

connect



PPL Electric Utilities

September 2011

Bill makeover nearly here

You'll see a new and improved bill design in October when we unveil a makeover that was developed with feedback from customers like you.

Our goal was to deliver a simpler and easier to understand bill that makes it easier for you to get the information you need about your energy use.

The new bill will be printed on larger paper to improve readability.

It allows us to print more information on fewer pages, helping to keep the bill user friendly.

More importantly, the new design gives us the opportunity to share important and time-sensitive messages about your account, as well as to inform you about service options and energy efficiency.

While much of the information is already included on the current bill, the new design allows certain messages such as "price to compare" to be placed more prominently on the bill.

An insert with your October bill will provide an in-depth explanation of the new design.

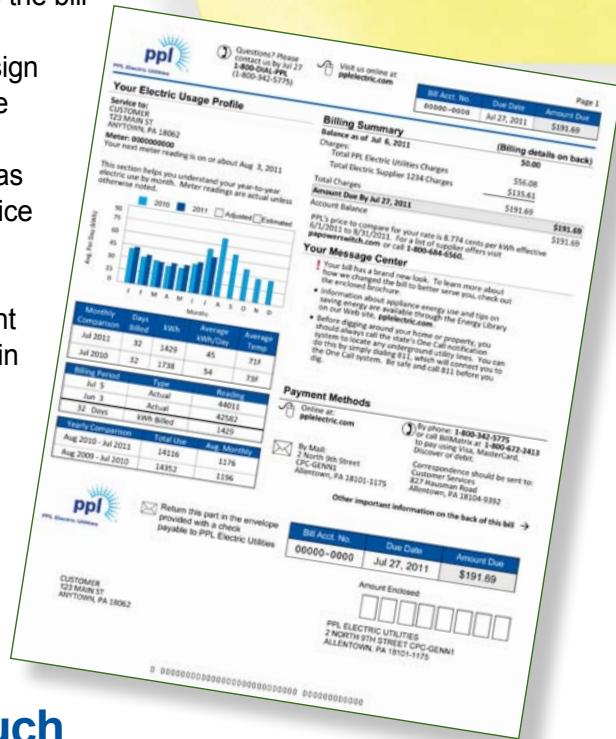


e-power tip

Be an A+ energy saver

If a new computer is on your back-to-school shopping list, remember to make it an ENERGY STAR® model so you can use less electricity and help the environment.

PPL Electric Utilities' E-power program offers rebates on computers, monitors and other products such as printers and fax machines. Check out www.pplelectric.com/e-power.



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

Sept. 1 brings new rates, price to compare

Remember: To better reflect changing power supply costs, our generation service charge and the “price to compare” for all PPL Electric Utilities customers now is adjusted every three months. The changes take place Sept. 1, Dec. 1, March 1 and June 1.

The price to compare reflects generation and transmission charges, which make up about two-thirds of your bill. It is the price per kilowatt-hour you pay PPL Electric Utilities if you don't switch to another electricity supplier. If a supplier's price is lower than our price to compare, you could save.

Final prices will be released no later than Aug. 22 and will be posted online at www.pplelectric.com/choice.

If you are considering shopping for your electricity supply, you can check out supply offers at www.papowerswitch.com.

We want you to find the best deal you can.

If you don't shop, PPL Electric Utilities buys electricity on your behalf and passes that cost on without profit. And no matter which way you go, we'll always be there to deliver the electricity to you.

Be prepared — in September and all year round

September is National Preparedness Month, a time to make sure your home, workplace and community are prepared for disasters and emergencies.

To help you do that, the Federal Emergency Management Agency's Ready Campaign recently launched some new Web tools. According to FEMA, you can register to become a National Preparedness Month coalition member by visiting www.community.fema.gov. Once you've registered, you'll have access to a toolkit with ideas for activities, preparedness events and more. And it's free.

The Ready Campaign's websites — www.ready.gov and www.listo.gov — along with toll-free numbers 1-800-BE-READY and 1-888-SE-LISTO, provide helpful information in English and Spanish.

Additionally, information on what to do during power outages and how to be prepared for an outage can be found at PPL Electric Utilities' Outage Center site. Visit www.pplelectric.com to learn more.

Telling the electricity reliability story

New website lets you know how we're maintaining, investing in our system

Sometimes it helps to see the big picture. That's what we've done in giving you a glimpse into what we do to keep the lights on at your home or business.

At www.pplreliablepower.com, we've created a centralized resource for current power line projects and for what we do on a regular basis to keep the electric delivery system reliable from the heat of summer to the cold of winter.

On this new site, you can learn how we manage trees and other vegetation along our power lines, how we inspect our lines and other equipment, and what projects are planned across our service territory in central and eastern Pennsylvania. With 10,000 square miles of territory to cover, and 1.4 million customers, there's a lot going on.

Take a look. Let us know what you think.