

connect



PPL Electric Utilities

June 2011

E-power rebate program changes

The success of PPL Electric Utilities' E-power energy efficiency rebate programs has prompted some changes that will help many more customers take advantage of incentives to be more energy-efficient.

Customers applying for commercial or industrial energy efficiency equipment rebates can now submit a reservation form to guarantee their rebate amount prior to submitting a completed application form.

Also, starting June 1, the changes to residential and business rebates affect what types of items are covered, qualification criteria and rebate levels.

Rebate adjustments are being made to ensure that funds are applied to appliances and equipment that produce the greatest customer benefit in terms of energy savings.

Customers still can get rebates at the current levels for qualifying appliances and equipment they purchased between July 1, 2009, and May 31, 2011. Reservation or application forms and supporting documentation must be postmarked by June 30, 2011. If you qualify, don't delay.

For more information, visit www.pplelectric.com/e-power. For rebate questions, residential customers should call 1-866-660-4551 and business customers should call 1-866-432-5501.



e-power tip

Don't supersize your AC

Bigger isn't always better when it comes to room air conditioning. The federal Department of Energy advises only to use a unit that's sized for the area it's meant to cool or it'll be less efficient, less effective and more costly to stay comfortable in the summertime.

A key for your locked online account

If you've ever been locked out of your online myPPL account because of too many incorrect password attempts, help is here. We recently updated our system to let you regain account access without having to call us. It's just one more way we're working to serve you better.

The new secure process is available anytime, seven days a week. You'll be asked to verify your identity and then change your password.

If your myPPL account is locked out because of incorrect user names used, you can request a new user name online too.

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

Check out the new E-Power energy efficiency exhibit at Allentown's Da Vinci Science Center

Visitors to the Da Vinci Science Center in Allentown will get an up-close look at energy efficiency in a new educational exhibit from PPL Electric Utilities. The E-power House, which takes its name from the company's menu of energy efficiency and conservation programs, is a 15-foot-tall cutaway model home.

Visitors can look into all the rooms in the home and see important energy-saving tips and



information. In addition, a bicycle in front of the model home allows children to use pedal power to light up side-by-side incandescent, compact fluorescent and LED light bulbs.

The center hosts 84,000 visitors a year. It's open seven days a week at 3145 Hamilton Blvd. Bypass, Allentown. Find out more by calling 484-664-1002 or by visiting www.davincisciencecenter.org.

More frequent rate adjustments start June 1

If you don't shop for your electricity supply, and PPL Electric Utilities buys that power on your behalf, the price will now be adjusted every three months to more accurately reflect market costs.

The first adjustment takes place June 1 for all state electric utilities. It also will change each year on Sept. 1, Dec. 1 and March 1.

There will be rate changes that affect all customers, some down and others up. Please visit www.pplelectric.com/choice to find out more about how your rate class is affected.

The 'price to compare' is the term for the cost of electricity we buy on behalf of customers who don't shop for electricity supply. We pass on power supply costs without profit. Using this price can help you decide whether shopping for your electric supply will save you money.

The price to compare is a combination of the cost of that power — the generation charge — plus the cost to transport it over high-voltage lines — the transmission charge — and any related taxes.

Residential customers can call 1-888-668-4775 and non-residential customers can call 1-888-220-9991. Both numbers are toll free. You can also check offers at www.papowerswitch.com.

Tree Line USA award

PPL Electric Utilities has been recognized as a Tree Line USA utility for its vegetation management program and community educational efforts.

The award comes from the National Arbor Day Foundation, in cooperation with the National Association of State Foresters. We met the five requirements for being a Tree Line USA utility — among them, using industry best practices for quality tree care, supporting community tree plantings, and participating in public education programs about trees.

The Tree Line USA program promotes the dual goals of reliable electric service and abundant, healthy trees. PPL Electric Utilities will spend more than \$30 million this year on clearing trees around aerial transmission and distribution power lines across thousands of miles of utility rights of way.

