



## New energy-efficiency rebate program available for small businesses

PPL Electric Utilities and Sustainable Energy Fund announced a new rebate program that will give small businesses up to \$2,000 to help replace old or inefficient lighting with new energy-efficient technology.

An increasing number of small businesses are looking for ways to save energy, reduce their electric bills and protect the environment. This program helps business owners by supporting improvements that offer long-lasting results. Our support for these rebates is part of our broader e-power campaign to promote energy efficiency and help customers take more control over their energy costs.

The new Small Business Lighting Retrofit Rebate program enables small businesses to receive rebates equal to 20 percent of the cost of lighting replacement projects up to a maximum of \$2,000.

According to the federal government, lighting accounts

for about 25 percent to 30 percent of energy use in commercial buildings and is a primary source of waste heat. Technology such as new fluorescent lighting systems, including electronic ballasts, and LED exit signs can save customers up to 50 percent in lighting costs alone.

PPL Electric Utilities will provide \$250,000 in funding for the lighting retrofit rebate program. It will be run by Sustainable Energy Fund (SEF), a Pennsylvania-based nonprofit organization that promotes renewable energy, clean-energy technologies and energy efficiency.

Interested businesses can obtain an application at SEF's Web site, [www.theseef.org](http://www.theseef.org), or by calling SEF at 610-264-4440, Ext. 15. To be eligible, business must have fewer than 100 employees and have been a PPL Electric Utilities customer for at least three years. Businesses must apply by Dec. 19, 2008. Additional eligibility requirements are listed online at [www.theseef.org/programs](http://www.theseef.org/programs).

The new rebate program is one of many ways that PPL Electric Utilities is promoting energy efficiency through its e-power wise energy use campaign. Small business customers can also use the company's Energy Analyzer online at [www.pplelectric.com](http://www.pplelectric.com) to view daily energy usage information, understand their energy usage and find ways to save.

## More supplier choices expected after rate caps expire

In Pennsylvania, you are allowed to choose the company that generates your electricity. Due to rate caps on generation prices, though, few, if any, choices exist today for PPL Electric Utilities customers.

That's because the capped rates that PPL Electric Utilities charges for generation are well below the market price that would be charged by competing suppliers for electricity.

The caps have held PPL Electric Utilities' default service prices at 1990s levels while energy prices have been rising across the board due to higher fuel costs, higher material costs, environmental regulations and little new power plant construction.

In other parts of Pennsylvania where rate caps have expired, competition is growing. In the Pittsburgh area, utilities already have moved to full competition and significant numbers of customers are choosing different

suppliers and saving money in the process. Nearly 90 percent of Duquesne Light's industrial load and 96 percent of Penn Power's industrial load are served by suppliers other than the local utility.

We believe our customers, too, will have more choices for generation supply after rate caps expire at the end of 2009. If better deals exist, our business customers will be able, and be encouraged, to shop and save. PPL Electric Utilities does not profit from generation charges.

As we move toward electric competition, you will be hearing more from us about electric choice. We want to provide you with the tools and information you need to compare prices and make the best deal.

Whether or not you choose a new electricity supplier, you can count on PPL Electric Utilities to continue delivering safe, reliable electric service. For more information, please contact PPL's Industrial and Commercial Services Group at 1-888-220-9991 (Option 4).

# Energy Analyzer helps you manage your account

Offers hourly usage information, tips to save

Wish you could see quickly what you paid last summer on electric bills? Want ways to save and estimates of the payback? Curious how hot or cold days affect your bills? Or are you interested in how new equipment is affecting your energy use?

PPL's Energy Analyzer can help.

View up to 24 months of billing and usage history on the Energy Analyzer. Compare billing periods and see what's behind the differences. Or view graphs of daily and hourly energy use.

Also, find ways to save by creating a business profile online. When you do, you will receive energy-saving tips and a detailed analysis of where you're spending money on electricity. You'll also see how your energy use compares with that of similar businesses.

First-time users will need to create a user name and password. Once you have registered your account, you can give others access to view account details. You will also be able to pay your bills online, sign up for paperless billing, report an outage and get updates on when your power may be restored. If your bills are mailed to a different location, you will be able to view the last two bills online.

Don't wait. Plan for your future and take the step that more than 200,000 of our customers already have by visiting the Energy Analyzer today at [www.pplelectric.com](http://www.pplelectric.com).

## Strengthening our support for business customers

Many of our business customers call our Industrial and Commercial Services team at 1-888-220-9991 for assistance. To meet your growing needs moving forward, we've expanded our group. It now includes the recently announced addition of seven key account managers.

The key account management team will strengthen support to major business customers throughout central and eastern Pennsylvania. The team works with many of our large customers in each region, particularly those served at primary voltages (12-kilovolt supply and higher).

All of our business customers are important to us, and we're here to help. Call 1-888-220-9991, or 1-800-DIAL-PPL to reach our team.

## Sales Tax 101

### Are you paying more sales tax than necessary?

Commercial and industrial accounts may be exempt from sales tax on electricity charges associated with manufacturing.

### Who can be 100 percent tax-exempt?

Nonprofit accounts, charitable accounts and Keystone Opportunity Zone accounts qualify for full sales tax exemption on electricity charges. For more information and guidelines, visit the state Department of Revenue's web site: [www.revenue.state.pa.us](http://www.revenue.state.pa.us).

### What is a Keystone Opportunity Zone?

Keystone Opportunity Zones are geographic areas designated by local communities and approved by the state as economic development zones that can provide specific state and local tax benefits.

### How does my business take advantage of tax exemption on electricity charges?

Complete a Pennsylvania Exemption Certificate and send it to PPL Electric Utilities, Customer Contact Center, 827 Hausman Road, Allentown, PA 18104, Attn: Customer Service Clerk.

Be sure to include your PPL Electric Utilities bill account number, a brief explanation of the nature of your business, the percentage of electricity use you are claiming as tax-exempt and a brief description of how you determined that percentage. The name on the certificate must match the name on your PPL Electric Utilities account.

In addition, provide PPL Electric Utilities with a copy of the Pennsylvania license authorizing your business's nonprofit, charitable or Keystone Opportunity Zone status if applicable.