

Keep the warm air in and cold air out this winter season

LG&E and KU offer tips to stay warm and save energy

(LOUISVILLE, Ky.) – Louisville Gas and Electric Company and Kentucky Utilities Company are offering tips to help customers better manage energy use during winter months. Sub-freezing temperatures outside can cause your HVAC systems to work overtime to keep the inside a comfortable temperature.

The weather and how we use energy are two major factors that influence energy bills and that's why we remind customers to take a moment to prepare now before the extreme cold sets in," said Shannon Montgomery, LG&E and KU vice president of Customer Services. "We offer several tips customers can follow now and when the temperature drops that together can help them stay warm and save energy. We also have our largest-ever [portfolio of energy-efficiency programs](#) that offer customers monetary incentives for their energy-saving measures."

Following these steps can help keep the warm air in and the cold air out.

- **Maintain your system:** Have a certified professional give your furnace a tune-up to make sure it's operating efficiently and ready to perform at its best.
- **Set your thermostat:** If you have a programmable thermostat, you can set it lower when no one is home to maximize energy savings. Setting the thermostat to the lowest comfortable setting can help, and even just one degree can make a difference.
- **Close the gaps:** Take time to caulk, spray foam or use weather-stripping to seal leaks and gaps around windows, doors and duct work.
- **Use your ceiling fans:** Set ceiling fans to run clockwise at low speed in the winter to circulate heat more efficiently.
- **Don't block the heat:** Open curtains and blinds on sun-facing windows to allow the sun's rays to help naturally heat your home. Make sure registers are not blocked by drapes or furniture so warm air can easily circulate.
- **Track your energy usage:** Customers can now easily track and manage their energy use using the [My Meter dashboard](#). It lets you see how your habits affect your energy use, how extreme weather can change your bills, and lets you track other factors that impact your monthly costs.

Important safety reminders

- Install carbon monoxide detectors: Make sure you have a working carbon monoxide detector installed on every level of your home, especially around sleeping areas, and test them every month.
- Follow these steps if you smell natural gas (a rotten-egg or sulfur-like odor):
 - For LG&E customers: Leave the area immediately then call 911 and LG&E. To contact LG&E, call 502-589-1444 or 800-331-7370 and press 1-1-1.
 - Do NOT light a match, turn light switches on or off, use a cell or home phone until you are away from the area, or do anything that could create a spark. Never report a gas leak by email or social media, and don't assume someone else has already called.
- Be careful using space heaters: Keep space heaters at least three feet away from anything flammable, plug it directly into the wall and never leave it turned on unattended. Place it on a stable surface and always turn it off and unplug it when you're done.
- When there is an outage: Never use the stove to heat your home. Make sure portable generators are operated outside and are properly vented.

Additional assistance

LG&E and KU understand customers can sometimes have difficulties paying their utility bills. Customers needing to establish a payment arrangement are encouraged to contact LG&E and KU right away or use [self-serve options](#) (mobile app, online via My Account or automated phone system), which are available any time 24/7.

There also are a number of community agencies that provide assistance, and customers are encouraged to take advantage of these programs. [Visit lge-ku.com/assistance-programs for a list of local community partners in your area](#)

[Visit lge-ku.com/save to sign up for LG&E and KU's energy efficiency programs and for more important tips to save energy this](#)

winter.

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Louisville Gas and Electric Company and Kentucky Utilities Company, part of the PPL Corporation (NYSE: PPL) family of companies, are regulated utilities that serve more than 1.3 million customers and have consistently ranked among the best companies for customer service in the United States. LG&E serves 335,000 natural gas and 436,000 electric customers in Louisville and 16 surrounding counties. KU serves 545,000 customers in 77 Kentucky counties and 28,000 in five counties in Virginia. More information is available at www.lge-ku.com and www.pplweb.com.

For further information: call the LG&E and KU media hotline at 502-627-4999.

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