

November 2009

Enter your best energy-efficiency video tip for a chance to win 'Change a Little, Save a Lot' contest runs through Jan. 15

Have a great tip to save energy? Capture it on video for a chance to win in our "Change a Little, Save a Lot" video contest.

From now through Jan. 15, we're looking for the area's best short clips on how to save energy and money. Maybe it's something you've done at work, home or school to conserve. Maybe it's unique. Maybe it's something easy that everyone can do.

By sharing your ideas, you can help us spread the message that simple steps can make a big difference. Be creative. Make it fun or keep it serious. It's really up to you.

Entries must be submitted by Jan. 15, 2010. After that, we'll select our favorites and award prizes in late January for the top five



e-power tip

Let the sun shine in

As the temperatures drop, take advantage of passive solar heating by opening your blinds and curtains during the day.

The sun shining through your windows helps to heat your home. If your windows are dirty from summer rain, dust and pollen, clean them. This will allow more sun in.

Be sure to close your curtains or blinds at night to reduce drafts and heat loss.

submissions. About \$15,000 in prizes will be awarded.

The first 50 entries will receive a BITS Smart Power Strip, which can help you save money on your electric bills by shutting off appliances when not in use.

To be eligible, you must be a residential customer of PPL Electric Utilities and at least 18 years old.

For a complete list of contest rules, prize details and information on how to enter, visit www.pplelectric.com/videocontest.

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

Holiday safety tips

This holiday season, keep your family and friends safe by taking some simple precautions:

- Use only lights that are approved for safe use by an independent testing laboratory, such as Underwriters Laboratories.
- Keep lights and wires out of reach of young children.
- Don't staple or nail through electrical cords or light strings. You could damage the wire or insulation and create a hazard.
- Never use lights on a metallic tree.
- Follow the manufacturer's instructions on the maximum number of strings that can be connected together safely.
- When replacing bulbs, make sure you follow the manufacturer's recommended wattage.
- Use ladders safely and keep your ladder clear of overhead electrical wires if you're hanging lights outdoors.
- Carefully inspect decorations for loose connections or bare wires.
- Avoid overloading electrical outlets.
- Turn off electrical decorations when you go to bed. Automatic timers are available.

WRAP program helps eligible customers save energy, money

PPL Electric Utilities' Winter Relief Assistance Program (WRAP) helps customers with limited incomes reduce their home energy use and lower their bills.

Customers who qualify can receive free energy education and services to help save energy. This may include installation of compact fluorescent lights, high efficiency refrigerators, a new water heater, insulation, weatherstripping and more.

PPL Electric Utilities has weatherized more than 63,000 WRAP homes over the past two decades to help customers. To

Help us keep electric service safe, reliable

If you live in a development with underground electric service, you may have a green box in your yard. These boxes house on-the-ground transformers that are important to delivering electricity.

If there is a problem with your electric service, our employees need quick and easy access to the transformer box. Any obstructions or covers, like nearby or adjacent landscaping, can delay service repairs. These kinds of obstructions are prohibited.

Also prohibited are faux rocks some customers have placed over transformer boxes. These, too, are a safety and reliability concern. They can cause electrical equipment to overheat and prevent our linemen from making repairs.

Our rules for electric meter and service installations require that on-the-ground transformer cases have 10 feet of clearance in the front and 4 feet of clearance on the sides and back.

Help us maintain this clearance and keep reliability strong. We appreciate your support.

be eligible, you must be at least 18 years old, own or rent your house or apartment, and meet the income guidelines. If you're a renter, we will contact your landlord for permission. There is no minimum usage requirement. Vacation and secondary homes are not eligible.

If you or someone you know could benefit, call us toll-free at 1-888-232-6302 to see if you qualify.

Family size	Income limit
1 person	\$21,660
2 persons	\$29,140
3 persons	\$36,620
4 persons	\$44,100
Each additional person	\$7,480