



SPRING STORM SEASON IS HERE. ARE YOU READY?



You've heard the weather reports. Strong storms are coming. Now what?

If you don't already have one on the shelf, it's a good time to put an emergency kit

together that includes these basics:

- Flashlights and extra batteries
- Water and nonperishable food
- First-aid items, including prescription medications
- Battery-operated radio
- Cellphone with charger

If a storm causes you to lose power, it's a good idea to turn off appliances, but leave a light switch on so you'll know when your power returns.

And remember to **NEVER** go near a downed power line. If you see a downed line – even if you're not sure it's a power line – report it to us immediately at **502-589-1444**. (Call **800-331-7370** outside Louisville.)

What LG&E is doing to prepare

"As soon as the forecast predicts storms may be headed our way, we're monitoring the weather around the clock and communicating with our community partners. We work with the National Weather

Service, our own weather service providers, Kentucky Emergency Management and other utilities.

Communicating in advance with other utilities helps us know what we might expect when the storm reaches our area. While the utilities may be located one or even several states away, we can learn from them how the storm is impacting their local areas and their electric systems.



At the same time, our employees at more than 40 crew centers and other company offices, along with our business partners, are preparing behind the scenes. We check to make sure we have enough resources, extra equipment and people on hand if we need to respond to power outages."

-Steve Woodworth, director, Distribution Operations and Emergency Preparedness

Furthermore, we are working to increase the lifespan of our utility poles, which helps reduce pole failures and potential outages that could be caused. More than 500,000 poles throughout our service area will be impacted by our Pole Inspection and Treatment Program. If necessary, we reinforce existing poles with a steel truss or replace them altogether. Crews are working in various parts of our service area now. If they haven't made it to your area yet, don't worry. We're inspecting and replacing poles as part of this program over the next several years.



THERE'S MORE

Go to lge-ku.com to:

- » Check out our updated online outage map.
- » Find out how to sign up for our Solar Share program to support local energy.
- » Get more control over your monthly bill with our Budget Payment Plan.

PLANTING A TREE? KNOW YOUR TREE. KNOW THE PLACE. NO PROBLEMS.

We all like trees, right? They're enjoyable to look at, they provide shelter for birds and other animals, they give us shade to help keep our homes cooler in the summer and they can be a buffer against cold winter winds. But to get the maximum benefit from trees, they have to be in the right location.

If you have plans to plant a new tree this spring, make sure you have all the facts about the tree you want to plant so you know where to place it in your yard and, perhaps more important, where not to put

it. Is that seedling you're putting in the ground going to grow to a mature height of more than 30 feet? If so, make sure you don't plant it where it will interfere with overhead power lines.

If you need help finding a tree type that will work best for your yard, visit lge-ku.com/right-tree-right-place to download our Right Tree, Right Place brochure.

Also, remember to contact **811** before starting any digging project. You can read more about that below in this edition of *Power Source*.

PLAN AHEAD TO KEEP FROM DIGGING YOURSELF INTO ANY TROUBLE



A little planning can make a big difference. That's true for a lot of aspects of life, and especially so if you have plans to do some digging in your yard this spring. April is National Safe Digging Month, a reminder that the law requires you to contact 811

at least two days before doing any digging. That alerts local utilities (including LG&E) who will mark any underground wires or pipelines on your property – including electric, cable, water and gas. Simply call **811** or go to 811now.com to submit your locate request online. The service is free and can save

you from a possible costly repair, a serious injury or even death.

New provisions adopted last summer allow the Kentucky Public Service Commission to investigate instances of excavation damage to underground natural gas pipelines to determine if customers followed the law by contacting 811 before digging. Violators face an initial penalty of up to \$1,250.

We know you're anxious to get out in the yard after being stuck inside all winter, but having just a little patience will make planting that shrub or putting up a new mailbox a lot safer. So, if you have a project on the calendar for the weekend, contact 811 earlier in the week and you'll be good to go. Visit lge-ku.com/safety/digging to learn more.

PROTECTING OUR ENVIRONMENT WHILE **PLANNING FOR THE FUTURE**

Our company's commitment to protecting the environment is a key guiding principle of our mission to provide safe, reliable, low-cost energy. Here are a few ways LG&E's commitment is demonstrated.

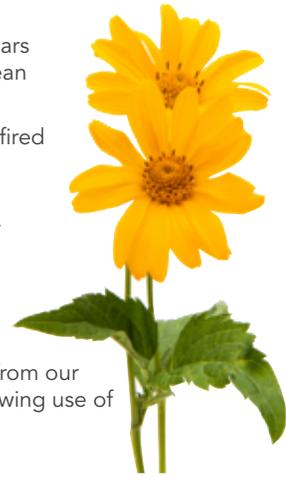
Renewable energy

- Kentucky's largest solar facility resides at our sister utility KU's plant in Harrodsburg. The 50-acre site at the E.W. Brown plant has more than 45,000 solar panels generating up to 19,000 megawatt hours of energy a year. Visit lge-ku.com/live-solar-generation to see its power generation.
- A major renovation was recently completed at the Ohio Falls Hydroelectric plant. As a result, its generating capacity has increased by 27 percent. Dix Dam at the E.W. Brown plant has upgraded its generating capacity by more than 30 percent in recent years.

Cleaner energy

- We have invested hundreds of millions of dollars in our plants to reduce emissions and help clean the air.
- The majority of the byproducts from our coal-fired electric generation facilities are recycled into products such as wallboard and cement.
- We built a new natural gas power plant at our Cane Run generating station.

Those are just some of the ways we are demonstrating our environmental stewardship. Visit lge-ku.com/environment to learn more about how we are protecting the environment, from our peregrine falcon program to supporting the growing use of electric vehicles (EV).



DOWNED POWER LINES AND THE THREE MOST IMPORTANT WORDS: **DO NOT TOUCH**



We can never say this too much: stay away from downed lines. There's no way for you to know if a downed line is a power line or if it's energized – unless you touch it, and doing so could cause a serious injury or even death.

If you come across a downed power line, call LG&E at **502-589-1444** (call **800-331-7370** outside Louisville) to report it immediately. And be sure to warn others to stay away from it.

Springtime is storm time, which means an increased chance for downed power lines, either knocked down directly by a storm or taken down by a falling tree branch. Whatever the cause, again, heed these words: get away and give us a call.

Power line safety also applies even when the weather is perfect. Anytime you are outside, you should be aware of power lines overhead and make sure no objects contact them. For example, if you are carrying a ladder, keep it parallel to the ground and don't set it up until you are clear of any power lines.

Visit lge-ku.com/safety/electric for more information about staying safe around electricity.

KNOW THE WARNING SIGNS TO HELP DETECT A **POSSIBLE GAS LEAK**

More than 320,000 LG&E customers rely on natural gas for cooking and to heat their homes. Natural gas is extremely safe and reliable, but emergencies can occur. It's important to know the signs of a possible gas leak. And to do that you can think of the three S's – sight, sound and smell.

- **Sight** – brown, dying foliage; water bubbling from the ground; blowing dust.
- **Sound** – a whistling or hissing sound.
- **Smell** – a strong odor of rotten eggs. (If the odor is faint, open doors and windows to vent the area.) Natural gas is odorless, but we add the chemical mercaptan so that leaks can be more easily detected.

If you notice any of those signals, leave the area and then call us at **502-589-1444**. (Call **800-331-7370** outside Louisville.) Also, be sure to call police or **911** to alert emergency officials of the situation.

And, **DO NOT**:

- Touch anything that could cause a spark (a light switch or an electrical switch, for example).
- Start a car.
- Unplug anything.

Learn more in the gas safety brochure that came with this month's bill. The brochure includes a sample of the rotten egg odor.

Meanwhile, our annual gas survey season just got underway. Now through October our technicians will be inspecting gas lines from property lines to gas meter outlets. They'll be using a tool that looks something like a wand. The survey only takes about a minute. We'll work with customers to make any repairs that may be needed. The gas-line survey is on a three-year cycle. You can visit lge-ku.com/gassurvey to find out if your line is on this year's inspection list.

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

Editor
Cheryl.Williams@lge-ku.com

Visit our website:
lge-ku.com

