

October 2010

Tracking your 'price to compare'

Changes in store for 2011

In Pennsylvania, you can shop and choose the company that supplies your electricity. You can look for a better price or specific services you may want.

The key is knowing your "price to compare." That's the price you'll pay us for generation and transmission services if you don't switch to another supplier. In that case, we're required to buy power for any customer who doesn't buy power supply from a competitive supplier and pass on the cost without profit. You may save if another supplier offers a lower price.

Our price to compare for 2010 remains the same all year, but it will change Jan. 1. After the new price to compare is set, it may change every three months, beginning June 1, to reflect any changes in wholesale market prices.

This reflects the way state law requires us to buy power. PPL Electric Utilities is an energy delivery company. We do not own generation plants or produce any power. Our focus is on reliable delivery, regardless



e-power tip

Maximizing your HVAC makes good business sense

Heating, ventilating and air-conditioning systems can waste electricity if they aren't properly maintained. But even standard maintenance practices may not get the most from your system. And that can cost your business money.

The E-power HVAC Tune-up Program goes beyond typical practices, using trained contractors with state-of-the-art diagnostic tools. Test reports are independently verified, giving you added trust and peace of mind.

Go to www.pplelectric.com/e-power today to find out more about how your business can benefit.

of whether you buy the power we purchase for you or buy power from another generation supplier.

Watch for our first estimate of your Jan. 1, 2011, "price to compare" in a special flier with your next bill. The actual rates that will be effective Jan. 1 won't be known until later this year.

We encourage you to shop around and explore your options. To view competitive supplier offers, visit www.papowerswitch.com. Don't have Internet access? Call the Pennsylvania Office of Consumer Advocate at 1-800-684-6560.

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**

E-mail us at:

connect@pplweb.com

WRAP program helps eligible customers save energy, money

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

Customers who qualify can receive free energy education and services to help save energy. This may include installation of compact fluorescent lights, high efficiency refrigerators, a new water heater, insulation, weather stripping and more.

PPL Electric Utilities has weatherized more than 63,000 WRAP homes over the past two decades to help customers.

Family Size	Income Limit
1 person	\$21,660
2 persons	\$29,140
3 persons	\$36,620
4 persons	\$44,100
Each additional person	\$7,480

To be eligible, you must be at

least 18 years old, own or rent your house or apartment, and meet the income guidelines. If you're a renter, we will contact your landlord for permission. There is no minimum usage requirement. Vacation and secondary homes are not eligible. If you or someone you know could benefit, call us toll-free at 1-888-232-6302 to see if you qualify.

There's still time to apply for rebates

If you already purchased an ENERGY STAR®-rated appliance or other energy-efficient equipment and didn't apply for your E-power rebate from PPL Electric Utilities, all is not lost.

Most rebates are retroactive to July 1, 2009, but funding is limited, so act quickly.

Visit www.pplelectric.com/e-power or call 1-866-660-4551 to find out more. Get cash back in your pocket now and save on your energy bill for years to come.

Energy Awareness Month

Power up your energy efficiency IQ

October is Energy Awareness Month, a chance to look at how you use electricity throughout your home and at work.

It's a call to be a wiser power user and look for ways to save electricity. Our homes have many more power-hungry appliances and gadgets than they did even a generation ago, so it's more important than ever to be energy smart.

You already have a powerful ally in E-power, our group of programs for all types of customers that provides tools, information and incentives to help save energy and money. Visit www.pplelectric.com/e-power to find out more.

Sign, sign, everywhere a sign

But please don't place them on PPL Electric Utilities poles

People post signs for just about everything, but there are safety reasons — and legal reasons — why they shouldn't be attached to a PPL Electric Utilities pole.

While traffic signs and other safety signs can be allowed for municipalities through an application process, other signs are prohibited. Placing advertising signs and other placards on our poles could hinder the ability of workers to climb the poles to make repairs. In addition, driving things like nails or staples into the poles may weaken them and could pose an injury hazard.

State law makes it a summary offense to drive a nail or tack, or attach any metal or hard substance, into an electric utility pole. PPL Electric Utilities will take down any unauthorized signs on its poles and could take legal action if necessary.

If you've placed a sign on one of our poles, we ask that you remove it.