

connect



PPL Electric Utilities

July 2008

New online store offers energy-efficient items at 20% discount

If you're like most homeowners, you could save as much as 30 percent on your energy bills by improving your home's energy efficiency. One way to cut energy costs is by using energy-efficient products.

PPL Electric Utilities is partnering with the EFI Energy Store to let you shop for quality, brand-name products that save energy and money without sacrificing comfort or convenience.

Energy Store products include compact fluorescent light bulbs, air cleaners, ceiling fans, items to weatherize your home, programmable thermostats, low-flow showerheads, other water-saving devices and more.

The store is run independently by EFI. PPL Electric Utilities customers receive a 20 percent discount on all purchases. PPL Electric Utilities does not profit from these purchases. Deliveries must be sent to cities or towns within our service territory.

To shop online, visit www.pplelectric.com, click the e-power logo and select "Energy Store." If you don't have Internet access, you can order over the phone by calling EFI toll-free at 1-866-807-1317.



e-power tip

Clotheslines have become a thing of the past in many neighborhoods, and yet they are a great, old-fashioned way to dry clothes and save electricity.

To reduce your energy usage, consider hanging your clothes out to dry, as well as slow-to-dry items like bath towels.

Also, wash your clothes in cold water whenever possible, and always rinse with cold.

Thanks for making pplelectric.com a success

Last summer, we gave our Web site a fresh look with new options. Our goals were simple: make the site easier to use, give you more choices and offer tools to help you save.

Since then, visits to our Web site are up, and we've continued to add new features. See the back of this Connect for more, and thanks for making pplelectric.com a success.

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

ppelectric.com at a glance

Whether you're looking to save energy or pay bills online, our Web site has tools that can help:

Energy Analyzer

Track your daily use and find out how your home uses electricity. Complete a home profile online and get personalized tips to save. See how your home's energy use stacks up to similar homes.

Bill payment options

Pay your electric bill online, or sign up for automatic bill payment. This way, you never have to worry about missing a payment or writing a check. Payments are made directly from your checking or savings account.

Special programs

Sign up for budget billing, which spreads your annual electricity costs evenly over 12 months. Or go green by enrolling in paperless billing. When you do, you receive e-mail notices, instead of paper bills. You can then view and pay bills online.

New features

Since we launched our redesigned Web site last summer, we've added a number of features:

Energy Store

Shop for energy-efficient products from the comfort of your living room. Our customers receive a 20 percent discount.

Daily usage information

View graphs of your daily electric use on our Energy Analyzer. Experiment with changes, like adjusting your thermostat, to see the difference.

Outage Center

Report and track outages online. Works great for customers with laptops, wireless devices or the ability to quickly access the Internet at work.

Start and stop service

Start, stop or transfer electric service to a new address. In most cases, we can process your request the next day.

Future improvements

We're committed to giving you even more choices. Improvements we're planning include:

Hourly usage information

By the end of 2008, this information will let

you see like never before how activities in your home affect usage. It will also help you evaluate whether new time-of-use rate options we're planning for 2010 make sense for you.

Bill-to-date

Soon our Energy Analyzer will give you the ability to track electricity costs between bills. If you're on a tight budget, this can help you monitor your charges to date and adjust your usage, if desired.

Web buzz

- Weekly visits to our Web site are up 520 percent over the past year.
- More than 200,000 different users have visited the Energy Analyzer.
- Over 80,000 customers received energy-saving tips by completing an Energy Analyzer home profile.

No Web access. No problem.

We know the Web isn't for everyone. That's why we're here from 8 a.m. to 5 p.m. Monday through Friday to help. Whether you have questions about your bill, want energy-saving tips or need other information, you can call us at 1-800-342-5775.

Each year, we handle more than 2 million calls from customers like you. We want to understand your needs and satisfy you the first time, every time.



www.ppelectric.com

