

# Connect

April 2006



PPL Electric Utilities

## Right tree, right place

Trees that grow too close to power lines can cause power outages and create safety concerns. Trees, in fact, are a leading cause of outages each year, and PPL Electric Utilities prunes trees along more than 4,000 miles of power lines annually to maintain reliable electric service.

You can help by considering a number of factors when you plant a tree near power lines. These factors include height, shape and growth rate, as well as sun, soil and moisture needs. Before you plant, think about how the

tree will look five, 10 or 20 years from now.

Selecting a tree that won't grow into power lines will make your property safer and more attractive. Appropriate tree species include flowering dogwoods, crabapples and redbuds.

Avoid trees that have brittle wood and are more prone to storm damage. These include elms, willows, silver maples, poplars and box elders.

When you select the right tree for the right place, you not only improve safety and reliability, you also end up with a tree that will be able to mature into its natural shape.



### 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)**

### "Highest in Customer Satisfaction with Residential Electric Service in the Eastern U.S. Five Years in a Row"

J.D. Power and Associates 2001-2005 Electric Utility Residential Customer Satisfaction Studies<sup>SM</sup>. 2005 study based on a total of 26,782 consumer responses. The 15 largest electric companies in the East were ranked in the study. [www.jdpower.com](http://www.jdpower.com)



# Don't give trees a bad haircut

Healthy trees provide shade and can reduce energy costs, prevent soil erosion, beautify our landscape, filter the air and more.

Some homeowners become concerned when trees grow large and worry that branches will fall and cause property damage or harm.

They feel that shortening or "topping" the trees is the best answer.

Tree topping is the removal of large amounts of leaves and branches from a tree's crown. According to the Penn State Cooperative Extension, this practice hurts trees,

shortens their lives and creates dangerous trees that will drop branches in the future.

When a tree is topped, rather than properly cut, it is opened to rotting organisms. New branches or sprouts grow quickly but are weakly attached, breaking easily

in storms. The thick growth of new branches makes the tree top-heavy and more likely to catch the wind.

Before you top, get the facts. Contact your local Penn State Cooperative Extension office or the state's Bureau of Forestry office. You can also log on to [www.patrees.org](http://www.patrees.org).



Where our lines and equipment cross private property, we have agreements with property owners so that we have access to the facilities for inspection, maintenance and repair.

Please call us at 1-800-342-5775 if you plan to do any work on your property – such as building a shed or installing invisible pet fencing – that would involve areas covered by a right-of-way agreement.

Talking with us before you do the work can prevent problems later, when we are working on the right of way.

## Thanks for helping those in need

PPL Electric Utilities would like to thank everyone who contributed to the company's Operation HELP campaign in eastern and central Pennsylvania this winter.

Thanks to your generosity, customer funding for the program increased by 10 percent. Nearly 2,700 customers either signed up as new contributors or increased their monthly donation amount.

Through customer donations



and the \$700,000 contributed by PPL Corporation, Operation HELP will receive more than \$1 million in 2006.

Customers from around our 29-county service territory sent checks ranging from

\$1 to \$1,000. Each donation is important and makes a difference in the lives of families in need.

The money raised each year is directed through a network of social service agencies to families unable to pay their

heating bills because of family hardships.

Over the past two decades, these agencies have administered more than \$14 million through Operation HELP.

If you would like to become a contributor to Operation HELP, please call us at 1-800-342-5775.



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