

# Connect

December 2006



## Smart systems. Smart solutions.

PPL finds expanded use for automated metering systems

At PPL Electric Utilities, we're expanding our use of automated meters to improve our response to power outages, plan system improvements and help you better understand your energy usage.

Today, after customers call to report an outage, we can use our meters' two-way communications abilities to help determine the scope of the outage and to verify when service has been restored. This enables us to send our repair crews where they are needed most. It is still important, however, that you call 1-800-DIAL-PPL to report outages.

We're also using automated meters to monitor the "health" of our distribution system. One way we do this is by tracking momentary outages, which, when frequent, can be signs of developing problems.

In addition, we're investing in new technology that will enable us to share detailed electricity usage information with you. An Internet-based tool planned for 2007 will let you access up to two years of consumption data and track changes in your use. It also will let you compare your home's electricity use to that of similar homes.

Our goal in all these efforts is to improve our service to you.



## Retiring the estimated bill

PPL Electric Utilities' automated meters have virtually eliminated the estimated bill. Today, more than 99.8 percent of the bills our 1.4 million customers receive are based on actual electricity use.

### 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)**



**PPL Electric Utilities:**  
**"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 Study<sup>SM</sup>. 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.jdpower.com](http://www.jdpower.com).

## Remove seasonal swings in your bills

Cold winter weather often means higher electricity bills, especially if you rely on electric heat to stay warm. With PPL Electric Utilities' budget billing program, however, you can take the seasonal swings out of your bills and make it easier to plan your household budget.

Budget billing divides your total electric use into even amounts so that your bill is the same each month. We review your electricity use every three months and may adjust your payment up or down so that, at the end of each 12-month period, you have paid for the actual amount of electricity you used.

There is no cost to participate in budget billing.

You may sign up online at [www.pplelectric.com](http://www.pplelectric.com) or by calling toll-free 1-800-342-5775 (1-800 DIAL PPL) between 8 a.m. and 5 p.m. Monday through Friday. The Web site or one of our customer service representatives can tell you what your budget amount will be if you decide to enroll in the program.



## A friend of forestry

PPL Electric Utilities recently received the Pennsylvania Urban and Community Forestry Council's 2006 Community Forestry Industry Award. The award recognized the company for its tree-care practices and support of community forestry programs.

We're proud of this award and work hard to protect the trees we prune and to support municipal tree replacement projects. These projects replace troublesome trees near power lines with low-growing trees that can comfortably reach their mature shape and height without interfering with power lines.

*Thank you*  
Thanks to our many  
customers who paid their  
electric bills on time  
throughout 2006. Your  
prompt payments minimize  
bill-collection costs.

## Help for neighbors in need

For more than two decades, PPL Electric Utilities, its employees and its customers have reached out to neighbors in local communities through the company's Operation HELP program.

The program provides much-needed financial assistance to individuals and families struggling to pay heating bills due to financial hardships. These hardships can be caused by unemployment, disability, medical expenses or other reasons.

With contributions from PPL and your generous support, Operation HELP has raised nearly \$16 million for 59,500 families in need. Together, we can help make a difference in people's lives again this winter.

You can contribute by adding a little extra to your bill payment each month. To sign up for a monthly contribution, return the enclosed enrollment form with your bill. Or, send your donation to PPL Operation HELP, 827 Hausman Road, Allentown, PA 18104.



Operation  
**HELP**



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