

connect



PPL Electric Utilities

February 2011

Any time, anywhere

Self-service payment assistance available online, by phone

If you need a payment plan, PPL Electric Utilities now offers you self-service payment assistance tools to help you manage your account and maintain uninterrupted electric service.

These safe and secure options let you do a variety of things — online at www.pplelectric.com or through an automated phone system at 1-800-342-5775 — regarding your account. Your personal information is always protected.

You can conduct business at any time, weekday or weekend. It's part of our continuing commitment to provide award-winning customer service.

"This system lets our customers interact with us in two convenient ways and at whatever time is most convenient for them," said Robert Geneczko, vice president of Customer Services for PPL Electric Utilities. "They can set up a payment plan, restart a previous payment agreement, make a payment, report a payment or learn about other ways we can help."

Customers already are realizing the convenience of the new tools, which

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



e-power tip

You can save money and make yourself more comfortable by correctly insulating your home. It helps whether the mercury plunges or skyrockets.

The federal Department of Energy says only 20 percent of homes built before 1980 are well insulated.

E-power's Home Assessment and Weatherization program is a great way to find out about insulation and various other ways to get your home in the best condition to save energy and money. To find out more about E-power and insulation rebates, visit www.pplelectric.com/e-power.

were approved by the state Public Utility Commission. Between mid-November, when the tools were launched, and early January, there were more than 24,000 online self-service transactions.

However, 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.

The company recently distributed fliers in English and Spanish to local community organizations to promote the new program.



Safety Tip

If a home improvement project involving electrical work is part of your plans for 2011, the best way to stay safe is to hire a qualified, licensed electrician. If you do attempt the electrical work yourself, you should consider the advice of the Electrical Safety Foundation International: Never get into something above your skill level. For more safety tips, visit <http://esfi.org>.

Partnering with local communities

At PPL Electric Utilities, we care about the communities we serve. Employees volunteer in their communities as coaches, Scout leaders, community leaders and more.

In 2010, PPL Electric Utilities employees joined colleagues from other PPL Corporation companies and PPL retirees in pledging a record \$2.15 million to the United Way. The campaign is supported by the International Brotherhood of Electrical Workers, Local 1600.

In the past decade, PPL United Way campaigns have raised more than \$17.2 million in employee and retiree donations. Annual PPL United Way donations supplement employee and retiree giving and allow even more great things to happen in our communities.

Don't overlook earned income tax credit

Customers who qualify for the Low Income Home Energy Assistance Program (LIHEAP) or our payment assistance programs also may qualify for the earned income tax credit on their 2010 federal income tax return. The credit can reduce your taxes and could mean a refund.

Working families and working individuals must meet specific income guidelines. You can find out if you're eligible for the earned income tax credit by answering questions and providing basic income information using the EITC Assistant. The tool, available in English and Spanish, also calculates the amount of EITC refund you may receive.

To learn more, visit www.irs.gov/eitc or call 1-800-829-1040.

Residential year-round time-of-use rate

If you elected not to shop for your electricity supply and use the supply purchased on your behalf by PPL Electric Utilities, you may be able to benefit from a new year-round time-of-use pricing option.

Time-of-use pricing affects the generation charge portion of your electric bill and, depending on when you use it, can give you greater control over what you spend on electricity.

This voluntary program could help you lower your electric bills if you use less electricity at times of peak demand, when electricity costs more to buy. Through May 31, 2011, the time-of-use rate will be 7.5 cents per kilowatt-hour for on-peak use and 6.1 cents per kilowatt-hour for off-peak use. Summer rates, which are typically higher, will be determined in late spring.

Please note that if you purchase your electricity from another supplier, you'll need to switch back to PPL Electric Utilities before you can sign up for our time-of-use option.

As with any purchasing decision, it's important to do your homework.

Depending on the time of day you use electricity, you may end up spending more with our time-of-use option than you would with your current supplier. Determine when you consume electricity, and be sure to read the terms and conditions of your agreement with your alternative generation supplier before making any decisions.

Get more information at www.pplelectric.com/tou.