

CURRENT

LES' CUSTOMER NEWSLETTER



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8 a.m. - 5 p.m., Monday-Friday*
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NOVEMBER 2024

Merry, wild & bright

In its sixth year, Zoo Lights Powered by LES continues to dazzle

This holiday season, make memories at Zoo Lights Powered by LES, one of the Midwest's largest and most energy-efficient light shows!

This signature event brings our favorite holiday lights to the Lincoln Children's Zoo. Just last year, Zoo Lights Powered by LES set a new attendance record of 72,400 community members, creating an opportunity for people of all ages to gather, connect and celebrate.

Illuminated with the help of Lincoln Electric System, the event includes a 40-foot Christmas tree, a 140-foot cathedral light tunnel, holiday train rides, s'mores and hot cocoa stations, more than 30 lit animal silhouettes, a vine show with 190 hanging vines of lights, photos with LES lineworker nutcrackers and more. Guests will also experience a brand new light show, adding 36,000 square feet to the Zoo Lights experience! As always, Zoo Lights Powered by LES is 100% lit by over 250,000 LED bulbs.

Zoo Lights Powered by LES began as a way for LES to further engage with our community during the winter and for the Lincoln Children's Zoo to attract guests during its slow time of year. Open from the day after Thanksgiving through December, all proceeds support the zoo and its animals during the winter months. The event accounts for nearly 15% of the zoo's total attendance.

"Zoo Lights Powered by LES continues the tradition of providing a destination for thousands of Nebraskans to celebrate the holidays. We are proud that this community event is supported and powered by our local utility," said Zoo CEO Evan Killeen.

LES will host Energy Nights on select dates throughout the season. Follow LES on Facebook, X and Instagram as we share the dates of Energy Nights, energy-saving tips, Zoo Lights ticket giveaways and other holiday cheer.

Visit [LES.com/ZooLights](https://www.les.com/ZooLights) for event updates and to reserve your tickets today!



LINCOLN CHILDREN'S
ZOO LIGHTS
POWERED BY LES



Nov. 29-Dec. 30
5:30-9:00 p.m.

Now may be the perfect time to start that energy-efficiency upgrade you've wanted

LES' Sustainable Energy Program provides financial incentives to encourage customers to make energy-efficient improvements. Even better — funds are still available for 2024! Qualifying equipment for residential customers includes:

- Whole-house and facility sealing and insulation.
- Heat pump water heaters.
- High-efficiency heat pumps and air conditioners.



NEW: Lincoln residents can receive additional incentives from the City of Lincoln for purchasing an air source heat pump, up to \$3,800 when combined with LES' incentive.

If you have a project planned for this year, consider upgrading your equipment to something more energy-efficient. Save money while saving energy. Learn more at LES.com/SEP.

Happy online holiday shopping

For most of us, the holidays are full of giving, getting and goodwill. But as many turn to online shopping to fulfill holiday wishes, scammers often try to take advantage of people's generous spirits. Use these simple steps to protect yourself and your loved ones from scams as you shop online:

- Always keep your device's software current. If possible, turn on automatic updates, or install updates immediately as they become available.



- Use strong passwords to keep devices and accounts secure. It's recommended that passwords be 12 characters or longer, use uppercase and lowercase letters and include numbers and special characters. Multifactor authentication, such as security keys and unique one-time codes, adds another layer of protection.
- When browsing a new website for your holiday purchases, read reviews to see what other customers have experienced with the site.
- Use secure websites when shopping or banking online. Look for "https" (not "http") or a "lock" icon in the URL field.
- Avoid conducting sensitive activities on public Wi-Fi, including logging in to key accounts such as email and banking.
- Enable password security to access your home network, and change passwords regularly.

Visit StopThinkConnect.org for more online safety tips. Cheers to a cybersecure holiday season!

3 things to know for winter

Winter storms in Nebraska can lead to unexpected power outages and conditions that make restoring power more difficult. Our line crews will always try to get your power back on as quickly as possible, but it's best to be prepared if you're without electricity for an extended time.

- **Beat the storm to the punch.** Find your electrical service panel and learn how to operate the main circuit breaker. Build a basic emergency kit with a supply of water, nonperishable foods, flashlights, batteries, blankets and a first-aid kit. If you need power for medical equipment, buy a generator and learn how to install and operate it safely. Go to LES.com/Safety to learn more.
- **Safeguard your stuff.** Protect your household appliances and sensitive electronic devices from damaging power surges by unplugging devices you're not using or installing surge protectors or suppressors.
- **Update your info with LES.** The best way you can help us during an outage is to report yours with LES PowerLine, our outage call management system that matches your phone number with your service address. Visit LES.com/Powerline to update your information now.

