

December 2007

Saving just got easier with our e-power light bulb giveaway

If you're a residential customer and want to receive two free compact fluorescent light bulbs, visit our Energy Analyzer at www.pplelectric.com and complete a quick home profile to analyze your home.

When you do, we'll send you two ENERGY STAR® qualified bulbs. You'll also receive customized energy-saving tips.

If you've already entered a home profile, you are qualified for this giveaway and your bulbs will be mailed to you shortly.

According to government studies, these bulbs use about 75 percent less energy than standard bulbs and last up to 10 times longer. You could save up to \$100 in electricity costs over the life of the two bulbs. The 13-watt bulbs generate the same amount of light as standard 60-watt bulbs.

The light bulb giveaway is just one part of our e-power program to promote

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



e-power tip

To get the best results from compact fluorescent light bulbs:

- Start with the lights that you use the most.
- Choose fixtures that are typically on at least 15 minutes at a time.
- Limit humidity in bathrooms where compact fluorescent bulbs are used.
- If you're using them with a dimmer, make sure the bulb is compatible.
- Recycle bulbs that no longer work. For local options, contact your local solid waste authority or visit earth911.org or lamprecycle.org.

efficiency and help you find ways to save energy. We'll give away 120,000 light bulbs to the first 60,000 people who complete the Energy Analyzer.

Check out the Energy Analyzer today and get on the road to energy savings. Please allow four to six weeks for delivery of your bulbs.

25 years of Operation HELP

Thanks to all who've donated to Operation HELP. Your donations have touched more than 60,000 families in the communities we serve.

You can help. Every dollar counts.

The long, cold winter can be a tough time for many in our area. For some, it can be a struggle to stay warm. This winter, you can give the gift of comfort and hope by supporting Operation HELP.

Started by PPL Electric Utilities 25 years ago, Operation HELP reaches out to neighbors in need through local community agencies. Donations from customers, employees and the company help customers pay energy bills.

Customers may qualify no matter what type of fuel they use to heat their home. The program helps neighbors facing tough times because of disabilities, medical expenses, the loss of a job, or other reasons.

Every little bit counts, 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

Delivering
comfort, hope
and peace of
mind.

pay for administrative costs.

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

We're raising our donation to \$1 million

PPL Electric Utilities is increasing its Operation HELP contribution by more than 40 percent, to \$1 million in 2008.

Operation HELP is funded through voluntary contributions from the company, customers and employees.

We've also proposed a 38 percent increase in customer funding for other assistance programs in 2008, and we continue to be a strong advocate for the federal Low Income Home Energy Assistance Program.

We recognize the difficulty that rising energy prices create for our customers. We're developing tools and programs to help customers of all income levels manage what they spend on electricity.

We believe in helping customers in need. That belief has guided us for the past 25 years and guides us still today.



"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.



PPL Electric Utilities