

Summer 2007

New look, new options Web site gets makeover

Whether you're looking to save energy, pay bills online or find tips to keep your family safe, our new Web site can help.

Easier to use, the site offers access to all of our online services through a single, secure user name and password. It also gives you more of the options and resources you want.

Like options for:

- Managing your account.
- Scheduling a payment.
- Seeing how you use energy.
- Understanding why a bill went up or down.

The new site also gives businesses access to many of the same payment options residential customers have enjoyed.

Why change? Because you've asked us for more options. We recognize that our business is about more than just delivering electricity. It's about listening to what you have told us, delivering tools you can use and giving you choices.

We've also changed Connect to match the look and feel of our Web site. Each issue in the future will share an energy-saving tip.

For more details, see the back page or visit www.pplelectric.com.



e-power

We understand how important energy efficiency is. When you use energy efficiently, it helps protect the environment and saves you money.

To share information that can help you save, we'll be using Connect, tools on our new Web site, presentations to community groups and other opportunities.

Watch this space in future issues of Connect for energy-saving tips and look for our new e-power symbol.



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

Pay the easy way

Never miss a payment or write another check to us when you sign up for automatic bill payments. Payments are deducted automatically from your bank account when due.

Not ready for automatic? Our Web site will let you schedule when you want a payment to be made from your checking or savings account.

Analyze your home

Ever wonder where you use the most electricity? Complete our home energy profile online. Using information you provide and data from our automatic meters, we'll help you find ways to save and tell you how your home's energy use stacks up to homes like yours.

Find more, like tips for lowering your cooling bills or information about compact fluorescent lights, in our energy library. Or use one of our many calculators to see what you can save by replacing an appliance.

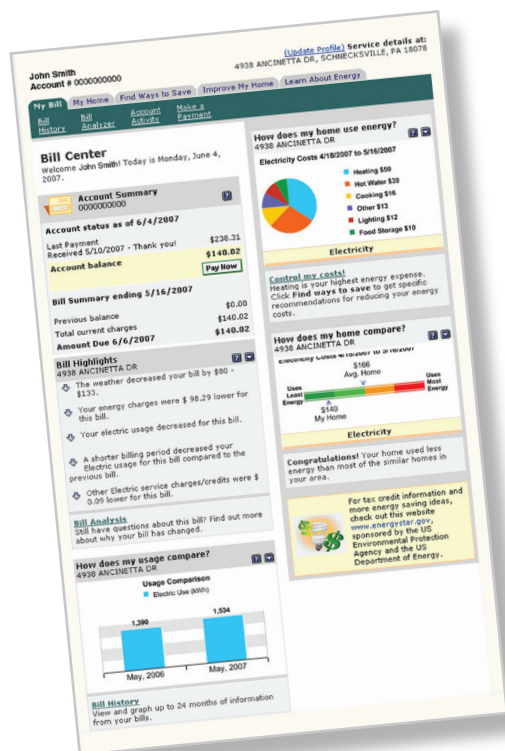
Compare bills

Take a closer look at why one bill was higher than another with our Bill Analyzer. Understand how much of a factor weather or changes in your home may have played in the differences you see.

Go paperless

Save a tree and discover what nearly 100,000 of our customers already know — paperless is the way to go.

When you go paperless, old-fashioned bills are a thing of the past. Instead, you receive e-mail notices when new bills are issued. You can then view and pay your bills online.



Stay safe

Check out the new safety section of our Web site and challenge your kids with our interactive safety quiz. Learn how you can do a safety audit to keep the little ones, and yourself, safe at home. Find games, experiments and information that can prevent injuries and help save lives.



www.pplelectric.com



PPL Electric Utilities