

# Connect

July 2006



PPL Electric Utilities

## Planning for the Future

### Completing the transition to a competitive marketplace

Anyone who has filled a car with gas, followed the news closely, or paid a bill for oil or natural gas, knows that energy prices have risen significantly. These rising prices, however, have not affected the price you pay for electricity.

Why? Because Pennsylvania — as part of the deregulation of electricity generation in the late 1990s — established caps on the cost of the electricity generation supplied to you. This cost appears as the generation charge on your monthly bill.

The caps were designed to ease the transition to a competitive generation market, and for the past eight years, they have shielded PPL Electric Utilities' customers from rising prices. Today, these capped prices are well below market rates, as increasing fuel prices have driven up the cost of generation.

These transitional price guarantees will expire at the end of

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### Partnering with local communities

At PPL Electric Utilities, we care about the communities we serve.

Employees coach sports teams, lead Scout groups, serve as community leaders and volunteer firefighters, and pitch in to help those in need.

PPL Electric Utilities employees joined colleagues from PPL Corporation in pledging more than \$1.7 million in contributions to the United Way for 2006. This money will help strengthen communities and make a difference in the lives of others.



### 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**

Visit us on the Internet at:  
**[www.pplelectric.com](http://www.pplelectric.com)**

# Recognizing signs of heat stress

Heat stress can be dangerous, especially for older adults, children, people with chronic medical conditions, and people who take certain medications.

Strenuous activity, exposure to the sun, high temperature and humidity can cause heat stress. Symptoms include dizziness, nausea or vomiting, rapid pulse, muscle cramps and weakness. Heat stress can result in serious injury or death.

To avoid heat stress, drink plenty of fluids, but avoid alcoholic beverages. Wear loose-fitting, light-colored clothing and a hat or cap. And limit strenuous activities to early morning or evening.

If you suspect a person is suffering heat stress, seek immediate medical help and have the person lie down in a shaded area, drink fluids or take a cool shower or bath.

## Did you know?

PPL Electric Utilities' conversion to automated meters in 2004 has nearly eliminated the use of estimated bills. In fact, more than 99.8% percent of the bills our 1.4 million customers receive today are based on actual electricity use. Automated meter reading is one of the many ways we have invested in technology to improve our service to you.

## Planning for the Future

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2009 for PPL Electric Utilities' customers. When these caps expire, the generation charges in your bill will more directly reflect marketplace conditions.

The Pennsylvania Public Utility Commission has begun a collaborative effort to determine how best to complete the transition to a competitive generation market. As we have done during every phase of the

important changeover to a more efficient electricity market in Pennsylvania, we will actively participate in this initiative to encourage a smooth transition for our customers.

We also will keep you informed of developments, continue to control our electricity delivery costs and develop new tools to help you use electricity wisely. Look for more information on managing your energy use in future issues of Connect.

## Tax credits for energy efficiency

Homeowners who purchase high-efficiency central air conditioners may qualify for federal tax credits of up to \$300.

The central air conditioners must meet the following seasonal energy efficiency rating (SEER) and energy efficiency rating (EER) criteria:

- A SEER of at least 15 and an EER of at least 12.5 for split systems, those with separate indoor and outdoor units
- A SEER of at least 14 and an EER of at least 12 for package systems

To learn more about the difference between split systems and package systems, contact a qualified contractor. For tax purposes, save your receipt and the Manufacturer's Certification Statement. For more information, visit [www.energystar.gov](http://www.energystar.gov).



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