

January 2008

## Five reasons to go paperless

Saying goodbye to your old bill's a good thing

### 1. It's quick and convenient.

Bill notices arrive by e-mail, and with a few clicks, you can view and pay bills online. You can schedule payments at your convenience or enroll in our Automatic Bill Payment program.

### 2. It's secure.

There's no private information in the e-mail bill notice we send. A link lets you access your bill through myPPL, which requires a user name and password for security. All account information is stored on a secure server.

### 3. It saves trees.

If just half of our customers went paperless, it would save more than 68 tons of paper — or more than 1,600 mature trees — each year.

### 4. It saves money.

When customers go paperless, it improves efficiency and lowers the



## e-power tip

Ceiling fans can help you reduce your energy bills and stay comfortable this winter.

During winter, reverse your fan so that it spins in a clockwise direction. Most fans have a switch that allows you to do this. This forces warm air down from the ceiling into the living space.

Operate your fan at low speed to avoid creating a drafty condition, and turn off your fan when you leave the room.

If your ceiling fan has light fixtures, switch to compact fluorescent light bulbs to save even more energy.

costs to process bills and payments. In the end, that saves everyone money.

### 5. It's free.

There's no fee to participate, and you can cancel at any time by calling 1-800-342-5775.

**For other payment options and how to get started on myPPL, see the back page.**

## 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)**

# Getting started on myPPL is quick, easy

Whether you want to save energy, sign up for budget billing, understand why a bill went up or down, or pay bills online, myPPL is the place to get help conveniently and on your schedule.

## Steps to get started:

1. Visit [www.pplelectric.com](http://www.pplelectric.com) and select "myPPL" at the top of the page.
2. Click the link for "first-time user."
3. Create a user name and password. Once you do this, a confirmation e-mail will be sent to your e-mail address.
4. Activate your new user name and password by clicking on the link in your confirmation e-mail. This step must be completed within 24 hours.
5. Link a PPL Electric Utilities account to your user name. You'll need a copy of your most recent bill to complete this step.

## Want to share access to your account?

Sharing access is easy with myPPL. This is convenient if a spouse or family member wants to view usage information or pay bills for the account.

To share, click "Select a different account" on your myPPL pages. On the "My Account List" page, select "Share." The person you're sharing with must have a user profile.

## Variety of payment options available

For your convenience, we offer a variety of ways to pay your electric bill. You can mail your payment or choose one of the following payment options:

### Automatic bill payment

Payments are made automatically from your bank account on the due date. To enroll, visit [www.pplelectric.com](http://www.pplelectric.com) or call toll-free 1-800-342-5775.

### Scheduled payment directly from your bank account

Using myPPL at [www.pplelectric.com](http://www.pplelectric.com), you can arrange to have a current bill paid directly from your bank account. You can designate the payment date.

### By credit card

You can pay by credit or debit card 24 hours a day by calling BillMatrix toll-free at 1-800-672-2413. Bill Matrix is an independent company and charges a fee of \$4.95. PPL Electric Utilities does not receive any part of this fee.

### In person

Payments can be made at one of the many independently operated payment centers across our service area. Payment centers charge a \$1 fee. PPL Electric Utilities does not receive any part of this fee. Visit [www.pplelectric.com](http://www.pplelectric.com) to locate a payment center in your area.



## "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 Study<sup>SM</sup>. 2007 based on 29,042 total responses ranking the 14 largest providers in the East. Visit [jdpower.com](http://jdpower.com).



[www.pplelectric.com](http://www.pplelectric.com)



PPL Electric Utilities