**SprinG into action** to be prepared for severe weather

**Your Weather-ready checklist**

Register your mobile number with KU to enroll in outage texting:

- Flashlights (make sure you have extra batteries)
- Battery-operated radio
- First-aid kit (including prescription medicines)
- Cellphone with chargers

1. Prepare an emergency kit that includes:
   - Water and nonperishable food

2. Set up outage text alerts on your cellphone.
   - Sign in to your online account (or easily create one at my.lge-ku.com).
   - Enter your number under My Profile/Contact Information.
   - Add KU to your contacts using the number 454358 (4LGEKU).
   - When the power goes out, text OUTAGE to the number and text STATUS for updates.

3. Turn off all appliances, but keep a light switch on so you’ll know when the power returns.

And remember to always stay away from downed power lines. If you see downed wires, call us immediately at 800-981-0600.

**To save energy, be sure to separate fact from fiction**

**Myths**

- Myth: Turning up the thermostat will heat your home faster.
  - Fact: Raising the temperature on the thermostat could cause the furnace to run longer, thus increasing energy usage.

- Myth: Closing vents in unused rooms reduces energy usage.
  - Fact: The air is just redirected to another part of the house. Plus, more pressure is put on the system fan, which means it has to work harder and use more energy.

**Fact**

- Myth: It's better to leave a light on rather than turn it off and then back on again.
  - Fact: Turning a light on uses little to no energy, so you should always turn the light off when you leave a room, even if it's just for a short time, such as a bathroom break.

- Myth: It takes less energy to boil hot water from the tap.
  - Fact: Boiling hot water uses the same amount of energy as boiling cold water. Plus, you pay more to heat hot water in the water heater.

- Myth: Opening the oven door to check on a dish doesn’t waste energy.
  - Fact: The temperature inside an oven drops a few degrees every time the oven door is opened, increasing the time it takes for the food to cook.

Visit lge-ku.com/savingenergy to learn more energy-saving tips and ideas.

**Spring into action to be prepared for severe weather**

Ahh, spring. The first flowers, green grass, warmer temperatures. Unfortunately, spring also means the arrival of severe weather – damaging storms and tornadoes. It’s a good idea to be ready in case severe weather hits your area. Here are a few tips to help you cope with what Mother Nature dishes out:

1. Prepare an emergency kit that includes:
   - Water and nonperishable food
   - Flashlights (make sure you have extra batteries)
   - Battery-operated radio
   - First-aid kit (including prescription medicines)
   - Cellphone with chargers

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**Be more energy efficient when washing and drying your clothes**

Every little bit helps when it comes to saving energy. Doing the laundry is an area that offers an opportunity to save some energy, and these tips will help you become an energy-efficiency hero.

- Use cold water as often as possible – 90 percent of the energy used by washing machines is for hot water.
- Wash and dry only full loads – the same amount of energy is used whether it’s a full load or just a single item.
- Clean the dryer’s lint filter after every load – clogged filters drive up energy costs.
- Check the outside dryer vent – it should open and close freely and close tightly. Otherwise outside air is getting in, and you should replace the vent.
- Give the dryer some time off – dry clothes outdoors when the weather is nice. Sunlight is free.
- Consider buying an ENERGY STAR® certified washer – they use about half the water and electricity of standard washers.

Buy one that qualifies you for a Home Energy Rebate to score some cash back. Visit our website at lge-ku.com/savingenergy for more tips and details about our Home Energy Rebate program.

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.
A LITTLE LESS PAPER + BILL PAYMENT REMINDERS = A LOT LESS STRESS

Who needs more paper? Choose the ease and convenience of paperless billing, and your monthly KU bill will be sent to you by email. Along with the amount due and the payment due date, the email will include a secure link for viewing your complete bill. Just sign in to your account (or easily create one at my.lge-ku.com) and you’ll be able to view your current bill as well as previous bills. You will also be able to pay your bill safely and securely either by electronic checking or ATM/debit, credit or check card. Please note that payment made by electronic checking is free; however, the third-party vendor that processes our online card payments applies a transaction fee to credit and debit card payments.

When going paperless, you might also consider signing up for My Notifications to receive reminders by text and/or voice call. You choose when you want to be notified – when your bill is ready for viewing, five days before it’s due or one day past the payment due date (only when your payment has not been received).

Sign up for paperless billing and My Notifications today and start simplifying your life. Visit lge-ku.com to learn more.

INFORMATION TO HELP YOU AVOID BEING SCAMMED

It’s an unfortunate fact of life that crooks will pose as KU representatives and demand payment from you with the threat of shutting off your power if you don’t give them the information they request. Remember, KU NEVER calls you or sends you an email demanding payment or asking for a credit card or debit card number.

If you ever get such a call or email from someone claiming to represent KU, DO NOT provide any information and immediately report the communication to local authorities. You can also give us a call at 800-981-0600 to talk to a KU representative who will confirm your account status and let you know if a payment is due. Or sign in to your online account (or create one) at my.lge-ku.com to check the status of your account, find your payment due date or make a payment.

Together we can ensure your safety and keep the scammers at bay.

KNOWING THE DO’S AND DON’TS WILL KEEP YOU SAFE AROUND ELECTRICITY

Electricity is a wonderful thing; without it, our daily lives would be vastly different and much more difficult. But electricity can also be a very dangerous thing, causing serious injury, death or fires that destroy property and precious belongings. Following some basic safety guidelines will help you avoid the negatives associated with electricity.

- Water is a conductor of electricity. If an electrical device falls into water, don’t retrieve it. Use the circuit breaker to shut off power to the device.
- DO NOT touch anything electrical (e.g., appliances, light switches, etc.) if your hands are wet or you are standing on a wet surface. You could be shocked and seriously injured.

- Never put metal objects in an electrical outlet.
- Never run an extension cord under carpets or rugs. They could overheat and catch fire.
- Put safety covers over unused outlets to prevent children from playing with them.

One of the more common dangers of electricity is power lines. When working or playing outdoors, it’s always a good idea to avoid power lines altogether. When carrying a tall ladder, keep it parallel to the ground and check for power lines before standing it up.

Also, NEVER touch downed power lines, and ALWAYS assume they are energized. Call KU at 800-981-0600 if you ever see a downed power line. We’ll dispatch a crew right away to investigate and make any necessary repairs.

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KU Contact Information

By Phone
800-981-0600
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
859-367-1200
800-383-5582
Monday–Friday
8 a.m.–6 p.m. (Eastern Time)

In-Person
Customer Service Walk-in Centers
Monday–Friday
9 a.m.–5 p.m. (Eastern Time)
Lexington Office: 8 a.m.–5 p.m. (ET)

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