

# connect



PPL Electric Utilities

August 2011

## Honoring Energy Efficiency

PPL Electric Utilities' E-power programs help all customers be more energy-efficient, and now — through the Energy-Smart Business Honor Roll — we're recognizing area businesses and institutions that have made a commitment to saving energy and money.

All businesses and institutions that participate in E-power programs are invited to participate in the honor roll. To date, about 2,000 of them have made energy-saving improvements ranging from installing energy-efficient lighting and HVAC systems to replacing old appliances with ENERGY STAR models to adding insulation.

Besides receiving a certificate and an Energy-Smart Business Honor Roll seal, businesses and organizations can have their name listed on the E-power website at [www.pplelectric.com/e-power](http://www.pplelectric.com/e-power). As of July 1, about 200 have added their names to the list, along with the steps they took to become more energy-efficient.

Businesses, government, nonprofits and institutions interested in becoming more energy-efficient and joining the Honor Roll should check out the various E-power programs at [www.pplelectric.com/e-power](http://www.pplelectric.com/e-power).

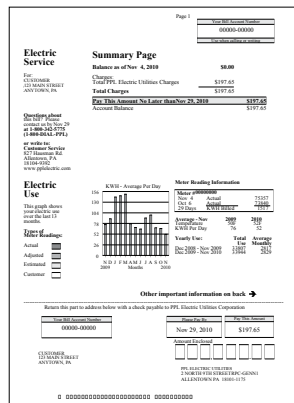


## e-power tip

Be careful what you place near your central air-conditioning thermostat. Lamps, televisions and anything that creates heat near the thermostat can cause it to read a higher temperature than the true room temperature and make your air conditioner work harder. That can waste energy and money.

## Bill makeover coming soon

At PPL Electric Utilities, our customers are our first priority. Over the years, we've received feedback from you on how we could make our bills easier to understand. We've listened and in October we'll debut a new bill design based on your comments. Next month, we'll give you a sneak peek and more information about the upcoming changes. Stay tuned!



## 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**  
E-mail us at:  
**[connect@pplweb.com](mailto:connect@pplweb.com)**

## Next 'price to compare' adjustment is Sept. 1

Customers who don't shop for their electricity supply and rely on PPL Electric Utilities to buy power on their behalf should mark Sept. 1 on their calendar.

That's when the price for that power supply will be adjusted again for all customer groups to more accurately reflect market costs. Known as the "price to compare," it now changes every three months.


The price to compare can go up or down for different rate classes. Visit [www.pplelectric.com/choice](http://www.pplelectric.com/choice) to find out more.

The price to compare is the cost of the power, its transport over high-voltage lines and any related taxes. We pass this cost on to customers without profit.

Knowing this price can help you decide whether shopping for electricity will save you money.

You can check out electricity supply offers at [www.papowerswitch.com](http://www.papowerswitch.com).

No matter what electricity supplier you choose, PPL Electric Utilities will still deliver that power, respond to outages and other problems, and help you manage electricity costs.



### Lightning safety

Summertime is prime time for thunderstorms and the potentially dangerous lightning they bring. When the National Weather Service forecasts possible thunderstorms, be alert and know where you can go for safety. Allow time to get there in case the weather turns nasty.

Outside is not the place to be during a thunderstorm. The weather service says if you're outside and hear thunder, get inside a building or hard-topped metal vehicle as fast as you can. The weather service defines a safe building as fully enclosed with a roof, wall and floor, and plumbing and wiring. Unsafe buildings include things like car ports, tents, pavilions and baseball dugouts.

If you get caught outside, avoid open areas and stay away from isolated tall trees, towers or utility poles.

## An E-power website makeover

A new and improved E-power website debuted this summer and we invite you to take a look.

You'll notice newly organized content and changes we hope will serve you even better.

Programs are now organized under their main headings:

**Save** — Rebates, incentives and discounts to get you started.

**Analyze** — Examine your energy use.

**Learn** — Discover ways to better manage your energy use.

One new feature we think you'll like is a status indicator that outlines what programs are available and if they are nearing their funding limits or have closed. Our goal is to make it easier for you to access useful tools, programs and rebates to help you save energy.

Check it out at [www.pplelectric.com/e-power](http://www.pplelectric.com/e-power).

