

April 2011

## Spring is maintenance season

Just like you might tackle home improvement projects in spring, PPL Electric Utilities uses this season for maintenance on the poles, wires, substations and other equipment that carry power to homes and businesses.

Providing safe and reliable electric service is our top priority, so we typically use this time of year to double check our system, one that includes nearly 1 million poles, 50,000 miles of power lines and hundreds of substations.

It's all done to make sure you continue to experience the reliability you've come to expect. We also use this time of the year to make sure the system is ready for those hot summer days when air conditioners work overtime to keep everyone cool.

And just as we use spring to get ready for summer, we use fall to make sure we're ready for winter.

Trees and animals are two typical causes of power outages, so our maintenance efforts also focus on prevention.



## e-power tip

### Seal the deal

According to ENERGY STAR®, ducts that move air to cool or heat your home can be big energy wasters.

Sealing and insulating those ducts can increase the efficiency of your heating and cooling by 20 percent or more. It's recommended you concentrate first on ducts that run through places like your attic, crawl space, unheated basement or garage. The ENERGY STAR program recommends using mastic duct sealant or metal-backed foil tape to seal the duct seams, then wrapping them in insulation.

We continue to invest in animal guards to help keep critters out of vital equipment.

In addition, we inspect distribution lines — the kind that typically run through neighborhoods — on a rotating basis to make sure trees don't pose a hazard. Last year, qualified tree trimmers pruned trees along nearly 7,500 miles of these lines.

We're also continuing stepped-up efforts to reduce tree hazards along high-voltage transmission lines.

## how to get in touch

### Customer service:

**1-800-342-5775**  
**1-800-DIAL PPL**

**Automated phone lines are open 24 hours a day, seven days a week.**

### Customer service

**representatives are available Monday through Friday, 8 a.m. to 5 p.m.**

Telecommunications Device for the Deaf: **1-800-231-7288 TTY**

### Write to us at:

**Connect**  
**827 Hausman Road**  
**Allentown, PA 18104-9392**

### E-mail us at:

**[connect@pplweb.com](mailto:connect@pplweb.com)**

## Earth Day – April 22

Earth Day gives us all an opportunity to reflect on how we can work together to help preserve our resources.

It's a chance for friends and neighbors to learn how they can make a difference and take action in their communities.

PPL Electric Utilities and the other member companies of the PPL Corporation family conduct business in an environmentally sensitive manner. The environment is an integral part of our strategy and something we think about every day.



## Vegetation information central

Each year, trees and branches are a leading cause of power outages.

PPL Electric Utilities works hard to reduce these hazards to your electric reliability through maintenance programs that include pruning trees along lower-voltage distribution lines and clearing vegetation along higher-voltage transmission lines.

Information about what we do to keep trees from impacting service, and ways you can help, can be found at [www.pplweb.com/vegetation](http://www.pplweb.com/vegetation).

## Call before you dig

Stay safe when working outdoors. If you have a project that involves digging, state law requires you to call Pennsylvania One Call at least three business days before you start.

This lets utilities mark the location of underground cables and pipelines. Wait for the site to be marked before excavating.

Underground cables serve many newer housing developments and carry the same voltages as overhead lines. If you dig into them, you risk serious injury or death.

You can reach PA One Call 24 hours a day by dialing 811 or 1-800-242-1776. Please outline with white paint the areas where you plan to dig. This will help our locators identify where you will be working.



**Know what's below.  
Call before you dig.**

## Self-service payment assistance reminder

Don't forget that PPL Electric Utilities now offers self-service payment assistance tools to help you manage your account and maintain uninterrupted electric service.

Online at [www.pplelectric.com](http://www.pplelectric.com), or through an automated phone system option at 1-800-342-5775, you can set up a payment plan, reinstate a previous payment agreement, make a payment, report a payment or learn about other ways we can help. Your personal information is always protected.

Remember that you still can call 1-800-342-5775 any time between 8 a.m. and 5 p.m. Monday through Friday to speak to a customer service representative if you need help, want more information or disagree with information provided to you through the self-service feature.