

# Connect

February 2005



PPL Electric Utilities



## Take control of your energy use

Electric service is a great value. PPL Electric Utilities wants to help you get the most value for your dollar by taking control of your winter energy use so you can save on electric bills.

A good way to take control is to complete the free home energy audit on our Web site: [www.pplelectric.com](http://www.pplelectric.com). It will give you a report with ideas for reducing your energy costs.

By improving the energy efficiency of your home, you save money and make your home more comfortable in the winter. Some simple, low-cost ideas that can help include the following suggestions from the U.S. Department of Energy:

- Clean or replace air filters on your heating system regularly.
- Open curtains and shades to take advantage of the sun during the day. Close curtains and shades at night to reduce heat loss through windows.
- Set the temperature on your water heater to 115 degrees.
- Repair broken windows and replace caulking.
- Use compact fluorescent light bulbs.

Electric heat pumps operate most efficiently at a constant temperature setting. Large temperature changes cause expensive backup heat to operate.

For more energy-savings ideas for your home, visit [www.energy.gov](http://www.energy.gov).

### how to get in touch

Customer service:

**1-800-342-5775**

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)

# Use portable generators safely

If you own an electric generator that you plan to use as a backup source of power in case you need it, please make sure you install and use it safely. Here are three very important safety factors to keep in mind:

1. Use a licensed, professional electrician to install a permanently mounted generator.
2. Whether the generator is permanently mounted or portable, have an electrician install a transfer switch. When using the generator, disconnect your home's electrical system from our wires by using the transfer

- switch and the main circuit breaker in your electrical panel so you don't feed electricity from the generator back into our lines.
3. Place the generator outdoors or in a well-ventilated area to keep exhaust fumes, which contain deadly carbon monoxide gas, out of your home.



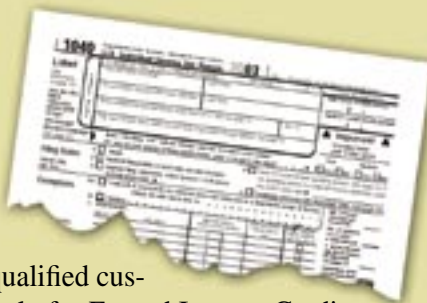
## Earned Income Credit

PPL Electric Utilities is working with social service organizations across eastern and central Pennsylvania to let qualified customers know they can apply for Earned Income Credit on their federal income tax returns.

The Earned Income Credit is a refund of up to \$2,547 for taxpayers with no children or one child and up to \$4,204 for taxpayers with more than one child.

Customers who qualify for payment assistance with their electric bills through LIHEAP, OnTrack or Operation HELP may qualify for the tax refund.

To learn more, call the IRS toll-free, 1-800-829-3676, for a free publication about the Earned Income Credit. Or visit the IRS Web site: [www.irs.gov/eitc](http://www.irs.gov/eitc).



## Report highlights PPL's environmental record

PPL's commitment to environmental responsibility is showcased in a report that you can view on the company's Web site.

The 2003 CERES report provides examples of how PPL companies live up to the CERES Principles, a comprehensive environmental ethic for corporations. CERES, which stands for the Coalition for Environmentally Responsible Economies, is a network of groups working together for an environmentally sustainable future.

PPL issued the report in the fall of 2004, based on its 2003 environmental performance.

To view the report, visit [www.pplprojectearth.com](http://www.pplprojectearth.com), then under Additional Resources from the menu on the left side of the page, select Download Publications. From the menu of publications, click on 2003 CERES Report.

## Check 21 and your bill

If you pay your electric bill by check, you should be aware of a federal law that went into effect last fall. The Check Clearing for the 21st Century Act (Check 21) lets banks process checks faster and more efficiently.

With Check 21, banks are handling more checks electronically, so checks reach

your bank faster and are paid sooner. Please make sure you have enough money in your account to cover checks when you write them.

For more information about Check 21, visit the Federal Reserve Board's Web site at [www.federalreserve.gov](http://www.federalreserve.gov).

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