable Energy Certificates play an essential role in helping operators recover these costs more quickly, encouraging reinvestment in the renewable energy economy.

The program is completely self-funded, wherein every dollar you contribute goes directly toward purchasing RECs or promoting the program. We work hard to get the most value out of your contributions, and 2015 was no exception. On average, every \$5 contributed purchased 1.8 RECs. So what are you waiting for? Call us or visit our website at lge-ku.com/green today to learn more.

WHETHER YOU’RE HOME OR AWAY, IT’S STILL EASY TO PAY

If you’re planning to be on the go this summer, you can easily pay your LG&E bill without worry while you are away. Just use one of the options below to help simplify your life:

- Auto Pay – your monthly payment will be automatically deducted from your bank account on the payment due date. You will continue to receive a monthly billing statement with ample time to verify the information and record the amount and date of the automatic withdrawal. Simply sign in to your online account – or easily create one – at my.lge-ku.com or call us at 502-589-1444 (call 800-331-7370 outside Louisville).
- Online payment – through your account at my.lge-ku.com you can easily and securely pay with an electronic check, credit card or debit card. And, remember, we’re completely mobile, so you can access our website and your account on

any of your mobile devices.

- Pay by phone – our automated bill payment system is available 24 hours a day. Call us and press 1-2-3 to make a payment with an electronic check, credit card or debit card.

NOTE: To avoid the online payment processing fee, select the “electronic check” option. All other online and pay-by-phone options are subject to a fee charged by the third-party vendor that processes those payments for us.



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A PIPELINE TO SAFETY: KNOW HOW TO DETECT A NATURAL GAS LEAK



Your safety and that of your family is paramount to us at LG&E.

That's why we want to make sure you are aware of the signs of a possible natural gas leak.

Though such leaks are very rare, they can occur, so it's best to be informed and prepared. You can detect a possible leak through sight, sound or smell:

- Blowing dust, bubbling water and discolored plants may indicate a leak in your pipeline.
- Exterior hissing or whistling sounds also suggest a possible leak.

- A rotten egg or sulfur odor can

tell you there is a leak. If the odor is faint, open doors and windows for ventilation. If it's strong, get out of the house as quickly as possible.

If you detect a leak, or even suspect one:

- DO NOT use a phone (landline or cell).
- DO NOT touch any electrical switches (including light switches) or anything that could cause a spark.
- DO NOT start a car.
- Go to a neighbor's house and call LG&E at 502-589-1444 (call 800-331-7370 outside Louisville).
- Call police to inform them of the situation.

Natural gas is an extremely safe and reliable source of energy. We work as hard as possible to make sure it stays that way for the more than 320,000 customers who rely on it. You can learn more about natural gas pipeline safety by reading the insert that came with your bill or by visiting our website at lge-ku.com.



Go to lge-ku.com to:

- Learn more ways to save energy and money
- Read about the importance of calling before you dig
- Find out how to get billing notification by text, email or phone

THUNDER, LIGHTNING, WIND AND RAIN: BE READY



The coming of spring means an increased likelihood of severe storms and tornadoes. March is Severe Weather Preparedness Month, so now is a good time to prepare an emergency kit to keep on hand if a storm leaves you in the dark for an extended period of time.

Some things you'll need include:

- Nonperishable food
- Water
- A battery-operated radio
- Flashlights
- Extra batteries
- First-aid kit (including prescription medications)

Also, don't forget to take these steps to be prepared if a storm is in the forecast:

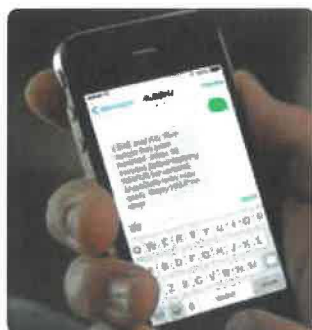
- Keep your cellphone charged.
- Fill your car's gas tank.
- Turn off all appliances (but leave a light switch on so you'll know when power is restored).

Never go near a fallen wire or power line. Always assume it's live and call us right away at 502-589-1444 (call 800-331-7370 outside Louisville).

Visit our website at lge-ku.com to see our outage map, report a problem and get more storm preparation tips.

TEXT US TO TELL US WHEN THE POWER GOES OUT

The inevitable spring storms mean potential downed power lines and loss of power. One of the easiest ways to let us know your electricity is out is right in your hand – just use your cellphone to send us a text. Set your phone up today for outage texting. It's fast and simple:



- Sign in to your online account and enter your current mobile number under My Profile/Contact Information. If you do not have an online account, create one at my.lge-ku.com.
- Once your mobile number is entered, add us to your contacts using the number 454358.

Now you're ready to report a power outage. Simply text OUTAGE to 4LGEKU (454358) and text STATUS for updates. Don't forget you can also visit our website at lge-ku.com to see our outage map, which provides information about outages in our service area by county and ZIP code.

WE'RE NOT JUST **BLOWING** HOT AIR: CLEAN YOUR DRYER FILTER FOR ENERGY SAVINGS

Don't laugh. If lint builds up on the lint filter in your dryer between loads, the machine is forced to work a little bit harder to do its job, increasing energy usage and cost. The simple solution is to remember to clean the filter after each load to improve air circulation.

Here are some other tips for making sure you get the most energy efficiency out of your dryer:

- Give the dryer a vacation – hang clothes outside to air-dry when the weather allows or inside when it doesn't.
- Once you get started, keep going – dry several loads back to back.

- Don't ask too much of the dryer – don't try to dry too many items in a single load. In other words, don't overload it.
- Don't ask too little of the dryer – dry full loads whenever possible. The same amount of energy is used for full loads as for loads of just a few items.



KEEP THE **OUTSIDE AIR** IN ITS PLACE

Simply put, air leakage means unwanted outside air entering your home through cracks or openings. And that can cause cash leakage in the form of higher utility bills. So, finding those leaks and plugging them up is good for your comfort as well as your bank account.

If you haven't done so in a while, now is a good time to look for places where air may be entering your home. Windows and doors often take a pretty good beating during the worst of winter. A good place to begin your inspection is the caulking around your doors and windows. It should be soft, without cracks. To test for leaks, try lighting a candle and holding it next to the doors and windows. Smoke drifting is a sign air is intruding from the outside.



There are several ways to seal leaks, from caulk and spray foam to weather stripping and door sweeps. A little time and elbow grease can help ensure that you "air" on the side of savings and comfort.

YOUR PATH TO INFORMATION – THE *FAST* PATH, THAT IS

At LG&E, we're all about making sure you have quick and easy access to the information you need, when you need it and how you want it – 24 hours a day, seven days a week. Speed Dial provides a fast-path option that allows you to obtain account information – such as the amount due and your payment due date – and quickly make a payment by phone if you want to do so. Just give us a call at 502-589-1444 (call 800-331-7370 outside Louisville) and then enter a few numbers per the menu below to get the service you want when you want it.

Speed Dial

- 1-2-1 – learn account balance or payment due date

- 1-2-2 – make payment arrangements
- 1-2-3 – make a payment by phone
- 1-2-4 – find payment options, discover locations where you can pay your bill or request a copy of your current bill
- 1-1-2 – report a power outage or other hazardous condition

If you prefer to speak to a person, enter 1-3 to be connected to the next available representative. Representatives are available Monday–Friday from 7 a.m.–7 p.m. Business customers should enter 2-3 to speak to a representative. Business Service Center specialists are available Monday–Friday from 8 a.m.–6 p.m.

LG&E Contact Information



By Phone

502-589-1444
(Call 800-331-7370 outside Louisville)
Monday–Friday
7 a.m.–7 p.m. (Eastern Time)

Self-Service by touch-tone phone or web:

Anytime day or night

For Hearing- or Speech-Impaired
Dial 711

Business Service Center

502-627-3313
(Call 800-331-7370 outside Louisville)
Monday–Friday
8 a.m.–6 p.m. (Eastern Time)

In-Person

Customer Service Walk-In Center
701 South Ninth Street
Monday–Friday
8 a.m.–5 p.m. (Eastern Time)

Kentucky 811–Locate Service Dial 811

Editor

Cheryl.Williams@lge-ku.com

Visit our website:

lge-ku.com





POWER SOURCE



OCTOBER 2016

YOU ARE THE REASON WE DO WHAT WE DO

At LG&E we go to work every day with you – the customer – in mind. Customer service is *never* taken lightly; it is something we take great pride in. That's why we have services and programs that help simplify your life and ensure quick and easy access to information you need and want.



Go to lge-ku.com to:

- Read about the importance of calling before you dig
- Find out how to start or stop service
- Learn about WeCare, a program helping low-income customers create energy savings through an on-site energy analysis

- **My Notifications** – Receive timely reminders about your monthly bill by text, email, voice call or all three. You choose when you'd like to be notified – when your bill is available, five days before its due date and/or one day past its due date.
- **Auto Pay** – Have your payment conveniently deducted from your bank account on its due date. More than 100,000 customers take part in this program, which saves time and money. You'll still receive a monthly billing statement in plenty of time to verify the information on your statement and record the amount and date of the automatic withdrawal.

- **Paperless Billing** – Receive an email each month instead of a traditional paper bill. The email includes a summary of your LG&E bill (amount due and payment due date) along with a link that allows you to safely and securely view your bill – the same bill you would normally receive in the mail. And, combine going paperless with My Notifications to receive convenient bill reminders to make doing business with us even easier.
- **Outage Texting** – Text OUTAGE to 4LGEEKU (454358) to report a power outage. You can text STATUS to receive an update about the outage. Once power is back on, you'll receive a text confirming service has been restored.

You can sign up for services and programs through your online account – or quickly create one – by visiting my.lge-ku.com or calling 502-589-1444. (Call 800-331-7370 outside Louisville.) And don't forget to visit lge-ku.com/investments to check out the investments we are making to enhance the service we provide to you today and will provide in the future.

TEN EASY WAYS TO CUT COSTS, ENERGY USE FOR \$10 OR LESS

We can all agree we like to save money. Before temperatures plummet, here are 10 simple, low- and no-cost ways to better manage your monthly energy use heading into the winter months.

1. Caulk around leaky windows and weather strip door frames to keep out drafts
2. Vacuum your refrigerator coils
3. Install a flow restrictor in your showerhead
4. Replace your furnace/air conditioner filter every 30 days or as recommended by the manufacturer
5. Unplug chargers, small appliances (e.g., electric can opener, toaster oven) and electronic games when not in use
6. Cook using your crockpot, grill, microwave or toaster oven – rather than your conventional oven
7. Turn lights and fans off in unoccupied rooms
8. Use LED bulbs
9. Set your water heater to 120 degrees
10. Adjust your thermostat down a few degrees in colder months



ADVANCED THINKING: MORE DETAILED INFO COULD MEAN MORE SAVINGS

Would you like to get access to more detail on your energy usage? If so, sign up today for LG&E's Advanced Meter Service, a voluntary service available at no additional cost to residential and small business customers.

Most meters record a running total of energy used. But an advanced meter can record energy usage data in 15-, 30- or 60-minute increments. Generally, once a day the meter will communicate this information to LG&E's data network system.



With an advanced meter, you are able to view usage information by logging in to a secure online energy usage portal. Electricity usage data is available within two business days, providing a closer look at when you are using energy. Armed with this information, you will have a better understanding of electricity usage in your home or business, giving you more opportunity to improve energy efficiency.

Sign in to your online account – or create one – at my.lge-ku.com to sign up to receive an advanced meter.

Sign up for My Notifications and receive timely reminders about the due date of your bill by text, email and/or phone. Visit my.lge-ku.com for more information.

LEAVE A LEGACY WITH THE PLANT FOR THE PLANET PROGRAM

There's no doubting the benefits of trees: giving off oxygen, removing carbon dioxide, providing shade, giving a place for birds and other animals to call home and providing a wind buffer in the winter. Plus, they're just pleasant to look at. Who doesn't love to see a tree in bloom in the spring after a cold, harsh winter? And fall colors entice people to drive for miles just to enjoy the beauty.

Because trees are so important to our environment and our lives, our Plant for the Planet program encourages nonprofit organizations and local governments to plant trees for the benefit of the whole community. Each year, we dedicate \$75,000 to the program, which offers yearly matching grants from \$500 to \$5,000. Applications for the next program will be accepted Tuesday, November 1 through Thursday, December 1. Visit lge-ku.com and search "plant for the planet" to learn more.



WITH THE COLD COMING, IT'S TIME TO THINK ABOUT KEEPING WARM EFFICIENTLY

For the most part, we can all agree energy is vital to our daily life. From transportation to security to entertainment, there is hardly a single aspect of our culture that energy does not touch. October is National Energy Awareness Month, a time to focus on energy's importance and the need to be as energy efficient as possible. With the cold winter months heading our way, energy efficiency becomes that much more meaningful. You want to keep the cold air out and the warm air in, right? To do so, you should:

- Install door sweeps or thresholds at bottom of exterior doors
- Make sure your fireplace is thoroughly checked out and clean before using it

- Use vent covers to seal off air conditioning ducts
- Consider contacting a certified professional to give your HVAC system a tune-up

And to keep warm in the winter without overusing the furnace:

- Open drapes, blinds and curtains during the day to let the sunlight in
- Wear socks and sweaters
- Add a few blankets to the bed



Visit lge-ku.com to see more cold-weather tips.

HERE COME THE HOLIDAYS... A REMINDER THAT WE ARE CLOSED AT THANKSGIVING



Believe it or not, the holidays are nearly upon us. On that note, this is a reminder that LG&E's Customer Service offices and call centers will be closed Thursday, November 24 and Friday, November 25 in observance of Thanksgiving.

As always, we'll have plenty of employees working those days to make sure you have all the power you need for your holiday festivities. And if anything does go wrong, our technicians will be at the ready to make sure any necessary repairs are made as quickly as possible.

Happy Thanksgiving to you and your family!

LG&E Contact Information



By Phone

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Kentucky 811- Locate Service

Dial 811

Editor

Cheryl.Williams@lge-ku.com

Visit our website:

lge-ku.com



New Directions Housing Corporation (NDHC): 502-589-2272

New Directions Housing Corporation coordinates a program called Repair Affair, which mobilize resources and volunteers to make minor repairs on homes owned by low-income homeowners who are elderly or disabled.

Louisville Metro Office of Housing & Community Development Weatherization Assistance Program Intake Line: 502-574-5850

Financial assistance is available to low-income residents of Louisville Metro to make energy conservation improvements to their homes whether they rent or own. Eligibility is based on Federal Poverty Guidelines and determined at the time of application.

Say hello to your new energy bill.

BILLING PERIOD AT-A-GLANCE

Year	Month	Electric (kWh)	Gas (cu ft)
2018	MAR	4.20	3.24
2018	APR	4.20	3.24
2018	MAY	4.20	3.24
2018	JUN	4.20	3.24
2018	JUL	4.20	3.24
2018	AUG	4.20	3.24
2018	SEP	4.20	3.24
2018	OCT	4.20	3.24
2018	NOV	4.20	3.24
2018	DEC	4.20	3.24
2018	JAN	4.20	3.24
2018	FEB	4.20	3.24
2018	MAR	4.20	3.24

TAXES & FEES

BILLING SUMMARY

Previous Balance	\$0.00
Payments Received	\$0.00
Balance as of 3/1/18	\$1.76
Current Electric Charges	\$27.75
Current Gas Charges	\$5.25
Current Taxes and Fees	\$104.24
Total Current Charges as of 3/1/18	\$138.24
Total Amount Due	\$140.00

CURRENT USAGE

Category	Reading	Usage
Electric (kWh)	7050	7050
Gas (cu ft)	4881	4881

CURRENT CHARGES

Basic Service Charge	\$0.75
Energy Charge	\$4.44
Electric DSA	\$27.75
Gas DSA	\$5.25
Environmental Charge	\$0.00
Home Energy Assistance Fund Charge	\$0.00
Total Charges	\$38.19

Amount Due by 4/1/18: \$184.26

Helping you manage your utility costs

Your new and improved LG&E bill is presented in a reader-friendly manner with charts and messages designed to give you more information so you can better manage your energy usage. Visit lg-ku.com/mynewbill to learn more.

Improving energy efficiency in your home with resources to assist with paying your utility bills.

Brought to you by the Metropolitan Housing Coalition and LG&E.

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When you need assistance — paying your bill or making your home more energy efficient — you should not have the additional worry of where to go to ask for help.

This step-by-step guide is designed to help you find the assistance you need when you need it most.

Step 1 Call LG&E

If you're faced with an LG&E bill you think you won't be able to handle, please contact us as soon as possible at **502-589-1444** (outside Louisville **800-331-7370**). Our customer care representatives are available Monday through Friday from 7 a.m. to 7 p.m., and they can usually work out a solution that will allow you to keep essential service.

Step 2 Agency Referral

The following organizations can help direct you to area resources that can assist you.

- **Louisville Metro Community Services: 502-574-8000**

Assesses eligibility for emergency assistance and refers eligible persons/families to the appropriate Neighborhood Place. Also provides referrals to other emergency and social programs.

- **Metro United Way (MUW): Dial 211 or 877-566-4968**

Offers general information and referrals 24 hours a day, seven days a week.

Call the referral numbers to find out about seasonal programs that may be available to assist you.

Step 3 Utility Bill Assistance Programs

The following programs in the community can assist income-eligible customers who need help paying their utility bills during times of need.

- **Low Income Home Energy Assistance Program (LIHEAP): 502-574-1157**

LIHEAP is a federally funded program to assist low-income households facing heating crisis by offering seasonal financial assistance to prevent disconnection of utility service.

- **Subsidy funding** is available November and December by using an appointment-based system.
- **Crisis assistance** is available January through March (or until funds run out) for people facing disconnection of utilities; co-payment may be required for those who apply.

- **Financial Assistance Program: 311 or 502-574-5000**

Financial Assistance, a program of Louisville Metro Department of Community services, is designed to assist households that meet income and crisis criteria as

defined in the policy. Assistance is provided in the basic areas of shelter and utilities to stabilize housing.

- **Community Winterhelp**

Community Winterhelp is a nonprofit organization made up of agencies that provide emergency heating assistance from January to April for low-income households in crisis that are without heat or are in immediate danger of being without heat. Customers' donations to the program are matched by LG&E year-round so more money is available for heating assistance. Persons seeking Winterhelp financial assistance may contact the Community Ministries in their area by visiting louisvilleministries.org/members.php or by calling Metro United Way at 211 or 877-566-4968.

- **All Seasons Assurance Plan (ASAP) — asapky.org**

ASAP is an invitation-only, year-long utility assistance program that provides monthly utility benefits for low and fixed-income households to ease the burden of high energy costs. Administered by the Affordable Energy Corporation, those interested must sign up during LIHEAP Subsidy to be considered for an invitation. Please visit asapky.org for details and how to qualify.

- **Community Ministries**

There are area ministries in Louisville that serve residents in every local zip code. Each ministry offers some form of emergency financial assistance, such as

help with rent, water bills, and gas and electric bills.

Visit louisvilleministries.org for a map and contact information for each ministry.

Step 4 Energy Efficiency Programs and Services

The following nonprofit programs and services can help improve your home's energy efficiency, and help you use less energy and manage your year-round utility costs.

- **LG&E's WeCare Program: 800-356-5467 or lge-ku.com/wecare**

WeCare (Weatherization, Conservation Advice and Recycling Energy), helps income-eligible customers save through energy education and weatherization. Customers must meet LIHEAP income requirements, must have lived in their home with 12 months of continuous service and the home must have not received WeCare services or an On-Site Home Energy Analysis in the last three years.

- **Project Warm: 502-636-WARM (9276) or projectwarm.org**

Project Warm is a non-profit organization that provides free, year-round weatherization repairs and energy management education to income-eligible homeowners and renters, including the elderly and those with disability. Income eligibility is based on Federal Poverty guidelines and determined at the time of application. →



LET'S WEATHER
WINTER TOGETHER.



a PPL company

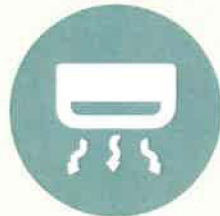
Get started with our energy-saving tips.

1. Seal any cracks or gaps around doors and windows. Using caulk or weather stripping will help your furnace operate more efficiently.



2. Where windows face the sun, keep the drapes or blinds open during the day to help heat your home.

3. Keep fireplace doors and dampers closed when the fireplace is not in use.



4. Place space heaters in an open area on a level, hard, nonflammable surface so air can circulate around them. Keep them at least 3 feet away from flammable materials.

5. Check furnace filters every 30 days or per the manufacturer's instructions. Replace if necessary.



For more tips, visit
lge-ku.com/savingenergy

LET'S WEATHER WINTER TOGETHER.

Get started with our
energy-saving tips.

lge-ku.com/savingenergy



a PPL company



LOUISVILLE GAS AND ELECTRIC COMPANY

CASE NO. 2016-00371

**Response to First Set of Data Requests of Metropolitan Housing Coalition
Dated January 11, 2017**

Question No. 14

Responding Witness: John P. Malloy

- Q-14. Regarding “Smart Meters,” please explain what benefit such meters have for persons who do not have a computer in their home compared to those who do have computer access from their home?
- A-14. There are many benefits which accrue to customers, without a need to access their information, such as outage notification to the Companies for system restoration and individual premise restoration, off-cycle reads for customer service inquiries, and customer safety. See the response to the AG 1-371.

LOUISVILLE GAS AND ELECTRIC COMPANY

CASE NO. 2016-00371

**Response to First Set of Data Requests of Metropolitan Housing Coalition
Dated January 11, 2017**

Question No. 15

Responding Witness: John P. Malloy

- Q-15. Please explain why LG&E discontinued use of the pre-paid meter program, and whether installation of “Smart Meters” would make a pre-paid meter program possible again.
- A-15. LG&E discontinued the prepay meter program subsequent to a settlement agreement in PSC Case No. 2003-00433 which set out conditions that no new customers could be added to the Pay As You Go Program and the Company would not file for another prepay program for five years. On November 1, 2004, LG&E began terminating the prepay program. The 254 customers on the program as of August 30, 2004 did not justify continuing the program. Yes, the AMS program is a foundational component to offer customer services such as prepayment at some point in the future. LG&E has no plans to offer a pre-paid meter program at this time.

LOUISVILLE GAS AND ELECTRIC COMPANY

CASE NO. 2016-00371

**Response to First Set of Data Requests of Metropolitan Housing Coalition
Dated January 11, 2017**

Question No. 16

Responding Witness: John P. Malloy

- Q-16. Please explain whether the proposed “smart meters” would allow for automated cut- offs by LG&E.
- A-16. Yes, the AMS project will provide capability for automated disconnections. It will also provide capability for quicker reconnection. LG&E will adhere to all legal requirements including current policies for disconnection and is not expecting any change in the volume of disconnections.

LOUISVILLE GAS AND ELECTRIC COMPANY

CASE NO. 2016-00371

**Response to First Set of Data Requests of Metropolitan Housing Coalition
Dated January 11, 2017**

Question No. 17

Responding Witness: John P. Malloy

- Q-17. Please explain whether LG&E is contemplating a pre-paid meter program.
- A-17. LG&E has no plans to offer a pre-paid meter program at this time.

LOUISVILLE GAS AND ELECTRIC COMPANY

CASE NO. 2016-00371

**Response to First Set of Data Requests of Metropolitan Housing Coalition
Dated January 11, 2017**

Question No. 18

Responding Witness: John P. Malloy

- Q-18. Please explain what programs LG&E is contemplating using the Smart Meter technology.
- A-18. See Exhibit JPM-1 page 150 of 169 for qualitative customer benefits. In the Customer Offerings section of that page are capabilities that may lead to programs LG&E could offer in the future to customers. However, LG&E does not have detailed plans on specific program offerings using Smart Meter technology.

LOUISVILLE GAS AND ELECTRIC COMPANY

CASE NO. 2016-00371

**Response to First Set of Data Requests of Metropolitan Housing Coalition
Dated January 11, 2017**

Question No. 19

Responding Witness: John P. Malloy

- Q-19. Please explain and provide any report or analysis supporting the proposition that Smart Meter technology is of benefit to the residential rental customer, and home-owning customer in the absence of time of day pricing.
- A-19. Customer insight into what appliances use energy and how much energy is being consumed by each helps to change behavior even for rental customers. Benefits to all customers are explained in Exhibit JPM-1.

LOUISVILLE GAS AND ELECTRIC COMPANY

CASE NO. 2016-00371

**Response to First Set of Data Requests of Metropolitan Housing Coalition
Dated January 11, 2017**

Question No. 20

Responding Witness: John P. Malloy

- Q-20. Please explain whether Smart Meter technology allows for automated charges of different costs per Kwh or CCF associated costs depending on the time of day? If so, please explain how such pricing would that affect elderly or disabled people who must stay inside on certain high temperature days of the year for health reasons.
- A-20. AMS meters provide for time of day rates in the same way current meters can accommodate time of day rates. LG&E offers voluntary time of day rates for all residential customers, including elderly and disabled people. Customers can make their own choices based on what best suits their needs.

LOUISVILLE GAS AND ELECTRIC COMPANY

CASE NO. 2016-00371

**Response to First Set of Data Requests of Metropolitan Housing Coalition
Dated January 11, 2017**

Question No. 21

Responding Witness: Robert M. Conroy

- Q-21. The Metropolitan Housing Coalition represents non-profit developers who wish to incorporate distributed solar power into developments. Does LG&E allow credits generated for net-metered electricity produced on one site to be credited towards bill payment of another site they own and operate?
- A-21. No. Kentucky law prohibits such transfers under KRS 278.466(5)(e): "Excess electricity credits are not transferable between customers or locations."

LOUISVILLE GAS AND ELECTRIC COMPANY

CASE NO. 2016-00371

**Response to First Set of Data Requests of Metropolitan Housing Coalition
Dated January 11, 2017**

Question No. 22

Responding Witness: Robert M. Conroy / John P. Malloy

- Q-22. Please compare the average monthly bill for the average WE CARE recipient during 2016, with what the bill would be for that average customer if the proposed rate structure is approved by the Commission.
- A-22. The average monthly bill for a WE CARE electric recipient during 2016 was \$107.06 and the average usage was 1,023 kWh per month. See Schedule N at Tab 67 of the filing requirements for the bill impact at various levels of consumption. The proposed rate structure will be beneficial to the average WE CARE recipient since the average consumption of 1,023 kWh per month is greater than the average of the residential class of 957 kWh per month.