

Connect

August 2006



PPL Electric Utilities

Payments made easy

Tired of forgetting due dates? Pay the easy way through PPL Electric Utilities' automatic bill payment option.

With automatic bill payment, your payment is deducted from a checking or savings account on the due date. You have no checks to write or postage to pay. And you never have to worry about late-payment fees.

Your privacy is fully protected, and you will still get a bill statement each month to keep for your records and see how much electricity you used.

There are no sign-up fees. You can cancel at any time by calling toll-free at 1-800-DIAL PPL. To sign up, visit www.pplelectric.com and select "Access Your Account," then "Arrange Automatic Bill Payment."

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



Preparing the next generation of linemen

In wind, rain and snow, our linemen are dedicated to getting your power restored as quickly and safely as possible. They are the front line in our efforts to deliver reliable service, and their work is demanding.

PPL Electric Utilities has hired more than 136 people in the past year-and-a-half to prepare for jobs as linemen and electricians, and we anticipate hiring more in the years to come. These people were selected from more than 3,350 applicants.

These future linemen and electricians are the people who will build on the company's proud past and work to keep your lights on for years to come.

Preparing them is just one of many ways we are investing in the future to deliver the safe and reliable electric service you deserve.



Solar savings

PPL Electric Utilities puts sun to work for customers through assistance program

When PPL Electric Utilities learned that a townhouse development was planned for low-income residents in Pottsville, it stepped in to help.

The company provided more than \$35,000 to add seven solar water-heating units at the new development. The new units will help residents save energy and money.

The company has provided about 70 solar water-heating systems over the past year-and-a-half to help customers with financial hardships.

PPL Electric Utilities provides the systems through its Winter Relief Assistance Program (WRAP), which offers help with home energy efficiency improvements.

Flood safety

To keep you safe, PPL Electric Utilities may remove your electric meter or disconnect your service if your home is in imminent danger of flooding.

If service is disconnected, we will hang on your door instructions for having it restored. You can also obtain instructions by calling us at 1-800-DIAL PPL.

We will reconnect service after flood waters recede and it is safe to restore power to your home. We may ask you to have an electrical inspection of your home depending upon the extent of the flood damage.



Don't be fooled

Protect yourself from becoming a victim of crime. Ask for identification if someone comes to your home claiming to be a PPL Electric Utilities employee, and be wary of any mail telling you that PPL Electric Utilities has changed its address.

For your safety and security, all PPL Electric Utilities employees carry photo identification. Our employees usually have no need to enter your home and come to your door only for scheduled appointments. If you suspect an imposter, call the police and PPL Electric Utilities.

Also, if you receive mail telling you to send your payment somewhere other than the address provided in our self-addressed envelopes, call us toll-free at 1-800-DIAL PPL.



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