

November 2007


Seal it and save

Improve your home's efficiency in time for winter

There are many ways that air can leak into and out of your home. Plugging these leaks may be the most effective way to improve your home's energy efficiency.

The federal government estimates that homeowners can save up to 20 percent on heating costs by sealing and insulating. Where should you start?

- Remove cracked caulking and recaulk and weatherstrip around doors and windows that leak air.
- Use caulk, spray foam or weatherstripping to seal leaks where pipes, ductwork or wiring penetrate exterior walls, floors and ceilings.
- Replace your screens with storm windows or consider using a less costly clear plastic film available at your local home improvement store.
- Insulate your outlets by installing outlet gaskets and using insulating plugs in unused outlets.
- Make sure your attic is properly insulated. It's the easiest place to



e-power tip

In a typical home with forced-air heating or cooling, about 20 percent of the air that moves through the duct system is lost because of leaks.

Signs you may have a poorly performing system include high bills and rooms that are difficult to heat.

Sealing ducts behind walls can be difficult, but exposed ducts in attics, unfinished basements and other areas can be sealed with duct sealant or metal tape.

For more information, visit our energy library at www.pplelectric.com or visit www.energystar.gov.

add insulation and can produce the biggest savings. If your insulation is level with or below the attic floor joists, you may need more insulation.

For more tips and information, visit our Energy Library at www.pplelectric.com. For a do-it-yourself guide to sealing your home, visit the ENERGY STAR® Web site at www.energystar.gov.

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

A recipe for helping others

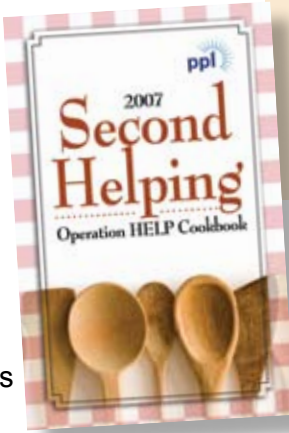
Proceeds from Operation HELP cookbook will keep families warm

What do ham and noodle nests, strawberry sparkle punch and pork chop serendipity have in common?

They're all part of the more than 300 recipes in PPL Electric Utilities' new Operation HELP cookbook: "A Second Helping."

To order a copy of our cookbook and help families stay warm this winter, simply cut out the order form below, enclose a check for \$12 and return it to the address on the form.

To ensure your request is processed, please mail the form separate from your bill



PPL Electric Utilities founded Operation HELP 25 years ago.

Since that time, thanks to donations from the company, employees and customers, the program has provided nearly \$17 million to help about 60,000 families.

More importantly, it has delivered comfort, warmth and peace of mind to those in need.

payment. Please allow two weeks for receipt of your cookbook.

All of the net proceeds from the cookbook sale will benefit families unable to pay home energy bills. Operation HELP provides emergency cash assistance to these families.

Don't miss your chance to make a difference. Get your copy in time for the holiday season, and make the season a little brighter for those in need.

Sign me up for "A Second Helping"

Please complete and return your order form to:

Evelyn Soto, PPL Electric Utilities, 827 Hausman Road, Allentown, PA 18104

Name _____

Address _____

City _____ State _____ ZIP _____

Phone number _____

Number of copies: 1 2 Other _____

I have enclosed a check payable to "PPL Electric Utilities, Operation HELP" in the amount of \$_____.

Total due (\$12 x # of copies): _____

LIHEAP funds available

For customers struggling to pay their energy bills this winter, help is available.

Pennsylvania's Low Income Home Energy Assistance Program provides both cash grants and crisis grants to help families stay warm. You don't need overdue heating bills to qualify. You only need to meet LIHEAP's income guidelines.

To apply for LIHEAP dollars, contact your county assistance office.

LIHEAP income guidelines

Family size	Income limit
1	\$15,315
2	\$20,535
3	\$25,755
4	\$30,975
For each additional person, add \$5,220.	



PPL Electric Utilities