

August 2009

Times change, electricity use surges over past decades

In 1961, John Kennedy ushered in a new political era, the race to space was on, the United States had just put a 50th star on the flag, and PPL Electric Utilities delivered 6 billion kilowatt-hours of electricity.

Fast forward to today, and our astronauts fly to space in shuttles and return to a runway. The state that put the 50th star on the map is the birthplace of our current president. And PPL Electric Utilities delivers about 38 billion kilowatt-hours of electricity a year.

Much has changed with time. Electricity use is no exception.

Just as overall use is way up over the past 50 years, the amount of electricity our average residential customer uses each month has also risen sharply over the same period, from about 280 kilowatt-hours to 1,000 kilowatt-hours.

With more customers building bigger homes, air conditioning more common than

ever, and users adding flat screens, gaming systems, computers and other high-energy-use items that didn't exist decades ago, customers are using more electricity and spending more.

That's why it's important that you make the best decisions you can, from purchasing energy-efficient appliances to taking actions that reduce your electric use. To learn how to control your electric use, visit our Energy Analyzer at www.pplelectric.com.



e-power tip

Installing low-flow shower heads and faucets can help you save energy and water.

Before 1992, some shower heads used more than five gallons of water a minute. New showerheads and faucets use less than half that. Less water means less energy needed to heat the water.

To test your shower heads, record the time it takes to collect one gallon in a bucket. If it's less than 20 seconds, you could benefit by making a switch.

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

Keeping animals out and the power on

Power lines are like highways in the sky for squirrels and raccoons. These tightrope artists are a common cause of power outages.

To keep animals from shorting and damaging electrical devices like transformers, we install animal guards on all new equipment. In addition, we install guards on existing equipment where problems occur.

These animal guards not only help us keep your lights on – they also protect the animals.

Find out how much your electric bill may be before it's issued

Need to know how much your electricity bill may be before it's issued? Want to track your usage more closely between bills? Visit our Energy Analyzer at www.pplelectric.com.

Our "Bill to Date Highlights" feature on the Energy Analyzer home page lets you see your usage and charges to date, whether you're 10 or 20 days into your next billing cycle. Track your average daily cost, view an estimate of what your next bill could be based on usage to date, and see when the billing cycle will end.

"Bill to Date" is just one of the many helpful features available through the Energy Analyzer, and it's part of our continued effort to provide you with more tools and better information to help you manage your account.

Utilities help each other

Electric utilities work together to restore power as quickly as possible when disasters strike or unusual weather causes widespread damage.

Electric utilities staff for their expected level of work to connect customers, build and maintain lines, and respond to power outages.

When a hurricane, ice storm or other natural disaster requires more line crews and support personnel than a company has available, other utilities cooperate in a coordinated way to assist.

PPL Electric Utilities was a driving force in the creation of a mutual assistance group for electric utilities in the mid-Atlantic region. The company has responded to calls for help after hurricanes in the southern U.S., snowstorms in the North and more.

And when we've needed help, other companies have assisted, speeding efforts to restore power when time matters most.

Look for the ENERGY STAR®

Symbol of energy efficiency

If you're in the market for a new TV, refrigerator, computer, DVD player or other appliance, look for the ENERGY STAR®. Products with the ENERGY STAR label use less energy, save money and help protect the environment without sacrificing style or comfort.

Consider these facts from the federal government:

- By purchasing ENERGY STAR qualified products, Americans saved \$19 billion on their utility bills in 2008 and avoided greenhouse gas emissions equivalent to removing 29 million cars from the road.
- If just one in 10 homes used ENERGY STAR qualified appliances, it would have the same effect in reducing greenhouse gases as planting 1.7 million acres of trees.
- The ENERGY STAR label can be found on more than 50 different categories of products, including major appliances, office equipment, windows, lighting and home electronics. For more information, visit www.energystar.gov.



www.pplelectric.com

