

February 2010

## Changes to 2010 bills

### Differences reflect current electricity market, choice

If you are a residential customer on our standard RS Rate Schedule, you may notice a few changes to your electric bill in 2010:

#### Flat generation charge

You will pay a flat generation price for every kilowatt-hour of electricity you use. This reflects the way electricity is bought and sold today.

In the past, you were charged one price for the first 200 kilowatt-hours of electricity use, a lower price for the next 600 kilowatt-hours and then a lower price for all electricity use after that.

#### Transition credit

The transition "charge" on your bill will actually be a monthly credit this year. In 2011, this piece of the bill will disappear.

#### Supplier's charges

If you choose a competitive electricity supplier and still receive one bill from us, it will show our charges for distribution and

### e-power tip

If you're like the average American family, the federal government estimates you do 400 loads of laundry a year. Following some good energy efficiency advice can help you save money, and updating your old clothes washer can stretch your power dollars even further.

The government's ENERGY STAR® Web site advises you to fill your washer to its approved capacity and use cold water unless you're dealing with oily stains. Washers use about the same amount of energy, regardless of load size. Additionally, heating the water uses about 90 percent of the energy it takes to run a washer.

If your washer is more than 10 years old, an e-power rebate on a new ENERGY STAR clothes washer can help you reduce your energy use even more. Through our e-power program, customers are eligible for a \$75 rebate on their purchase of a qualified model. The rebates run until May 31, 2010, and can be applied to qualified purchases back to July 1, 2009.

For more information, visit [www.pplelectric.com/e-power/](http://www.pplelectric.com/e-power/) and click on rebate programs.

our credit for transition. It will list separately the supplier's charges. Embedded in the supplier's charges are the costs for generation and transmission.

## 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](http://www.pplelectric.com)**

## Energy efficiency tax credits available

Homeowners who make energy-efficient home improvements in 2010 may be eligible for federal income tax credits.

The tax credits are available for a wide variety of products. You can get 30 percent of the cost, up to \$1,500, on things such as replacement windows and doors. A 30 percent credit, with no upper limit, applies to equipment such as geothermal heat pumps and small residential wind turbines.

Visit [www.energystar.gov](http://www.energystar.gov) and click on "Tax Credits for Energy Efficiency" for a complete list of the tax credits and other details.

Save your receipts and manufacturer's certification statements and consult your tax adviser for advice on what you need to file to claim the credit in 2011.

## Don't overlook earned income tax credit

Customers who qualify for LIHEAP or our payment assistance programs also may qualify for the earned income tax credit on their 2009 federal income tax return. The credit can reduce your taxes and could mean a refund.

Working families and working individuals must meet income guidelines.

The IRS enhanced the credit this year, now allowing additional money for three or more children. Rules also changed for determining who is a qualifying child.

To learn more, visit [www.irs.gov/eitc](http://www.irs.gov/eitc) or call 1-800-829-1040.

## Light smarter, pay less with CFLs

PPL Electric Utilities is offering significant discounts at participating retailers to help you save on a variety of ENERGY STAR® rated compact fluorescent light bulbs, or CFLs.

You can save an average of \$30 on lighting costs over the lifetime of each bulb because CFLs use 75 percent less energy than incandescent bulbs and last much longer — about 10 times longer on average, according to the federal government's ENERGY STAR program.

To save the most energy and money, replace your highest use bulbs first, such as those in kitchen ceiling lights, living or family room table and floor lamps, and outdoor porch lamps.

To find a retailer offering discounted bulbs or recycling options, go to [www.pplelectric.com/e-power](http://www.pplelectric.com/e-power) or call 1-888-217-2332.

## Energy advice, kits for low-income residential customers

PPL Electric Utilities residential customers who struggle to pay their electric bills will have a no-cost way to reduce their energy use and save money.

The E-Power Wise Program, delivered by community-based and nonprofit organizations, will provide free energy-efficiency and conservation education, as well as energy efficiency kits for homes and apartments.

For more information, visit [www.pplelectric.com/e-power](http://www.pplelectric.com/e-power).



[www.pplelectric.com](http://www.pplelectric.com)