

September 2009

## Behind the light switch

What goes into delivering your power? More than you may think.

Electricity is something we often take for granted. When you flick the switch, the lights come on. PPL Electric Utilities has a strong record of delivering the safe, reliable service you expect.

What you don't see is behind the switch — 2,200 skilled and dedicated workers and an extensive infrastructure.

We maintain nearly 50,000 miles of power lines — enough wire to circle the globe twice. We have nearly 1 million poles and towers, and 400 substations and switchyards. We answer 2 million phone calls a year from our customers.

We don't produce electricity. Our job is to deliver it from power plants to your doorsteps. Last year, we delivered 38 billion kilowatt-hours to power 1.4 million homes and businesses in 29 counties of eastern and central Pennsylvania.

What does the average residential customer pay for all of this each day? About the price of coffee and a bagel. A great bargain when you stop to think about it.

## 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)**



## e-power tip

Did you know that microwaves use less than half the electricity of conventional ovens and offer reduced cooking times?

For example, an item that requires one hour in the oven at a setting of 350 degrees Fahrenheit will cook in 15 minutes on a high microwave setting.

For more energy-saving tips, visit our Energy Analyzer at [www.pplelectric.com](http://www.pplelectric.com). Don't have Internet access? Call us at 1-800-342-5775.

## Energy efficiency videos

**Watching video clips on the Internet can make you energy-wise.**

PPL Electric Utilities has created a channel on the YouTube Web site that features short videos about energy efficiency, new technologies and wise energy use.

To view videos on air conditioning, heating, lighting, appliances and other energy-related topics, visit our Web site, [www.pplelectric.com](http://www.pplelectric.com), click on the e-power icon and select "video center" from the menu of options.

## Budget billing eliminates the guesswork

Tired of wondering what your next electric bill will be? Sign up for budget billing and eliminate the guesswork. With budget billing, you know in advance what you will pay for the month. That makes planning your budget a whole lot easier.

### How it works

We spread 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. Then, every three months, we review your account and may adjust the budget billing amount up or down to reflect your actual electricity use.

You receive a heads-up in your bill a month before any change takes 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 difference, we true up the account that month. If the difference means you owe more than \$4, we spread the amount over four months.

### How to enroll

If you've lived at your location for more than six months, you can sign up online 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 from 8 a.m. to 5 p.m. Monday to Friday.

Whether you sign up online or by phone, you'll have a chance to see your budget amount before you complete enrollment.

## Save on water heating

Water heating is a significant source of energy use in many homes. Here are some simple ways to save on water heating costs:

### Make sure it's sized right

Water heater tanks can range from 20 to 100 gallons. A unit that's too small can leave you in the cold. One too large can waste energy. Ask an expert and pick the right size for you.

### Lower the temperature

For most homes, 120 degrees is enough. If your dishwasher doesn't have a booster heater, higher temperatures may be required for the best cleaning results.

### Install low-flow showerheads

Before 1992, some shower heads used more than five gallons of water a minute. New shower heads use less than half that amount.

### Wash efficiently

Do full loads. Use cold or warm settings for most laundry loads, and rinse with cold water. Purchase ENERGY STAR® water heaters and washers.

### Insulate water heater and pipes

If your water heater is warm to the touch, add an inexpensive insulating jacket. Sleeves are available to insulate hot water pipes.

## Switch to a heat pump water heater and save

### \$300 rebates available to first 200 customers who act

PPL Electric Utilities is planning to offer, for a limited time, a \$300 rebate for the first 200 customers who purchase a new, energy-efficient heat pump electric water heater.

The company has reserved 200 of General Electric's latest 50-gallon hybrid heat pump hot water heaters. They will be available Nov. 1 and must be installed by Nov. 30, 2009. The rebate will help offset the purchase and installation price of about \$1,400.

Heat pump water heaters transfer heat from the air outside to the water in your tank, saving you energy and money. They rely on heat pump technology that's been used for years to heat many customers' homes.

GE says the switch from a conventional 50-gallon model to the new heat pump water heaters can save a family up to \$250 a year. You may also be able to claim a federal energy efficiency tax credit.

To learn more about this special offer and express interest, call 1-866-260-5512.