

September 2007

A light with twist It saves you money

When it comes to compact fluorescent bulbs, the cliché, “sometimes you have to pay a little to save a lot,” rings true.

While carrying a higher initial price tag than standard incandescent bulbs, ENERGY STAR compact fluorescent lights (CFLs) can offer a quick return on your investment and pay for themselves many times over. For starters, they:

- Use about 75 percent less energy — a 23-watt CFL has the same light output as a standard 100-watt bulb.
- Last up to 10 times longer, saving you trips to the store and reducing waste.
- Generate about 75 percent less heat.

In addition, CFLs come in many shapes and sizes and can be used in a variety of fixtures, including track, outdoor and recessed lighting. They can also help protect the environment by reducing greenhouse gas emissions. The federal government estimates that if every American home replaced one standard bulb with a CFL, it would save \$600 million in energy costs a



e-power tip

If you're thinking about a switch to compact fluorescents, consider the following tips:

- Start with the lights you use most in your home.
- Choose fixtures that are on at least 15 minutes at a time.
- Limit humidity in bathrooms where CFLs are used.

In addition, you should be aware that CFLs contain small amounts of mercury and should be recycled. For recycling options in your area, contact your local solid waste authority or visit earth911.org or lamprecycle.org for local recycling options.

year and have the same effect in reducing greenhouse gas emissions as taking 800,000 cars off the road.

CFLs come in different color types, so for consistency in your home look for the same color type as the bulbs you are replacing.

Not bad for an energy-saving approach that takes little more than a twist of your wrist.

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

Plan. Prepare. Protect.

Coping with disaster, emergencies

An ounce of preparation can mean a world of difference for you and your family in the event of a natural disaster, flu outbreak or other emergency.

Included below are tips that can help your family cope with the unexpected:

Create an emergency plan

- Discuss how to respond to different emergencies.
- Designate a primary and backup meeting place.
- Understand school emergency procedures.
- Take a basic first-aid or CPR class.

Prepare a disaster kit

- One-week supply of water.
- Non-perishable or canned food.
- Battery-powered radio, batteries and flashlights.
- Blankets, bedding and toiletries.
- First-aid kit and enough prescription medicines.
- Hand sanitizer.

To find additional tips or access a copy of Pennsylvania's "Emergency Preparedness Guide," contact the state's Office of Public Health Preparedness at 717-346-0640 or visit www.health.state.pa.us.

Protect yourselves

- Never run a generator in your home, basement, or other indoor space where exhaust fumes may accumulate.
- Never go near downed power lines.
- In the event of a power outage, keep your refrigerator or freezer closed as much as possible.
- Wash hands frequently with soap and water.
- Remain calm and stick together.

Surveys help company gauge satisfaction

Each quarter, PPL Electric Utilities surveys a random sample of about 800 residential and business customers by phone to see how well we are doing when it comes to customer satisfaction. We use the results to identify what works well and what we need to do to improve our service to you.

Occasionally when we conduct these surveys, we get calls from customers about them. We think it's important to let you know that these surveys do take place and are conducted by an independent company under contract to PPL

Electric Utilities. We also want you to know that our interviewers will never ask for account information, bank information or personal information such as a Social Security Number.

If you've participated in a past survey, thank you. If you have a chance to participate in the future, we hope you will agree to be interviewed and we hope you'll let us know exactly

how we are doing. Our customers are important to us. Listening to customers helps us to better understand and meet your needs and expectations.

If you're ever concerned whether a PPL Electric Utilities sponsored survey call is valid, ask the caller to get back to you another day and call 1-800-DIAL-PPL (1-800-342-5775) to confirm.



www.pplelectric.com



PPL Electric Utilities