

December 2009

New energy efficiency incentives on the way

Interested in saving energy and money? Want to protect the environment? We can help.

In the coming months, we'll roll out more than a dozen new energy efficiency programs aimed at helping you spend less.

We'll reward you if you buy, build, renovate and act with energy efficiency in mind.

We'll offer everything from rebates on energy-efficient equipment to expanded home weatherization services for eligible customers.

Looking to replace your old, inefficient, dishwasher, air conditioner or heat pump with a new, energy-saving model? We'll help lower the cost.

Eager to ditch the old spare fridge that's haunting your electric bill? We'll take it off your hands, make sure it's recycled properly and give you \$35.



e-power tip

Lighting accounts for about 20 percent of the typical customer's electric bill. If you're an average residential customer, that means you could spend about \$330 to light your home in 2010.

Imagine if you could cut those costs significantly without noticing much difference in your lighting. Compact fluorescent light bulbs offer that kind of savings potential, using about 75 percent less energy than standard bulbs.

Isn't it time you made the switch? Watch for details on CFL discounts in our next Connect.

Curious about those twisty light bulbs that sip, rather than guzzle, energy? We'll make it cheaper for you to buy them at a store near you.

And that's just for starters. Ultimately, our programs will offer something for everyone, from homeowners and renters to churches, businesses and more.

You'll be hearing more about these options soon. Stay tuned to Connect for more. For a sneak peek at what's planned, visit www.pplelectric.com.

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

Notice to budget billing customers about 2010 prices

All PPL Electric Utilities customers will face higher prices on their electric bills in 2010 when generation rate caps expire after more than a decade. The increase reflects the fact that it costs more to provide generation service today than it did in the 1990s, when the capped price was set.

PPL Electric Utilities won't profit from this increase. The average price we will pay to 11 different suppliers in 2010 is the same price we will charge you for generation if you don't choose a supplier.

We estimate that the bill for the average residential customer will increase about 29.7 percent in 2010. While many customers will see that change beginning Jan. 1, budget billing customers will see the increase phased in throughout the year.

If you are a budget billing customer, an adjustment will occur at your normal review or settlement period in either February, March or April. Your initial budget adjustment will reflect half of the 2010 increase. As always, you will receive notice of this budget adjustment on your electric bill a month before the change takes place.

Additional budget adjustments will be made during future review or settlement periods in 2010 to reflect the full effect of the higher generation charges. For suggestions on how to reduce the amount of this increase by reducing your energy use, go to www.pplelectric.com.

If you are not a budget billing customer and would like to sign up for budget billing, you may do so online at www.pplelectric.com.

You can help a neighbor in need this winter

A donation to Operation HELP delivers comfort, peace of mind

You can make a difference for a family in need in your area by contributing to

Operation HELP.

Donations from customers, employees and the company help pay energy bills for individuals and families who are facing tough times because of disabilities, medical expenses, loss of a

job, or other reasons.

Every little bit that is contributed to Operation HELP counts, and all of the money raised goes directly toward helping families. PPL Electric Utilities does not use any of the money that's donated to help promote the program or pay for administrative costs.

If you would like to contribute, return the enclosed enrollment form with your bill or send your donation to PPL Operation HELP, 827 Hausman Road, Allentown, PA 18104.

With the generous support of customers, Operation HELP has raised nearly \$20 million to help almost 72,000 families in need.

LIHEAP offers assistance with energy bills

The Low-Income Home Energy Assistance Program offers help if you're struggling to pay your home heating bills.

LIHEAP is funded by the federal government and administered by the Pennsylvania Department of Public Welfare. The program provides cash grants to help you with heating bills and crisis grants to help you cope with heating emergencies.

LIHEAP applications are

available now through March 31, 2010.

You don't have to have an unpaid bill to qualify. You can rent or own your home. You must meet LIHEAP's income guidelines.

To apply, contact your county assistance office or download an application from our Web site at www.pplelectric.com. Once on our site, click "Residential Customers," then "Pay My Bills," then "Need Help Paying Your Bill."

Family size	Income limit
1	\$16,245
2	\$21,855
3	\$33,075
4	\$38,685
For each additional person, add \$5,610	