

# connect



PPL Electric Utilities

August 2008

## Meter advances open the door to new time-of-use rate options

At PPL Electric Utilities, we've invested in technology that will allow us to offer a time-of-use rate option to all residential customers who want it in 2010.

Time-of-use rates allow customers to lower their bills by saving energy during "on-peak" hours, or times when demand for electricity is highest. With time-of-use pricing, rates vary by time of day. They're higher during "on-peak" hours and lower during "off-peak" periods.

Most PPL residential customers do not have a time-of-use option yet, but that will change in 2010. This June, we expanded our summer time-of-use pilot program. About 600 customers were selected at random and invited to participate. We're also developing a year-round pilot program we hope to start for a limited number of participants by early 2009.

Our ability to track hourly electric use information for all of our customers makes this possible. The same technology will also enable competitive energy suppliers to offer unique pricing options to our customers in the future.

Additional rate options are one of the many ways we're working to give you more choices for managing your electric bills.



### e-power tip

Whole-house fans can help you stay cool by exhausting warm air through the attic. They can often be used in the evening instead of air conditioning and use less energy than air conditioners.

If you're using central air to cool your home, switching the fan on your central air from "auto" to "on" will circulate air continuously and keep the temperature more even throughout your home.

## How our summer time-of-use pilot program works

The program provides an incentive to shift electricity use to mornings, evenings and weekends. The more electricity you shift, the more you save.

Participants pay 9.3 cents per kilowatt-hour of electricity used from noon to 7 p.m. weekdays and 3.7 cents per kilowatt-hour the rest of the time.

That compares with the 5.3 cents per kilowatt-hour that our average residential customer pays around the clock.

## 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)**

## Recognize the signs of heat stress

Heat stress can be dangerous, especially for older adults, children, people with chronic medical conditions and people who take certain medications.

Strenuous activity, exposure to the sun, high temperature and humidity can cause heat stress. Symptoms include dizziness, nausea or vomiting, rapid pulse, muscle cramps and weakness. Heat stress can result in serious injury or death.

To avoid heat stress, drink plenty of fluids, but avoid alcoholic beverages. Wear loose-fitting, light-colored clothing and a hat or cap. And limit strenuous activities to early morning or evening.

If you suspect a person is suffering from heat stress, seek immediate medical help and have the person lie down in a shaded area, drink fluids or take a cool shower or bath.

## Budget billing eliminates the guesswork from bills

Our budget billing program spreads 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 notice a month before any changes take 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 small difference, we true up the account that month. If the difference means you owe more than \$4, we spread the amount over four months.

If you've lived at your address more than six months, you can sign up at [www.pplelectric.com](http://www.pplelectric.com). If you've lived there less than six months, call us toll-free at 1-800-342-5775 to enroll.

## Brief, split-second interruptions save lines, prevent longer outages

Electric circuits in both your home and in our electric delivery system are designed to carry a specific amount of electricity. Too much electricity can overload and damage the circuits.

In your home, there are fuses or circuit breakers that detect overloads and shut down the circuit before damage occurs. Similarly, we

install fuses in our power lines to shut them down when overloaded.

Sometimes the cause is short-lived, resulting from lightning or an animal or tree contacting a line.

**Automated devices interrupt power briefly, test power lines and restore service when temporary problems occur.**

Replacing a fuse in these instances may require us to send a crew out, and this can take time and result in a longer outage.

To avoid these kinds of extended outages and protect equipment, we've invested in automated protective devices that interrupt power briefly, test the line and restore service immediately when the cause is short-lived.

Using these automated devices can result in brief interruptions of a second or two. We understand these can be inconvenient and can require you to reset digital clocks, but without them longer outages would result, causing even greater inconvenience.

Investments we've made in advanced meters in recent years allow us to look for trends in momentary interruptions across our system and identify potential problems before they result in sustained outages.

This information helps us continue to improve our delivery system, striking the best balance between minimizing momentary interruptions and sustained outages, while protecting the electrical equipment that serves you.



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



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