More than 325,000 LG&E customers enjoy the benefits of natural gas as a source for heating and cooking. Natural gas is very safe, and transmission pipelines are a safe, reliable way to transport gas to our customers. While safe and reliable, on extremely rare occasions, leaks can occur.

Detecting a leak is a case of sight, sound or smell:

• **SEEING** blowing dust, bubbling water and/or discolored plants in the area near your natural gas pipeline could be an indicator of a leak.

• **HEARING** a hissing or whistling sound outside is a possible sign of a leak.

• **SMELLING** something like sulfur or rotten eggs also suggests a possible leak. If the smell isn’t very strong, open doors and windows for ventilation; if the odor is strong, leave your house as quickly as possible.

Once you’ve determined there is a leak, or you suspect one:

• **DO NOT** touch any electrical switches – including light switches – or anything else that could cause a spark.

• **DO NOT** use your phone in the affected area – neither landline nor cellphone. Get to a neighbor’s house and then call LG&E at 502-589-1444 (call 800-331-7370 outside Louisville) to report the leak.

• **DO NOT** start your car.

• **Call police to report the situation.**

The insert that came with your bill has more information about natural gas pipeline safety. You can also visit lge-ku.com to learn more.

**MAKING STRONG CONNECTIONS:** **GAS SAFETY DEPENDS ON IT**

Here’s a key safety reminder: Have a professional ensure the tubing that connects your gas appliances (furnace, water heater, stove, etc.) to the natural gas supply pipes is safely connected to the end pieces – the brass connectors. Tubing used before 1977 may not connect as well as it should – due to a flaw in the end pieces – and that could lead to a gas leak. According to the U.S. Consumer Product Safety Commission, replacing the uncoated brass connectors with plastic-coated brass or stainless steel connectors will solve the problem. However, to ensure the connection is as safe as possible, LG&E recommends replacing the tubing as well as the connectors. And, again, it is best to let a professional perform the inspection and any necessary repairs. You should never attempt to move an appliance yourself to check the connections.

Go to lge-ku.com/safety/gas to learn more about gas connections and get other gas safety tips.

**WE’RE READY TO **PARTY LIKE ANIMALS AT THE LOUISVILLE ZOO**

Who doesn’t like a party, right?

With April – and Earth Day (April 22) – right around the corner, LG&E is once again excited to sponsor the Louisville Zoo’s Party for the Planet: A Month-Long Celebration of the Earth.

Throughout April, zoo visitors will have a chance to enjoy activities and cool displays as they learn ways to connect to the local environment and make a collective difference in conservation on a national and global level. Louie the Lightning Bug and the Easter Bunny will be there to join in the fun.

In honor of the zoo’s Earth Day celebration, on Sunday, April 30, visitors can enjoy a reduced admission price of $8.25 and free parking. In addition, you can take advantage of special $5.25 admission on “Fun Day Mondays,” April 10, 17 and 24. Visit louisvillezoo.org for more information.

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.
Saving energy is a great goal. It benefits the environment and can be good for your bank account as well. But be sure to avoid energy myths – those things you may have heard save energy or are energy neutral, but in reality waste it. Here are a few myths to be aware of:

**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.

**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.

**INFORMATION TO HELP YOU AVOID BEING SCAMMED**

It’s an unfortunate fact of life that crooks will pose as LG&E 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, LG&E 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 LG&E, DO NOT provide any information and immediately report the communication to local authorities. You can also give us a call at 502-589-1444 (call 800-331-7370 outside Louisville) to talk to an LG&E 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.