DON'T BE LEFT IN THE COLD: PREPARE FOR WINTER WEATHER

Kentucky is known to produce wicked weather on occasion. While severe weather is typically associated with spring and summer, our state has experienced its share of damaging storm events in the winter months. If Mother Nature interrupts your electric service, rest assured our crews will work to restore power safely and as quickly as possible.

If your service is interrupted, we encourage you to turn off lights and appliances (especially if your stove was on), but it’s a good idea to leave a single light on so you will know when your power is restored. There are several ways to let us know when your power goes out:
• Outage texting – Text OUTAGE to 4LGEKU (454358). Make sure your online account is up to date, or easily create an account at my.lge-ku.com.
• Phone – Call 800-981-0600.
• Online – Report an outage via your online account.

You can also plan for the unexpected by having these items at the ready:
• Home emergency kit, which can include a flashlight, a battery-operated radio with extra batteries, a first aid kit and plenty of blankets.
• Lantern or candles (and matches). Use extreme caution with these items and avoid placing them near drapes or other flammable materials. Never leave them burning unattended.
• Dry firewood if you have a wood stove or fireplace.
• Nonperishable food items, such as bagged snacks and granola bars. Remember to leave your refrigerator and freezer doors closed as much as possible to help keep your perishable foods cold. If power will be out longer than 48 hours, consider using a camp stove for outdoor cooking. Never use a camp stove or grill inside your home since fatal gases can be released.
• Board games, books or cards to help pass the time.

If you venture outside and see downed lines, remember to stay away and call us to report the situation immediately. Always assume that any downed line is an energized power line. Stay away and alert others you see out in your area to stay away as well.

We are in the throes of winter, which means freezing cold and less daylight. And that combination likely means an increase in energy use – your furnace or heat pump runs more frequently, your lights are on longer and you’re spending more time indoors watching television, baking, playing video games, etc. To help keep your monthly energy bill from getting too high, here are a few tips to help keep you warm and save a little money:
• Turn your thermostat down a couple degrees.
• Throw on a sweater to help fight off the chill.
• Put an extra blanket or two on the bed for sleeping.
• Wear socks around the house to keep your tootsies warm.
• Block that air! Winterize your home by sealing around windows and doors.
• Make sure fireplace doors and dampers are closed when the fireplace is not being used.
• Open the blinds, shades and curtains during the day to let natural sunlight in to provide some warmth.

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

WINTER, SPRING, SUMMER OR FALL ... A HUG IS ALWAYS APPRECIATED

We bet you know someone who would like a hug … a Home Utility Gift certificate, that is. You let us know who you want to give it to and the amount you want to give (a minimum of $25), and we’ll deduct that amount from the recipient’s next monthly utility bill. We’ll also send you a gift certificate to present to the recipient.

A HUG is good to give any time of year to anyone you choose – from a college student living off campus to a newlywed couple to a charitable organization to a senior citizen on a fixed income. You get the picture.

Visit lge-ku.com/hug to find the online HUG order form. You can also visit one of our business offices to buy a HUG. For a list of offices and hours of operation, visit lge-ku.com or call Customer Service anytime day or night at the number on your bill and press 1-2-4-2. Please allow 10 days for processing if you mail in your HUG request form.
DON’T GIVE THE COLD SHOULDER TO HOT WATER SAFETY

Like many things we need and enjoy, hot water must be used wisely and treated with respect. Otherwise, it can become a danger. If it’s too hot, suddenly that relaxing bath or shower becomes a scalding incident, and you could be visiting the emergency room.

So, the message here is to be cautious around hot water.

Your water heater should never be set higher than 120 degrees Fahrenheit. A water temperature of 125 degrees can scald a child in only two or three seconds. Always check the water temperature before placing a child in the bathtub; never leave a child alone or with other young children in the bathtub. It’s a good idea to install an anti-scald device on faucets and showerheads to keep water from reaching a temperature of more than 120 degrees. In addition, lowering your water temperature will save you money. According to the U.S. Department of Energy, a 10-degree reduction can save up to $30 a year. You can learn more at energy.gov.

Turn cold water on before hot and turn hot water off before cold.

Be sure all your faucets are correctly labeled HOT and COLD.

A FEW THINGS TO KNOW WHEN IT COMES TO HEATING YOUR H₂O

While we’re on the subject of hot water, now is a good time for some reminders to help make sure your water heater is working as efficiently and as safely as possible:

• Perform routine maintenance per your owner’s manual. Items may include checking the temperature and pressure valve twice a year and flushing a quart of water from the tank every three months.

• Check for leaks and repair them. Just a few drips can add up and cost you money, and – if left unattended – a costlier repair may be needed.

• Get an easy-to-install precut jacket or blanket to insulate your water heater if it has an R-value below 24. That will help increase savings by reducing standby heat.

• Insulate the water pipes within three feet of the water heater. Pipe insulation wrap or pipe sleeves are available at most hardware stores. It’s best to apply with acrylic tape rather than duct tape.

• If you need to buy a new a water heater, we recommend you buy an energy-efficient model; it may cost more up-front, but the lower energy use will save you money over the long term.

AS GEORGE WOULD SAY, WE CANNOT TELL A LIE: WE’RE GETTING EXTRA TRAINING TO PROVIDE BETTER CUSTOMER SERVICE

This is a reminder that KU’s customer service centers and call centers will be given a presidential pardon next month … that is, they will be closed on Monday, February 19 for Presidents Day, the federal holiday honoring the birthdays of George Washington and Abraham Lincoln.

Although those centers will be closed, our employees will be receiving additional training that day so they can provide even better customer service. And please note that our technicians and other employees WILL be on the job that day, making sure you have the safe, reliable and affordable energy you require. They’ll also be prepared – as always – to respond to any outages or any other power emergency that may occur.

Finally, your monthly KU bill is never due on a day when our offices are closed; however, if you want to make a payment on that day, you can easily do so. Just call 800-981-0600 and press 1-2-3. Or, if you prefer, make your payment using your online account. Visit my.lge-ku.com to easily create an online account if you don’t have one.

Visit lge-ku.com for more information about all your bill-payment options.

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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lge-ku.com

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