

PPL Electric Utilities is committed to excellence in customer service. We are continuously looking for ways to improve and meet your changing needs.

# New look. Better service.

As part of that effort, we redesigned our bill based on feedback we got from customers like you.

The new design delivers the information you need in an easier to read bill with fewer pages. At a glance you can see the information that matters most to you: how much electricity you used, what you owe and tips on how to save. In the future, we'll be making even more adjustments to the bill design and content to better meet customer needs. Read on for details on what's changed.

Log in at [ppllectric.com](http://ppllectric.com) for more information about your energy use, paperless billing, budget billing and autopay options.

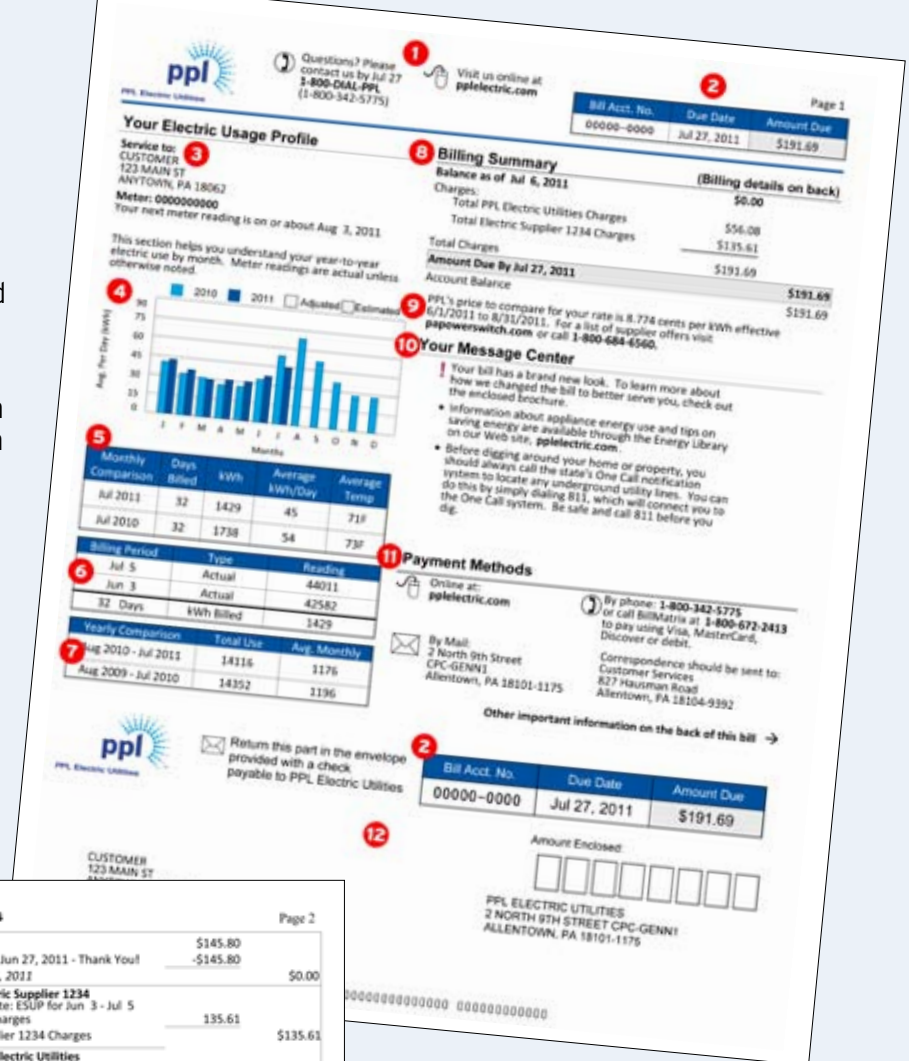


# Understanding your bill.

- Contact Information:** Ways to contact us about your bill or account are clearly noted at the top of your new bill. Many self-service options are available online.
- Account Information:** The most important information regarding your bill is placed in an account summary box on the top of the bill and payment stub.
- Service Address:** The address where PPL Electric Utilities is providing service for this bill. This address may be different from the mailing address. The meter number is also provided.
- Your Electric Usage Profile:** This graph shows the average daily usage for the last year and this year to-date. You can use this information to track and manage your electricity usage.
- Monthly Usage Comparison:** This table compares electricity usage of the current month to the same month of the prior year.
- Meter Read:** This table shows meter reading information for the period associated with the current bill. This is your actual electricity usage for the billing period. We measure electricity usage in kilowatt hours (kWh).
- Yearly Usage Comparison:** This table compares the electricity usage for the current year to the prior year.
- Billing Summary:** This section provides an overview of account balances, current charges, date due and amount due.
- Price to Compare:** The current price you pay for generation and transmission if you don't choose a supplier. You can use the price to compare, in combination with other factors, to help evaluate options from competitive generation suppliers. This price changes on March 1, June 1, September 1, and December 1.

- Your Message Center:** This area displays important messages related directly to your account or service. Critical messages are noted with a red exclamation point.
- Payment Methods:** There are four convenient ways to pay your bill, each identified in this section, as well as an address for correspondence.
- Payment Stub:** The portion of the bill you return with a check in the envelope provided. Please write the amount enclosed in the space provided.
- Your Supplier Contact Information:** This section provides you with contact information for your generation and transmission supplier or default supplier.

For an interactive demonstration of the new bill go to [ppelectric.com/samplebill](http://ppelectric.com/samplebill)



- Manage Your Account:** Some examples of the many ways you can manage your account online.
- General Information:** Regulatory information regarding rates and charges associated with your bill.
- Understanding Your Bill:** Definitions of charges and items to help you understand your bill.
- Billing Details:** A detailed description of charges that make up your current bill. Charges are segmented by previous balances, supplier charges, PPL Electric Utilities charges and other charges.