

Connect

October 2006



PPL Electric Utilities

Invisible clues

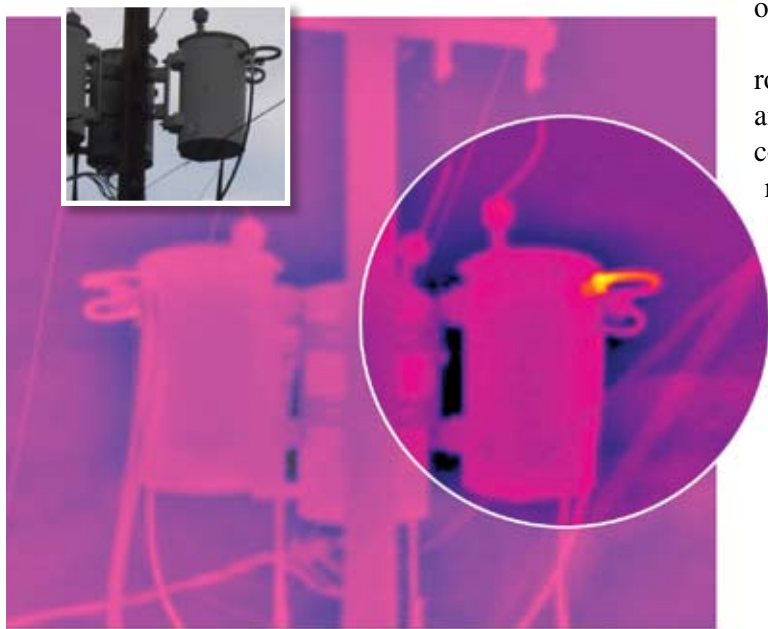
Special camera allows for early identification of potential problems

PPL Electric Utilities is putting more than 3,000 miles of power lines under the microscope this year. Using a special infrared camera, we're searching for hot spots on electrical equipment.

These hot spots, invisible to the naked eye, glow like bright spots on images captured by a camera-mounted vehicle. And just as fevers signal a sick patient, the hot spots indicate ailing equipment.

We're using the high-tech camera throughout central and eastern Pennsylvania. The images it produces will enable the company to find and repair problems before they lead to power outages.

The effort is part of our year-round commitment to safety and reliability. Each year, the company conducts a thorough review of one-quarter of its distribution system. Our goal is simple: to continue to provide quality reliable service.



Above, a hot spot glows orange on electrical equipment. At top left, the trouble spot is invisible to the naked eye.

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

"Highest in Customer Satisfaction with Residential Electric Service in the Eastern U.S., six years in a row, tied in 2006."

J.D. Power and Associates 2001-2006 Electric Utility Residential Customer Satisfaction StudySM. 2006 study based on a total of 26,688 consumer responses. In the East, the 14 largest electric companies were ranked in the study. www.idpower.com.



Company program assists those in need

PPL Electric Utilities Winter Relief Assistance Program (WRAP) helps customers with limited incomes reduce their home energy use and lower their electric bills.

Customers who qualify can receive energy education, energy-efficient appliances and home weatherization services at no cost.

We have completed WRAP projects at more

than 54,000 homes over the past two decades to help our customers.

If you or someone you know could benefit, call us toll-free at 1-888-232-6302 to see if you qualify. Renters also can qualify with their landlord's consent.

winter relief
wrap
assistance program



Get HELP with home improvements

Interested in installing a new energy-efficient water heater, replacing windows, improving your home's insulation, or scrapping your old heating or cooling system for a new, energy-efficient model?

The Keystone Home Energy Loan Program can help.

The program, offered through AFC First Financial Corp., offers 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. For more information, visit www.keystonehelp.com or call 1-888-232-3477.

Call before you dig

If you're planning any project that requires you to dig, play it safe and call Pennsylvania One Call first.

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

Please mark the digging site with white paint, flags or stakes to help our locators identify where you plan to dig.



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