

connect



PPL Electric Utilities

December 2010

2010: An E-power year in review

PPL Electric Utilities this year has been busy rolling out more E-power programs to help you save energy, and money and aid the environment at the same time.

There's something to choose from for every kind of customer when it comes to E-power. Visit www.pplelectric.com/e-power to find out more.

If you've taken advantage of these helpful programs, keep up the good work. If you haven't tried E-power yet, now is your chance to find opportunities to save. Funding is limited, so it pays to act now.

As you prepare for 2011, resolve to be more energy-efficient with help from PPL Electric Utilities and E-power:

Energy Efficiency Rebates: About 80,000 rebates have been paid so far for everything from ENERGY STAR® appliances to lighting and heating and air-conditioning equipment. Most rebates are retroactive to July 1, 2009, so purchases you've already made could be eligible.

Appliance Recycling: Get paid \$35 to get rid of that old energy-guzzling refrigerator or freezer that can cost you up to three times as much to run as a newer, more efficient ENERGY STAR® model. More than



e-power tip

You can save energy by keeping a clean filter in your furnace and by replacing that filter when it's dirty. When the filter is dirty, it can restrict air flow and increase energy use. Don't forget that a tune-up also can help your furnace operate more efficiently. Visit www.pplelectric.com/e-power for energy efficiency tools, information and incentives to help you save.

16,000 units have either been picked up or scheduled for pickup. All get picked up for FREE and recycled for other beneficial uses.

Home Assessment and Weatherization:

This is an energy efficiency checkup for your home, conducted by qualified contractors, that will point the way to savings. Surveys cost \$50, and we'll rebate up to \$250 on more extensive energy audits.

CFLs: Compact fluorescent light bulbs use 75 percent less electricity and last up to 10 times longer than standard incandescent bulbs. More than 300 stores sell PPL Electric Utilities' discounted CFLs. More than 2 million new CFLs are now shining efficiently throughout eastern and central Pennsylvania, thanks to E-power.

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

Make a difference this winter

A donation to Operation HELP delivers comfort, peace of mind

You can make a difference for a family in need in your area by contributing to Operation HELP.

Donations from customers, employees and the company help pay energy bills for individuals and families who are facing tough times because of disabilities, medical expenses, loss of a job or other reasons.

Every donation, no matter the size, helps. And all of the money raised goes directly toward helping families. PPL Electric Utilities does not use any of the money that's donated to help promote the program or pay for administrative costs.

If you would like to contribute, return the enclosed enrollment form with your bill or send your donation to PPL Operation HELP, 827 Hausman Road, Allentown, PA 18104.

Thanks to the generous support of customers, Operation HELP has raised about \$20 million to assist more than 73,000 families in need since 1983.

Paperless billing sweepstakes ends soon

If you receive a paper bill from PPL Electric Utilities and sign up for paperless billing by year's end, you'll automatically be entered into the Go Paperless Sweepstakes*.

The top 10 winners will receive \$2,500 toward a comprehensive energy audit conducted by a certified building analyst and any recommended improvements identified in the audit. In addition, 20 more customers will win walk-through home energy surveys, valued at more than \$100.

* No purchase necessary. For complete details see the Official Rules at www.pplelectric.com/gopaperless. You can enter by signing up for paperless billing or mailing in your contact information.

LIHEAP offers assistance with energy bills

The Low Income Home Energy Assistance Program offers help if you're struggling to pay your home heating bills, whether you rent or own your home.

LIHEAP is funded by the federal government and administered by the Pennsylvania Department of Public Welfare.

The program provides cash grants to help you with heating bills and crisis grants to help you cope with heating emergencies. Applications are available now through March 31.

You don't have to have an unpaid bill to qualify and you don't need to be a public assistance recipient. However, you must meet LIHEAP's income guidelines, listed below.

To apply, contact your county assistance office or download an application from our website at www.pplelectric.com. Once on our site, select Quick Links, then "Need Help Paying Your Bill," then LIHEAP.

If you have an active OnTrack account, a cash grant could result in an account credit. You should not make an OnTrack payment until you have exhausted all of the credits that appear on your monthly OnTrack electric bill.

2010-2011	
Family Size	Gross Annual Income
1	\$17,328
2	\$23,312
3	\$29,296
4	\$35,280
5	\$41,264
6	\$47,248
7	\$53,232
8	\$59,216
9	\$65,200
10	\$71,184
<i>Each additional person</i>	\$5,984