

connect



PPL Electric Utilities

January 2010

Did you get your rebate?

Making energy efficiency improvements may be the best way to control your costs over the long run. And now, if you buy with energy efficiency in mind, PPL will reward you.

PPL Electric Utilities is offering rebates on certain ENERGY STAR® appliances for your home, and high efficiency lighting, heating and cooling equipment for your business. And because these rebates are retroactive to July 1, 2009, you may have already qualified.

For a complete list of qualifying appliances and equipment, their rebate amounts and the necessary forms, visit www.pplelectric.com/e-power or call 1-866-660-4551, Monday through Saturday, 8 a.m. to 8 p.m.

And while you are on the e-power Web site, check out the other tools and programs PPL Electric Utilities has to help everyone — from homeowners and renters to your neighborhood businesses, hospitals, manufacturers and places of worship — become more energy-efficient.

We're providing significant discounts on a variety of compact fluorescent light bulbs at participating retailers. We'll pay you to get rid of an old, inefficient refrigerator, freezer or room air conditioner in working condition,



e-power tip

Old Man Winter is here, and PPL Electric Utilities advises you to stay warm and keep more money in your pocket — up to \$180 annually — by using a programmable thermostat. Maximize your energy savings by turning down the heat while you're away during the day and while you sleep at night.

Set a schedule with your programmable thermostat and stick to it to maximize your savings and provide a comfortable living environment for you and your family.

PPL Electric Utilities customers can receive a 20 percent discount on programmable thermostats from the "e" store at www.pplelectric.com/e-power.

and we'll make sure it's recycled properly. And in the coming months, we'll be providing incentives for those who take advantage of home energy audits, weatherization measures and energy management programs.

Today, like never before, we all have the power to make a difference — for ourselves and the communities in which we live — by reducing our energy use, saving money and helping the environment.

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

Stepping up our efforts to keep power lines clear of trees, vegetation

Each year, trees are a leading cause of power outages. Buffeted by high winds, strained by heavy snow and ice, and weakened by age and insects, they contact or damage power lines in severe weather.

To lessen the likelihood of problems and improve our service to you, PPL Electric Utilities is stepping up its efforts to keep lines clear of trees, limbs and other vegetation.

This year, we will trim along 6,500 miles of power lines, up from about 5,500 miles in previous years. That's equivalent to trimming a power line that would reach to California and back.

In addition, to comply with strict federal requirements designed to prevent outages caused by vegetation along transmission lines and avoid substantial monetary penalties, we will begin to cut more trees and tall vegetation than we previously have cut along these lines.

Unlike the neighborhood power lines you may see on wooden poles outside your home, transmission lines are absolutely vital because they connect electricity generating plants to regional electric delivery systems. Problems along transmission lines can affect hundreds of thousands of customers.

Tree and vegetation risks on transmission lines are not always apparent to a casual observer. High usage and heavy demand can cause conductors to sag greatly from normal positions. So a tree that appears not to be a problem in normal conditions can wind up too close to power lines when usage is very high.

We understand that people may prefer to see shrubs and small trees in transmission line rights of way. We are sensitive to this concern but need to meet the tough federal guidelines.

We will do our best to communicate with residents about the scope and timing of work as we begin clearing vegetation in their areas, and we will do this work in a way that is sensitive to concerns, while still meeting requirements.

Thanks, in advance, for your support.

Make your New Year's resolution count

Like most people, you probably aren't aware of where you use most of your electricity at home or at your business. That also means you probably aren't sure of the best way to reduce that use and increase your savings.

PPL Electric Utilities has a way for you to find out by completing the Energy Analyzer, our online home energy profile. The information you provide on your home or business will generate personalized tips to help you determine the best course of action for your needs, as well as tell you how you compare with your neighbors.

And while you are on our Web site, use the energy calculators to see what you can save by replacing inefficient appliances; shop at the e-store for energy-efficient products at a 20 percent discount for PPL Electric Utilities customers; and check out many e-power programs available to help you save money and manage your energy use.

It's easy to keep this New Year's resolution. Visit www.pplelectric.com today.

Light smarter, pay less

PPL Electric Utilities will brighten your new year with discounts on ENERGY STAR rated compact fluorescent light bulbs (CFLs).

CFLs are available in many shapes and sizes and can replace incandescent light bulbs in your existing light fixtures for your home or business. Visit www.pplelectric.com/e-power for a list of participating stores.