

# Getting Through the Winter Heating Season

Natural gas utilities offer budget payment plans that allow customers to pay the same amount each month based on average monthly usage. On this plan, customers know how much is expected each month for payment of their heating bills. Each utility has its own enrollment periods and eligibility requirements, so call your local gas company as soon as possible to find out what options are available to you.

**Start saving now.** Finding money at the end of the month is sometimes impossible. If you are able, set aside a little extra now to use when the heating bills hit. Settle any outstanding balances you may have for last winter's heating costs.

**Winterize your home.**

## Winterization Tips:

- **Consider installing a programmable thermostat** that automatically lowers the temperature when you're gone and raises the temperature when you are home. Or you can adjust your existing thermostat to lower the temperature setting before you go out.
- **Make sure your furnace, furnace filters and ducts are clean.** A clean furnace is much more energy efficient than a dirty furnace.
- **Insulate your water heater** and the first six feet of the hot water supply line.
- **Seal out cold air.** Insulation gaskets can be purchased for electrical switches and outlet plates at local hardware stores.



- **Open blinds and drapes during the day** to let the sun heat the room. Close them at night to prevent heat loss.
- **Adjust the temperature on your natural gas water heater.** Keep the temperature on the warm setting (120 degrees).



If you have questions or need further information, contact your local gas utility. For additional information regarding your utility services or to file a complaint, visit the PSC Web site at [www.psc.state.ky](http://www.psc.state.ky). us or call us toll free at **1-800-PSC-INFO (1-800-772-4636)**.

# The Cost of Natural Gas

During the winter of 2000-2001, natural gas customers across Kentucky and the nation experienced an increase in the cost of heating their homes with natural gas. This increase, coupled with unusually cold weather, made it difficult for some consumers to pay their monthly heating bills.



The Commission urges consumers to contact their utilities about payment options that may be available to them. Monthly budget billing is a common payment arrangement that allows consumers to spread their winter heating costs throughout the year. Contact your local utility for more information about budget billing and other available payment options.

## KENTUCKY PUBLIC SERVICE COMMISSION

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## Managing your winter natural gas costs



Utility Customer Hotline  
1-800-PSC-INFO or  
1-800-772-4636