



KEEPING YOUR **NATURAL GAS** FLOWING SAFELY, SECURELY AND RELIABLY



We will never compromise when it comes to safety. That commitment is proven day in and day out to our natural gas customers by actions we've taken to strengthen our transmission system and by our constant vigilance of the pipelines that bring natural gas into your home or business.

Over the last several years we have:

- Invested millions of dollars to replace hundreds of miles of aging iron and steel service pipelines with more durable plastic.
- Replaced aging transmission lines that bring gas from interstate pipelines and our storage fields to your homes and businesses.
- Undertaken a number of projects to reinforce the system and enhance reliability.

STAYING SAFE AROUND ELECTRICITY AND NATURAL GAS REQUIRES CONSTANT ATTENTION

Electricity and natural gas are powerful forces in our lives. It's hard to imagine getting along without them. But to enjoy their benefits safely, it's vital to respect their power.

Electricity

- **Use caution when handling appliances and electrical equipment** – Never touch appliances, wires or electrical switches with wet hands; always unplug appliances before handling them; and never insert metal objects into an appliance, e.g., a knife into a toaster.
- **Check wires for signs of wear** – If they are cracked or frayed, replace them. Never pull a plug out by the cord.
- **Put safety caps in unused electrical outlets** – This is especially important if you have small children in your home.
- **Don't overload outlets** – Plugging too many appliances into a single outlet creates a possible fire hazard.
- **Don't run extension cords under carpets or rugs** – They could overheat and cause a fire.

Finally, NEVER touch a downed power line and ALWAYS assume it is energized. Call LG&E at **502-589-1444** (call **800-331-7370** outside Louisville) if you ever see a downed line.

CHECK OUT THE UPDATES TO OUR **DEMAND CONSERVATION** PROGRAM



Thanks to those of you who have helped make our Demand Conservation program a success. Since the program's inception 18 years ago, more than 180,000 customers have helped manage the community's energy needs by having more than 200,000 Demand

Conservation devices installed on their central air conditioning units, electric water heaters and pool pumps.

In addition, we are currently in the middle of our annual natural gas survey program. As required by law, we survey the gas line up to your gas meter to check for leaks or any other damage to the line. If any repairs are needed, we'll work with you to schedule those. The surveys, which take only about a minute, run April through October and occur on a three-year cycle. If you see someone who appears to be an LG&E employee on your property, you can ask to see their company ID card and give us a call to confirm they are one of our employees.

Visit lge-ku.com/gassurvey to see if your line is scheduled to be surveyed this year.

Natural gas

Signs of a possible natural gas leak include:

- A hissing or whistling sound outside.
- An odor like sulfur or rotten eggs.
- Blowing dust, bubbling water or discolored plants in the area near your pipeline.

If you suspect a leak:

- Don't touch any electrical switches – including light switches – or anything else that could cause a spark.
- Don't use your phone near your home. Get away from the house or the area immediately and then call LG&E at **502-589-1444**. (Call **800-331-7370** outside Louisville.) Also, call the police to report the situation.
- Don't start your car.



THERE'S MORE

Go to lge-ku.com to:

- » Learn about our safe and secure electronic payment option.
- » Find tips to help keep you from being a victim of a scammer.
- » Read about our commitment to protecting the environment while delivering reliable and safe energy.

THE HEAT IS ON, AND WE'RE WORKING HARD TO MEET THE POWER DEMAND



Summer heat is here, and that means high energy demand on those particularly hot days. Meeting that demand and making sure you have safe, reliable, low-cost energy 24/7 is at the top of our list.

In general, we are investing billions of dollars to enhance the system and improve service reliability for you. These improvements are resulting in fewer

service interruptions (a decline of 35 percent in the last seven years) and shorter durations when there is a power outage.

Another way we work to meet demand is by partnering with you. We offer a variety of energy-saving tips that help you help us – and also save you some money on your monthly bill.

Visit lge-ku.com/toolbox to learn more.

BEFORE PUTTING YOUR SHOVEL IN THE GROUND, FIND OUT WHAT'S UNDERGROUND



National Call Before You Dig Day is almost upon us. As an annual reminder that you should contact **811** before starting any home projects that require digging, August 11 (8.11) is highlighted to help keep safe digging front of mind.

A few days before plunging your shovel into the ground to plant that shrub, put up a new mailbox or start a deck, contact **811**.

That way local utilities, including LG&E, are alerted to mark any underground cables or pipelines on your property – such as electric, cable, water and gas. Simply call **811** or go to 811now.com to submit your locate request online.

Knowing where it's safe to dig and, more important, where it's **NOT** safe to dig, could protect you from a serious accident or even death. In fact, according to the Pipeline and Hazardous Materials Safety Administration, contacting **811** before digging gives you a 99 percent chance of avoiding an incident.

Remember, contacting **811** is the law, and the service is free.

CAN'T STAND THE HEAT? GET OUT OF THE KITCHEN.

An easy way to keep your house a little cooler and save on your monthly utility bill is to use your oven and stove as little as possible during the hot summer months. The kitchen is generally the warmest room in the house, so cutting back on the amount of heat that's generated there gives your AC a break, thus reducing your energy usage.

So, this summer put the oven and stove on the bench and go with some other options.

- **More use for the other guys** – Take advantage of your microwave, toaster oven or slow cooker.
- **Cold cuts** – Make a few sandwiches and consider a backyard picnic or outing at a local park.
- **Fire up the grill** – Nothing says summer like cooking outdoors. Here's a simple recipe you might want to try:



Grilled Potatoes and Cabbage

Ingredients

1 head of cabbage, shredded
6 to 8 potatoes, sliced
1 onion, sliced
4 oz. smoked sausage, sliced

1 stick of butter
2 cups of water
Heavy-duty aluminum foil
Salt and pepper

Directions

Make foil into a pouch approximately 10" x 15" x 1 1/2" deep. Slice butter and place in bottom. Add potatoes, onion and sausage, seasoning each layer. Top with cabbage and place on pre-heated grill (medium). Add water and cover pouch with piece of foil. Cook for 30 minutes.

LG&E Contact Information



Online – My Account
lge-ku.com

By Phone
502-589-1444
(Call 800-331-7370 outside Louisville)
Monday–Friday
7 a.m.–7 p.m. (Eastern Time)
Anytime day or night (self-service)

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

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Visit our website:
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