

November 2008

## Energy Analyzer now offers hourly electric usage

See how usage changes  
with activities in your home

Understanding how your home uses electricity just got a little easier. With our Energy Analyzer at [www.pplelectric.com](http://www.pplelectric.com), you can now access hourly usage information for your home.

Graph hourly usage by the week or day. See how usage changes when you do laundry, fire up the stove or tackle bath time for the kids. And experiment with changes, like adjusting your thermostat, to see how much energy you can save.

The key to good decisions about energy efficiency is information. Giving you that information is what our e-power efforts are all about.

We're the first major utility in Pennsylvania to offer hourly usage information to all of our customers. Daily information is also available online. The detailed information is possible because of investments we've made in advanced meters.

To get started on the Energy Analyzer, visit [www.pplelectric.com](http://www.pplelectric.com) and click on the "e" at



### e-power tip

The federal government estimates that homeowners can save up to 20 percent on heating costs by sealing and insulating.

To get your home ready for winter, recaulk around windows and doors that leak air. Use caulk, spray foam or weatherstripping to seal where pipes, ductwork or wiring penetrates walls, floors and ceilings.

In addition, insulate your outlets by installing outlet gaskets and using insulating plugs in unused outlets. Be sure power to the outlet is off to protect your safety.

the bottom of the page. If you're a first-time user, you will need to create a user name and password. To view hourly usage, click "View graphs of my daily or hourly energy usage" on the bottom right of the Energy Analyzer page. Then click on the drop-down box for hourly energy use.

## 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)**

# Service you can count on — that's our promise

Your time is valuable. You don't like to be kept waiting. You expect people to deliver on their promises. We understand.

With our Service Promise, if we don't deliver on certain promises to you, PPL Electric Utilities will give you a voucher good for \$25 off your electric bill. It's our way of showing we respect your time and understand your concerns.

Through our Service Promise program, we pledge to:

- **Keep appointments.**  
If we miss an appointment, we will give you a \$25 voucher.
- **Provide standard electric service within seven working days.**  
If we don't, we'll give you a voucher for \$25 off your electric bill. You must notify us when construction starts and meet all requirements for electric service.
- **Reduce customer inconvenience.**  
We'll give you a voucher for \$25 if we inconvenience you at your home or property by, for example, failing to clean up materials at a job site.
- **Express customer appreciation.**  
We'll give you a \$25 voucher if you do something beneficial for us, like alerting us to serious safety concerns.

## Bill-to-date feature added to Energy Analyzer

Our online Energy Analyzer now lets you track electricity costs between bills. A bill-to-date feature in the "Meter Highlights" section shows your usage and charges to date before your next bill is issued. If you're on a tight budget, this can help you monitor your charges and adjust your usage before your next bill. The Meter Highlights section is located on the bottom right side of the Energy Analyzer page.

# Help available this winter through LIHEAP program

Help is available this winter for customers who may be struggling to pay their energy bills because of financial hardship.

Customers may begin applying for funds from the federally funded Low Income Home Energy Assistance Program on Nov. 3. Applications are accepted through March 31.

LIHEAP provides cash grants and crisis assistance to qualifying households. Last winter, 20,600 PPL Electric Utilities customers received more than \$5.3 million in assistance.

You don't need overdue heating bills to qualify. You only need to meet LIHEAP's income guidelines. To apply, contact your county assistance office.

## LIHEAP income guidelines

Family size	Income limit
1	\$15,600
2	\$21,000
3	\$26,400
4	\$31,800
For each additional person, add \$5,400.	

## LEDs improve efficiency during holiday season

This holiday season, save energy and help protect the environment by choosing LED lights for your holiday display.

Short for light-emitting diodes, LEDs use up to 90 percent less energy than standard incandescent light bulbs, generate very little heat and are made of tough plastic so they don't shatter easily. They also last much longer than traditional bulbs, saving you time and frustration.

LED lights can be found at most home improvement stores. They cost more initially, but will help you save on your electric bill for years to come. They're available in many shapes, sizes and colors.

See how our phase-in option can help you adjust gradually to higher prices in 2010.  
Call us today or visit [www.pplelectric.com](http://www.pplelectric.com).



PPL Electric Utilities