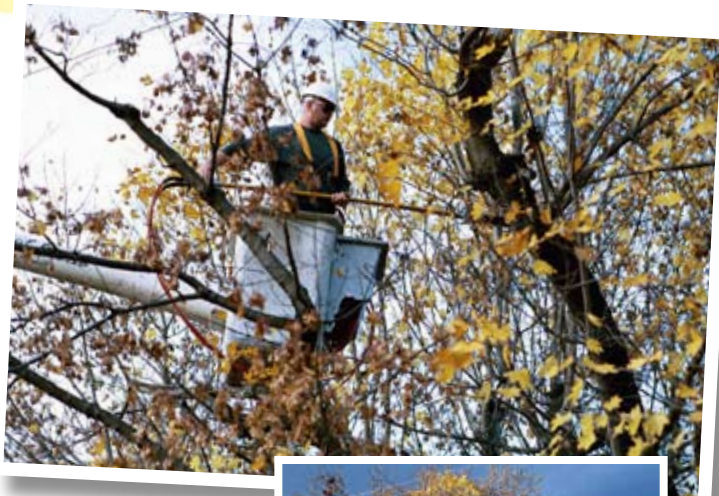


Connect

March 2007



Stepping up efforts to prevent outages



PPL Electric Utilities is stepping up its tree-pruning efforts to help prevent outages and improve electric service reliability.

This year, the company will prune trees along more than 5,000 miles of power lines. That's over 1,000 more miles than we typically cover in a year and enough to stretch from New York to Los Angeles and back.

Trees are a leading cause of outages each year. And by stepping up our annual campaign, we hope to reduce the damage that can be caused when storms strike.

You can help us achieve success by agreeing to let us remove trees that pose a threat to our lines from outside the utility right of way, a corridor that extends on both sides of power lines. We may prune trees inside the right of way, but we need permission for work outside of it. Most tree-related outages, in fact, are caused by trees outside the right of way.

You can also help by picking the right tree for the right place. Avoid planting trees under power lines. If you plant near power lines, select low-growing varieties that will mature fully without growing into our lines.

For planting tips, or to learn about our nationally-recognized tree-pruning program, visit www.ppltrees.com.



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. All calls are recorded for quality assurance and training purposes.

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



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 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.jdpower.com.

Stay Safe

Call before you dig



PPL Electric Utilities reminds you to stay safe when working outdoors. If you have a project that requires digging, state law requires you to call Pennsylvania One Call at least three days before you start.

This lets utilities mark the location of underground cables and pipelines to help

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Last year, PPL Electric Utilities responded to nearly 143,000 PA One Call requests.
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protect you from injury. Underground cables serve many newer housing developments and carry the same voltages as overhead lines. Contacting these cables can cause serious injury.

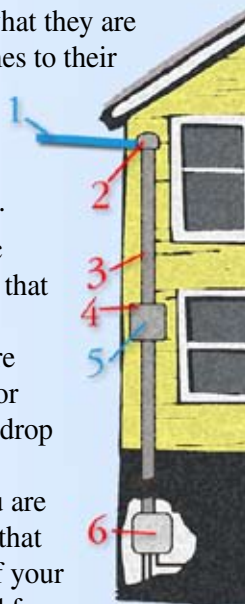
PA One Call

requests may be made 24 hours a day by calling 1-800-242-1776. After April 13, customers may dial 8-1-1. This service is free to residents.

If you plan to dig for landscaping, fence posts, an invisible pet fence or other reasons, please mark the digging site with white paint, flags or stakes. This helps our locators identify where you will be working.

What's yours? What's ours?

Customers often ask us what they are responsible for when it comes to their home's electrical system. The diagram to the right illustrates what's yours (red) and what's ours (blue).



- 1. SERVICE DROP:** PPL Electric Utilities repairs the wire that runs to your home.
- 2. POINT OF ATTACHMENT:** You are responsible for the anchor that attaches the service drop to your home.
- 3. SERVICE ENTRANCE CABLE:** You are responsible for the wire that runs along the outside of your home into the meter, and for the line from the meter to your service panel or fuse box.
- 4. METER BASE:** You are responsible for the metal box that houses the meter.
- 5. METER:** PPL Electric Utilities owns the meter that measures electricity use.
- 6. SERVICE PANEL OR FUSE BOX:** You are responsible for the box, the circuit breakers or fuses and all of the wiring in your home.

If you plan to repair, replace or upgrade electrical equipment that you are responsible for, please contact a licensed electrician.

Energy tip: Save energy while you cook

Did you know that microwaves use less than half the electricity of conventional ovens and offer reduced cooking times?

For example, an item that requires one hour in the oven at a setting of 350 degrees Fahrenheit will cook in 15 minutes on a high microwave setting.



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