

December 2008

Make sure your fireplace isn't sending money through the roof

They're warm. They're cozy. But they could also be sending your energy dollars up your chimney.

Fireplaces are one of the most inefficient heat sources you can use in your home and can exhaust a large amount of air to the outside.

To make sure you're not venting warm air from your conventional heating system and forcing it to work harder, follow these tips:

- Install tempered glass doors and a heat-air exchange system to blow warm air back into the room.
- Keep your damper and the glass doors to your fireplace closed tightly when not in use. An open damper is like an open window.
- When using the fireplace, turn the thermostat on your heating system back to 55 degrees so that warm air isn't lost up the chimney.



e-power tip

A good window can make a big difference in controlling your winter heating bills. Double-pane windows that are gas-filled with a "low-e" coating reduce heat loss. Low-e windows reflect heat back into the home.

If installing new windows isn't an option, consider installing storm windows. They can cut your heat loss by 25 to 50 percent. Also, make sure the caulking and weatherstripping around all your windows is in good condition.

Finally, open your curtains during the day to take advantage of the sun's warming effect, and close them at night. Keep windows on the south side clean to let in as much sun as possible.

- Add caulking around the fireplace hearth.

For more tips to save, visit our Energy Analyzer at www.pplelectric.com or call us at 1-800-342-5775.

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

You can help people in need this winter

A donation to Operation HELP delivers hope, comfort and peace of mind

The long, cold winter can be difficult 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 more than 25 years ago, Operation HELP reaches out to neighbors in need

With your generous support, Operation HELP has raised over \$17 for more than 64,000 families 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 pay for administration 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.

More customers eligible for LIHEAP this winter

More help is available this winter for customers who may be struggling to pay their energy bills because of financial hardship.

Pennsylvania has raised the income guidelines for the federally-funded Low-Income Home Energy Assistance Program, making more customers eligible.

Customers can apply for LIHEAP assistance through March 31. LIHEAP provides cash and crisis grants.

You don't need overdue heating bills to qualify. You only need to meet LIHEAP's income guidelines. To apply, contact your county assistance office.

Revised LIHEAP income guidelines

Family size	Income limit
1	\$23,110
2	\$30,221
3	\$37,332
4	\$44,443
For each additional person, add \$5,400.	

PPL Electric asks students to 'Think! Energy'

PPL Electric Utilities this fall sponsored a program in local schools to get students thinking about ways to save energy and protect the environment.

The company teamed up with the Pennsylvania Department of Education and the nonprofit National Energy Foundation to offer *Think! Energy with e-power*, an interactive, hands-on program for students in fifth, sixth and seventh grades.

More than 6,000 students and teachers across eastern and central Pennsylvania were involved in the program. It included classroom activities and a take-home kit that students could use with their parents to make energy-efficiency improvements at home. In addition, select teachers were trained to lead energy patrols in their schools.

Our goal: encourage tomorrow's leaders to think about energy use and ways we can all work harder to secure a brighter future.

See how our phase-in option can help you adjust gradually to higher prices in 2010. Call us today or visit www.pplelectric.com.



PPL Electric Utilities