

June 2009

## The power of advanced meters

Discover like never before how you use energy

Whether you're planning for retirement, operating a business or saving energy, the key to making intelligent decisions is having good information. Our advanced metering system provides the information that can help you manage your electricity use.

We're able to track and share monthly, daily and hourly usage information online with all of our 1.4 million customers. You can find this information for your home on our Energy Analyzer at [www.pplelectric.com](http://www.pplelectric.com).

The information gives you a peek like never before under your home's hood. Experiment with changes, like adjusting your thermostat, to see the difference it makes.

Go one step further by completing a home profile. When you do, you'll see an estimate of where your energy dollars are being spent and find clues to your biggest energy users. You'll see how your home's energy use stacks up with similar homes. And you'll get detailed tips to save. The more information you provide about your home, the better the feedback will be.



### e-power tip

The outdoor porch or post lamp is lit more than just about any light fixture in the typical home. This makes it an obvious choice for an energy-efficiency upgrade.

To save energy and money, switch to compact fluorescent light bulbs. They use up to 75 percent less energy and last up to 10 times longer.

To save even more, install a new ENERGY STAR® qualified outdoor fixture. These fixtures often feature motion sensors or photocells that activate the light when there's movement or when it's dark.

Businesses have access to the same kind of electricity-use information and can create profiles that can help them save energy and save money.

Tap the power of our advanced meters today. Visit [www.pplelectric.com](http://www.pplelectric.com) and chart a course that will save you energy and money for years to come.

**See back page for more on the power of advanced meters.**

## 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)

## Five reasons to go paperless with your bills

### 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 1,600 mature trees — each year.

### 4. It saves money.

When customers go paperless, it improves efficiency and lowers the costs to process bills and payments. In the end, that saves everyone money.

### 5. It's free.

There's no fee to participate. Enroll online or call us at 1-800-342-5775.

## Many power lines are on private property

### Respect owners' rights.

PPL Electric Utilities operates nearly 50,000 miles of power lines across eastern and central Pennsylvania. Many of those lines run across private property.

We negotiate agreements with landowners for the right to build power lines on their properties. The agreements also give us access to operate, maintain, rebuild and repair lines as needed.

In most cases, power line routes are not public land. Recreational use without the permission of the property owner is trespassing.

Please respect the rights of property owners. Get their permission before you use power line routes that cross their land.

## Advanced meters deliver big benefits

### • Improve operating efficiency

Meters are read automatically, reducing labor, fuel and vehicle costs.

### • Save time in responding to power outages

Once we receive outage reports from our customers, we can communicate with the meters to determine the scope of the outages, more easily pinpoint the source and verify when power is restored. Advanced metering saved us from sending crews to "false alarms" more than 14,000 times last year.

### • Enable new rate options

Access to hourly usage information opens the door to time-of-use pricing options. We plan to offer all customers a time-of-use option in 2010.

### • Provide you with detailed usage information

Through our Energy Analyzer, you can see in detail how your home uses electricity and experiment with changes that may save energy and money.

### • Help the environment

With advanced meters we have reduced carbon dioxide emissions from vehicles that were driven hundreds of thousands of miles each year for meter reading.

### • Virtually eliminate estimated bills

Bills are based on actual electricity use nearly 100 percent of the time.

### • Support reliability planning

With detailed usage information, engineers can better anticipate distribution and transmission equipment needs.

### • Track split-second outages

The meters record outages so brief you may not notice them, but outages that may point to potential reliability issues.

### • Help us detect electricity theft

Advanced metering offers clues to electricity theft that raises the cost of electricity for all customers and poses a safety risk.