

July 2010

## Cook up some kitchen efficiency with E-power

Older, inefficient kitchen appliances can have big energy appetites and a big impact on your electricity budget.

If you're considering replacing your old refrigerator or dishwasher — or both — don't forget that PPL Electric Utilities, through its E-power appliance rebate program, can make it pay to upgrade to a more energy-efficient kitchen.

The program offers a \$30 rebate for purchasing an ENERGY STAR®-rated dishwasher and a \$50 rebate for an ENERGY STAR refrigerator. And to top it off, we'll pay you \$35 to recycle your old refrigerator and we'll take it away for free and make sure it's properly recycled.

According to the federal government, if you replace a refrigerator from the 1980s with a new ENERGY STAR model you could save over \$100 a year on your electric bill. Replace a model from the 1970s and your annual savings could be nearly \$200 per year. Refrigerators made before 1993 likely use more than twice the energy of a new ENERGY STAR model.

Our E-power initiative provides you with tools, information and incentives to use energy more efficiently, help you save money and reduce your carbon footprint. It offers a comprehensive group of programs for residential, business and

institutional electricity users.

To find out more about appliance rebates, and all of the E-power programs, go to [www.pplelectric.com/e-power](http://www.pplelectric.com/e-power). Click on the Residential icon and then on the Appliance Rebates button. You also can find out more about the other E-power programs on the site or call 1-866-660-4551 to learn more.

## 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)



## e-power tip

### Comfort starts at the top

If your home is too hot in the summer or too cold in the winter, the solution could be more insulation in your attic.

The U.S. Department of Energy says most homes should have between R-30 and R-60 insulation in the attic. If there is still a comfort problem, it could be you need more insulation in your exterior walls too. This is a pricier undertaking, but could be worth it if you live in very hot or very cold climates.

You also may need to better insulate the crawl space or basement. In any event, the government recommends you check with a professional contractor.

Rebates for ceiling and wall insulation are available through E-power.

## Report an outage

Don't be shy about calling us about an outage. The more calls we get, the better we are able to determine how large the outage is and pinpoint its source. Based on your calls, we can send messages to meters in your neighborhood to see if other customers are out of service. Report your outage by calling 1-800-342-5775 or visit our Outage Center at [www.pplelectric.com](http://www.pplelectric.com).

## Calling about streetlights

Streetlights can be owned by PPL Electric Utilities or the municipality where you live. Giving us the pole number when you call to report the outage not only allows us to pinpoint the location, but also helps us determine who is responsible for the repair.

You'll find the pole number on a metal strip attached to the pole. It always will be five digits, followed by an N or an S, and then five more digits — for example, 12345N67890.

Once you have the pole number, call us at 1-800-DIAL-PPL and our customer care representatives will be able to schedule a repair if it's our light or direct you to the appropriate contact if it is a municipality-owned light.

## We're ready to deliver

When hot summer weather chases people inside and makes air conditioners and fans run for long periods, you can count on PPL Electric Utilities to deliver the power you'll need.

We take steps to ensure reliable service when you're counting on us. We've been getting ready for this peak season – just like you may anticipate your family vacation. For us, that means everything from making local reliability improvements to handle increased demand, emergency drills for the possibility of severe summer storms, and even stocking up on additional supplies.

We'll do our best to keep you cool and comfortable all summer long. Stay safe and enjoy!

## Shining the light on power restoration

Delivering safe, reliable power is our job, but when big storms roll across our service territory, equipment can be damaged and outages can result. Being without power is never easy, and we appreciate your patience and understanding as we respond.

- Our first priority is supporting critical public safety facilities, like hospitals and fire stations.
- Next, we focus on major power lines and substations that serve large numbers of customers. We use switches to get around trouble spots and reroute power to restore service to as many customers as possible until repairs can be made.
- The highest priority goes to repairs that will get the largest numbers of customers back in service as quickly as possible.
- We then restore power to smaller neighborhoods and individual homes and businesses.

We bring all of our available resources to bear to get the lights back on. Hundreds of line workers and support staff are ready to serve you, and if needed, we also get support from contractor crews and other utilities. We get out there quickly and we stay at it until the job is done. When Mother Nature causes the lights to go out, we have a detailed and well-practiced plan to restore electric service. To read about our restoration efforts during storm emergencies, follow us on Twitter at <http://twitter.com/pplstormteam>.

## E-mail us at Connect

PPL Electric Utilities now has an e-mail address for you to use to contact us regarding Connect. Write to us at [connect@pplweb.com](mailto:connect@pplweb.com) to comment on something in a recent issue or even suggest a subject for a future article. We'd love to hear from you.