



## TAKE THE **GUESSWORK** OUT OF YOUR MONTHLY BILL



Want to take the surprise out of your monthly LG&E bill? Consider signing up for our Budget Payment Plan to make your monthly bill more predictable ... even when the weather isn't. You'll be able to enjoy the benefit of knowing what to expect when your bill arrives ... and being able to plan your family finances with a little more certainty.

- When you first sign up, we'll calculate a customized initial budget payment amount based on the bill average of the previous 12 months at your current address.

## ADVANCING THE WAY **YOU MANAGE** YOUR ENERGY USAGE

Would you like to see your energy usage in near real time? How about receiving a text or email notification when your energy usage approaches a certain amount each day? Want to know how your home's energy usage compares to others in your ZIP code or compare your home's energy usage day-to-day, week-to-week, month-to-month, etc.?

All these cool features – and more – are available at no additional cost with LG&E's Advanced Meter Program. When you replace your basic meter with an advanced meter, you'll have online access to your personal dashboard so you can take a closer look at how and when you use energy. That, in turn, gives you more control over your energy usage – providing the opportunity to make adjustments that could save you money. You can even set an Energy Marker, which allows you to track energy savings that occur when you replace standard light bulbs with LED bulbs, change your furnace filter, install a new thermostat and more. Participants in the program also receive regular email updates about the program, including information about upcoming features, insights on energy usage and tips on how to save energy.

- During each 12-month period you are on the plan, your actual usage (based on your monthly meter readings) will be reviewed and compared to your estimate – first at four months and then again at eight months. Any necessary adjustments will be made at the time of those reviews, and you'll be notified if an adjustment has been made (by a message on the back of your bill).
- **If you used less energy** than estimated, you'll receive a credit at the end of the 12-month period. **If you used more energy** than estimated, you'll owe the difference on that month's bill.

The Budget Payment Plan is available at no additional cost, and you can cancel at any time. While you can sign up whenever you like, we recommend enrolling in lower-energy-usage months such as April, May, September or October.

Visit [lge-ku.com/budget](http://lge-ku.com/budget) to learn how you can make your monthly bill more consistent.



THERE'S MORE

**Go to lge-ku.com to:**

- » Learn the warning signs of a possible gas leak.
- » Get illuminated on how to be more efficient with lighting.
- » Find out how to start, stop or move service at your home or business.

The Advanced Meter Program is voluntary and available only to a limited number of customers – again, at no additional cost. Visit [lge-ku.com/advanced-meter](http://lge-ku.com/advanced-meter) to learn more or to request your advanced meter today.



## THE GREAT OUTDOORS AND SAFETY AROUND **ELECTRICITY – ABOVE AND BELOW**

The temperature is up, and there's more daylight. That means you're probably spending more time outdoors. So, it's a good time for a reminder about staying safe around electricity outside the home.

The most obvious safety concern – and one that cannot be stressed often enough – is always being aware of overhead power lines. Follow these simple rules and you'll reduce the risk of a serious accident or injury.

- If you are carrying a ladder or any other long-handled item – such as a pool-cleaning tool – always carry it parallel to the ground. Look up before you raise it to make sure you're clear of any overhead power lines.
- Never place a ladder where it could fall into a power line.
- Keep yard equipment and people 10–15 feet from power lines.
- Do not trim trees near power lines.

And if you have underground power lines, there are a few rules to remember as well.

- Shrubs and structures should be at least 12 feet from the door of the pad-mount transformer (the green box) and at least three feet from either side so utility crews can access it if needed.
- Avoid planting anything near underground utilities. Roots can grow and interfere with cables, pipes and wires, leading to repairs that could cause damage to the health and beauty of other nearby plants and trees.
- Contact **811** a few days before doing **any** digging. Local utilities, including LG&E, will mark their underground wires or pipelines free of charge.

Visit [lge-ku.com/safety/electric/outdoors](http://lge-ku.com/safety/electric/outdoors) for more information.

# WORKING TOGETHER TO MAINTAIN YOUR **ELECTRIC SERVICE**

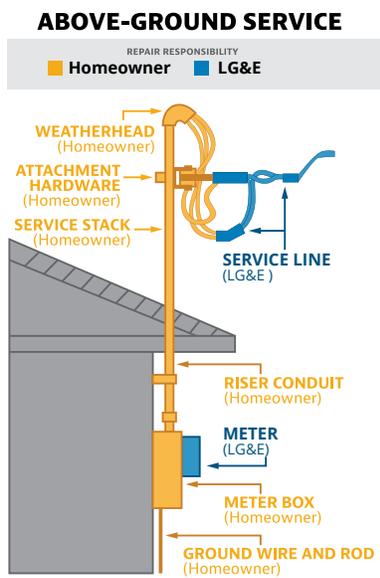
Delivering safe, reliable power to you is our top priority. On occasion you may lose power due to a problem with your overhead or underground electrical service. In those instances, it's important to know which sections you are responsible for maintaining and which sections are LG&E's responsibility.

## Above-ground service

### Customer responsibility:

1. Weatherhead/masthead – this is the vertical pipe-like structure attached to the top of the meter box.
2. Attachment hardware (eyebolt, etc.) that secures the electric service drop.
3. Service stack.
4. Riser conduit.
5. Meter box – includes the box, meter socket and wiring inside the box.
6. Ground wire and rod.

If any of these areas are damaged, you will need to call a licensed electrician to make repairs before LG&E can restore your service.



### LG&E responsibility:

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

## Underground service

### Customer responsibility:

1. Meter box – includes the box, meter socket and wiring inside the box.
2. Riser conduit.
3. Service line.
4. Ground wire and rod.

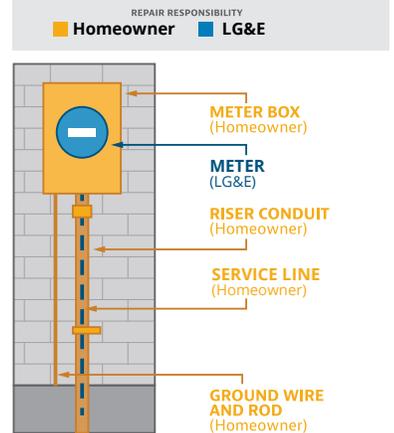
### LG&E responsibility:

- Meter – the glass-enclosed meter inside the meter box.

You will need to call a licensed electrician to make repairs to those areas that fall under your responsibility before we can restore your service. Call us at **502-589-1444** (call **800-331-7370** outside Louisville), and a crew will be sent to fix areas that are LG&E's responsibility as quickly as possible.

Visit [lge-ku.com/safety/service-connection](http://lge-ku.com/safety/service-connection) to learn more.

## UNDERGROUND SERVICE



# SOME SIMPLE RULES FOR STAYING SAFE AROUND **FLAMMABLE LIQUIDS**

It's easy to not give a second thought to the cans of gasoline, paint thinner or pesticides that many of us have in our garage or our basement. But those are all flammable liquids, and if they are not stored properly, they pose a very real and potentially very dangerous threat to our safety.

A fire, an explosion, a poisoning ... any of those things could happen if we are not as careful as we should be in storing those – and other – flammable liquids. So following a few simple storage tips is crucial when it comes to keeping ourselves and our loved ones safe.

- **Use the right container** – safety-approved cans/containers should be used for all flammable liquids. And every can/container and any cabinet in which they are stored should be properly labeled with "flammable liquid" signs. Never use milk or water jugs or unmarked glass containers.

- **Keep them outside the home** – a detached garage or a storage shed is preferable.
- **Keep away from floor-level burners and pilot lights** – vapors from flammable liquids can travel along the floor and ignite. Burners and pilot lights should be at least 18 inches off the ground.
- **Make them childproof** – place cans/containers where kids can't reach them, and make sure lids fit properly and are tight.

Visit [lge-ku.com/safety](http://lge-ku.com/safety) for more tips on ways to keep you and your family out of harm's way.



## LG&E Contact Information



**Online – My Account**  
[lge-ku.com](http://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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