

March 2010

Electric choice: It's here and provides options that may help you save

You have choices when it comes to choosing your electricity supply that can help you spend less. PPL's "price to compare" is 10.448 cents per kilowatt hour. If you find a cheaper rate from another supplier, you could save. Look at all your options.

If you pick another supplier, we'll still deliver your power safely and reliably. That's our job. If you don't, we'll buy power on your behalf and pass on the cost without profit.

To find out more, visit the Pennsylvania Office of Consumer Advocate's Web site at www.oca.state.pa.us. Click the "Shopping Guide," then "PPL." Don't have Web access? Call the OCA at 1-800-684-6560.

Once you sign up with a supplier, the supplier lets us know, and we take care of the rest. To learn more, visit www.pplchoiceanswers.com.

Call before you dig

If you have a project that requires digging, state law requires you to call Pennsylvania One Call at least three days before you start.

Wait for underground cables and pipelines to be marked before excavating. Underground cables can carry the same voltages as overhead lines. If you dig into them, you risk serious injury or death.

Reach PA One Call 24 hours a day by dialing 811 or 1-800-242-1776.

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



e-power tip

Heating and cooling systems can waste a lot of energy if they aren't maintained properly.

Dirty and clogged air filters slow down air flow and make these systems work harder. They make your system more expensive to operate and also could lead to expensive repairs.

To increase the efficiency of your heating and cooling system, check your air filters monthly. If a filter looks dirty, replace it.

Save money, energy with appliance recycling

Old, inefficient, full-size refrigerators and freezers can cost up to an extra \$150 a year to operate. Through the E-power appliance recycling program, you can save money and help protect the environment.

Pickup is free and customers get a \$35 incentive check for each residential-sized refrigerator or freezer recycled, up to two per year. To qualify, appliances must be in working order and be between 10 to 30 cubic feet.

To learn more, or to schedule a pickup, call 1-877-270-3522 or visit www.pplelectric.com/recycle.

Payment help available

Times are hard. They don't need to be harder. If you're having trouble paying your electric bill, we can help. Don't wait until you're behind on your bill or are at risk of having your service disconnected.

Call us today at 1-800-DIAL-PPL (1-800-342-5775) or visit www.pplelectric.com.

We have programs for eligible customers that provide cash grants, affordable payment plans, debt forgiveness and free home improvements that can reduce your home's energy use. We also can refer you to community services and programs.

In addition, we offer monthly interest-free payment plans if you've fallen behind in your electric bills and a budget billing option that can spread your annual electricity costs over 12 months. And so you don't miss a late payment notice, we also can send a copy to a relative or friend of your choice.

Be counted in Census 2010

This year, the United States government will conduct a census — a count of every man, woman and child in the country.

The government will send out census forms in March. The form contains just 10 short questions, so it won't take long to complete.

Census information helps determine your political representation in Washington and Harrisburg. It helps determine how the federal government distributes billions of dollars in community development funds.

Having an accurate census count also affects the level of federal funding received by states and cities, including assistance such as Pennsylvania's Low Income Home Energy Assistance Program.

The U.S. Census Bureau provides help in several ways, including offering language assistance guides in several languages and Questionnaire Assistance Centers that can help those who can't read or understand the survey. To learn more, visit www.2010census.gov.

Timing your energy savings

If you're a residential or small-business customer who chooses not to shop for an electricity supplier, you may be able to reduce your monthly electric bills by participating in our voluntary new E-power Time-of-Use (TOU) option.

Enrollments for this option will begin in March. Carefully consider when you use electricity and whether you could benefit from the TOU option. You may be able to spend less just by switching to a competitive supplier. It's important to note that if you choose to shop, then TOU is not an option for you.

Under TOU, you pay a lower price during "off-peak" hours when demand for electricity is generally lower and a higher price during "peak" hours when demand for electricity is usually higher.

Look for more information at www.pplelectric.com/e-power.

Stop letting money fly out the door

PPL Electric Utilities will be offering our residential customers home energy assessments and comprehensive diagnostic audits at reduced rates.

The E-power Home Assessment and Weatherization program has two options to help you assess your home's energy use. Whether it's adding insulation, or another measure, our team of contractors can help identify possible areas where you can become more energy-efficient, which could save you money.

Additionally, the team will install several free energy-saving measures as part of its examination and provide you with information about rebates available through PPL Electric Utilities' other E-power energy efficiency programs, as well as weatherization and duct-sealing rebates.

For more information on this program, visit www.pplelectric.com/e-power.