

# Connect

June 2006



PPL Electric Utilities

## Electricity: A Great Value

Did you ever stop to think about what a good value your electricity service is? Our average

customer pays just over \$3 a day, or about the cost of a bagel and a cup of coffee, for the electricity they need to help make their lives comfortable and convenient.

And value goes far beyond price. Our customers consistently rate PPL Electric Utilities as one of the best utilities for overall customer satisfaction, which includes our reliability, billing and customer service to you.



We work hard to make your electric service reliable, safe and affordable. And we're

investing millions of dollars annually in our electrical system to continue delivering value and convenience to our customers.

A bagel and a cup of coffee are nice. But electricity will warm the water in your

shower, keep your favorite movie playing, and run the air conditioner that keeps you cool. It will light your home, wash and dry your clothes, and do so much more.

Not bad, when you stop to think about it.

## A Cut Above

PPL Electric Utilities' tree-pruning program has won praise from both the National Arbor Day Foundation and the National Association of State Foresters. We prune trees to keep them away from power lines. This reduces power outages in wind and ice storms and contributes to our award-winning and reliable electric service. We take great care to protect the health of trees we prune. The foundation agrees, and has named PPL a "Tree Line USA Utility."



### 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)**

# COOL TIPS



## Central air

Picking the right central air conditioner can save you energy and money. To start, look for air conditioners with the EnergyStar® label and a seasonal energy efficiency rating (SEER) of 12 or higher. Next, pick the right-sized system. A system too big or too small for your house will not operate as efficiently as one that's sized just right. Check with a heating and cooling contractor in your area to determine the proper size.

Also, look for a system with a fan-only switch that will allow for overnight ventilation to reduce air-conditioning costs.

Once a system is installed, try to set the thermostat at 78 degrees or higher. Central air-conditioning systems use about 8 percent more electricity for every degree below 78. Check the filter regularly for dirt and dust buildup.

## Room air conditioners

Central air conditioners are more efficient than room air conditioners when it comes to cooling an entire home. But if you're selecting room air conditioners, the U.S. Department of Energy recommends that you look for units with



the Energy Star® label and an energy efficiency rating (EER) of 10 or higher.

Next, select the right-sized system to optimize efficiency. Mount the unit in a shaded spot, if possible, because direct sunlight can decrease efficiency by as much as 10 percent. And keep the unit's filter clean. A clean filter can reduce the unit's energy consumption by 5 to 15 percent.

## Ceiling fans

Which way should a ceiling fan turn to keep a room cooler? Most ceiling fans have two settings: forward and reverse. If you have standard, 8-foot ceilings, set the fan on forward in the summer so that air circulates downward. When you stand under the fan, you will feel a breeze.

According to the U.S. Department of Energy, a ceiling fan allows you to raise the thermostat setting on your air conditioner by 4 degrees with no change in comfort.

For more energy-saving tips, visit the U.S. Department of Energy Web site: [www.energy.gov](http://www.energy.gov)



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