

October 2007

Programmable thermostats

A smart way to save

Heating and cooling account for as much as half of a home's energy use. By installing a programmable thermostat, you can save energy year-round.

The federal government estimates that programmable thermostats can save users up to \$150 a year in energy costs. And because most models cost less than that, the expense can often be recovered the first year.

Programmable thermostats adjust your home's temperature settings automatically while you're away or asleep. More accurate and convenient than manual thermostats, they store multiple settings. To qualify for the ENERGY STAR® symbol, models must allow for four different temperature settings a day and be accurate to within two degrees.

Different models are available to fit the different schedules users may have. ENERGY STAR qualified units typically contain vacation modes, indicators when it's time to change filters, digital displays, "smart recovery" features that ensure



e-power tip

Whether you're using a programmable thermostat or a manual thermostat, setting the temperature extra high or extra low won't heat or cool your house any faster.

In fact, doing so could result in overheating or excessive cooling, making you uncomfortable and costing you more.

And it's best to place a thermostat on an interior wall that's away from vents, drafts or heat-generating appliances, like televisions or lamps. This, too, will help you avoid overheating or overcooling your home.

temperatures reach the desired levels at the set time, and other helpful features.

Programmable thermostats offer the most benefit for individuals or families who are away from home for extended periods during the day. If you have a heat pump, talk to your retailer or contractor about selecting the right thermostat.

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

Tired of wondering what your next bill will be?

Budget billing eliminates the guesswork

If you have electric heat, you've been there before.

The mercury plunges, your heating system kicks in to keep your family warm and you're left wondering what's in store when your next bill arrives.

With budget billing, the guesswork is gone. You know — in advance — what you'll pay for the month.

And that makes planning your budget a whole lot easier.

How it works

We spread your annual electricity expense over 12 months. That way, you pay roughly the same amount each month.

When you enroll, we estimate your annual usage based on your usage

history and other factors. We use that to calculate a budget amount.

Every three months, we review your account and may adjust the budget billing amount to reflect your actual electricity use. You receive a heads-up a month before any change takes effect.

In the 12th month, we compare the cost of your actual usage for the year with the total amount paid. If there's a difference, we true up the account that month. If the difference means you owe more than \$4, we spread the amount over four months.

How to enroll

If you've lived at your location more than six months, you can sign up at www.pplelectric.com.

If you've there less than six months, call us toll-free at 1-800-342-5775 from 8 a.m. to 5 p.m. Monday to Friday.

Whether you sign up online or by phone, you'll have a chance to see your budget amount before you complete enrollment.

Help us stay safe

Keep poles free of attachments

To keep our linemen safe and help maintain reliability, please do not attach wires, lighting, banners, posters, basketball hoops, fences or other items to our poles without permission.

We often find items like posters attached to our poles with nails and staples. These can injure linemen. They can also puncture

the rubber gloves and sleeves that help protect our linemen when they work on high-voltage lines. Even a pinhole in these protective layers can pose a serious threat to our workers.

We inspect poles regularly. People responsible for unauthorized attachments face potential fines.

Safety — yours and ours — is our top priority. Thanks, in advance, for your cooperation.



"Highest in Customer Satisfaction with Residential Electric Service in the Eastern U.S. Seven Years in a Row."

PPL received the highest score in the East in the proprietary J.D. Power and Associates 2001-2007 Electric Utility Residential Customer Satisfaction StudySM. 2007 based on 29,042 total responses ranking the 14 largest providers in the East. Visit jdpower.com.



www.pplelectric.com



PPL Electric Utilities