

Electric heat pump basics



Here's some basic information about electric heat pumps.

How heat pumps work

Heat pumps absorb heat from one source (air, water or ground) and transfer it into your home using a refrigerant that circulates within the heat pump. They provide heat in the winter and air conditioning in the summer.

Supplemental heating – usually electric resistance coils – comes on when the heat pump can't maintain the thermostat setting or when you suddenly increase the setting by several degrees.

Heat pump owners may want to consider a special type of thermostat that restores the temperature gradually without bringing on backup heat.

**"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 StudiesSM. 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



What to look for

All heat pumps have Energy Guide labels that show their efficiency. The Heating Season Performance Factor (HSPF) measures heating efficiency. The Seasonal Energy Efficiency Ratio (SEER) measures cooling efficiency.

The U.S. Department of Energy awards the ENERGY STAR label to heat pumps with an HSPF of 7 or more, and an SEER of 12 or more. The most energy-efficient models on the market have an HSPF of 8 to 10 and an SEER of 14 to 18.

For more information, visit the Energy Department's Energy Efficiency and Renewable Energy Web site at www.eere.energy.gov/consumer.

PPL Electric Utilities doesn't sell or service heat pumps. For more information about heat pumps, call a heating contractor in your area.

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



Reconnection of service

This is the fourth in a series of articles about the Responsible Utility Customer Protection Act and how it may affect your electric service.

We attempt to negotiate payment plans with customers to avoid shutting off electric service, which we always consider to be a last resort.

Under the Responsible Utility Customer Protection Act, also known as Chapter 14, the amount customers are required to pay to reconnect their service varies by income level.

All customers have to pay reconnection fees. Some may have to pay security deposits.

If we disconnected service for nonpayment of bills, the reconnection amount is based on household income.

Income Level	Reconnection Amount
Exceeds 300% of poverty level	Up to the full overdue balance
151% to 300% of poverty level	1/12 of the overdue balance
150% and below of poverty level	1/24 of the overdue balance

Customers who earn more than 300 percent of the poverty level and have experienced a "life event," such as the death of the primary wage earner, have three months to pay.



PPL Electric Utilities

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Utilities help each other

Electric utilities work together when disasters strike to help their neighbors get the lights back on as quickly as possible.

Electric utilities staff for their expected level of work to connect customers, build and maintain lines, and respond to power outages. When an ice storm, tornado, hurricane or other natural disaster requires more line crews and support personnel than a company has available, other utilities cooperate in a coordinated way to assist.

PPL Electric Utilities was a driving force in the creation of a mutual assistance group for electric utilities in the mid-Atlantic region.

We responded to calls for help from southeastern utilities in 2005 after Hurricane Katrina and Hurricane Rita, and have assisted utilities throughout the northeastern states. When we have needed help, other companies have sent us crews to assist in the process of getting your power back on.

Energy-saving idea

Water heating can account for 15 percent to 25 percent of the energy you use in your home. To save energy, and reduce your bills, start by using less hot water. Use cold water for your laundry, run full loads in your dishwasher, take showers instead of baths (and install a low-flow shower head), and fix leaky hot water faucets or pipes.