

# Connect

March 2006



PPL Electric Utilities

## Stay Safe Outside

As temperatures warm, the grass greens and signs of spring abound, people begin planning outdoor projects, including home renovations and landscaping.

If you have a project in the works, stay safe around overhead power lines and underground electric cables.

### Call before you dig

State law requires you to call Pennsylvania One Call at 1-800-242-1776 at least three days before you dig so that utilities can mark the location of underground cables and pipelines.

If you plan on digging for landscaping, fence posts, an invisible fence for pets, or other purposes, please mark the digging site with white paint, flags or stakes to help our locators identify where you plan to dig.

Underground electric cables are insulated, but if you dig into them you risk personal injury.

### Look up for safety

If you plan to work on a roof or ladder, stay clear of overhead power lines. Assume every overhead line is energized and don't take any chances. Overhead power lines are not insulated.

Call PPL Electric Utilities toll-free at 1-800-342-5775 to plan your job safely.



### 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)**

## "Highest in Customer Satisfaction with Residential Electric Service in the Eastern U.S. Five Years in a Row"

J.D. Power and Associates 2001-2005 Electric Utility Residential Customer Satisfaction Studies<sup>SM</sup>. 2005 study based on a total of 26,782 consumer responses. The 15 largest electric companies in the East were ranked in the study. [www.jdpower.com](http://www.jdpower.com)





# Improve your home with Keystone HELP

Interested in installing new energy-efficient windows, improving your home's insulation or replacing your aging heating system with a new, energy-efficient model?

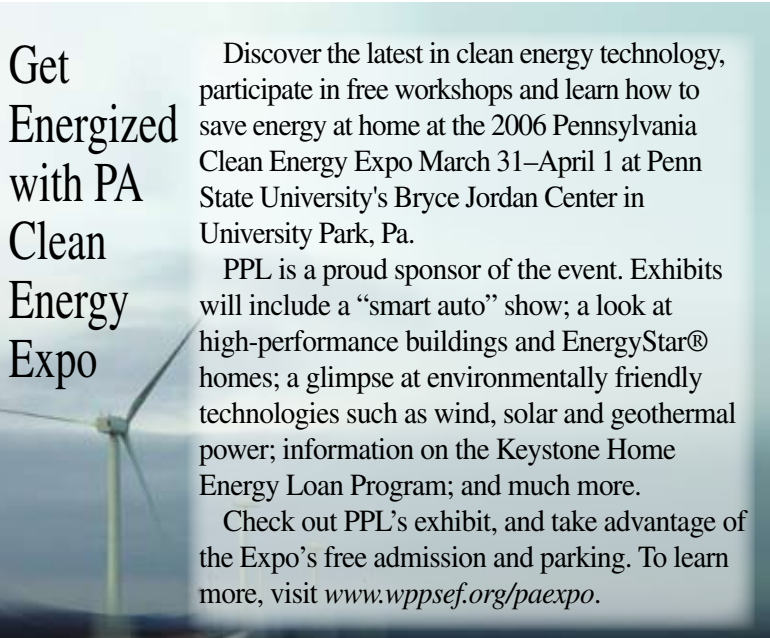
The Keystone Home Energy Loan Program can help.

The program, offered through AFC First Financial Corporation, offers homeowners 7.99 percent fixed-rate loans for home energy efficiency improvements. A special 5.99 percent interest rate is available to customers meeting certain lower-income eligibility requirements.

Loans with terms of up to 10 years are available. Qualifying home improvements must be made by an approved contractor or dealer.

The Pennsylvania Treasury Department recently announced a \$20 million investment in Keystone HELP. PPL Electric Utilities has pledged to contribute to a state fund that enables the reduced, 5.99 percent interest rate for lower-income customers.

For more information about Keystone HELP, including approved contractors and dealers in your area, visit [www.keystonehelp.com](http://www.keystonehelp.com) or call 1-888-232-3477.



## Get Energized with PA Clean Energy Expo

Discover the latest in clean energy technology, participate in free workshops and learn how to save energy at home at the 2006 Pennsylvania Clean Energy Expo March 31–April 1 at Penn State University's Bryce Jordan Center in University Park, Pa.

PPL is a proud sponsor of the event. Exhibits will include a "smart auto" show; a look at high-performance buildings and EnergyStar® homes; a glimpse at environmentally friendly technologies such as wind, solar and geothermal power; information on the Keystone Home Energy Loan Program; and much more.

Check out PPL's exhibit, and take advantage of the Expo's free admission and parking. To learn more, visit [www.wppsef.org/paexpo](http://www.wppsef.org/paexpo).



## Safety - ours and yours - is a top priority at PPL Electric Utilities.

You can help us make sure everyone stays safe by keeping alert in PPL work zones.

PPL marks work zones with signs, cones, flag holders and other traffic control devices in accordance with PennDOT regulations.

Our crews work hard to maintain a reliable electric distribution system and, during storms, to restore power as quickly and safely as possible.

When you notice our trucks or signs, please slow down, be patient and use caution. Your attention can help save lives.



PPL Electric Utilities

827 Hausman Road  
Allentown, PA 18104-9392  
1-800-342-5775  
[www.pplelectric.com](http://www.pplelectric.com)