

September 2010

## Stop the energy exodus and save money

### Weatherize Your Home for Winter

With the winter heating season just around the corner, now's the time to weatherize your home to help reduce your energy costs.

Having your home assessed can help spot where you're literally leaking energy. And doing it now means you can take advantage of discounts and rebates offered through the E-power Home Assessment and Weatherization Program that can save you money today and into the future.

There are two types of home energy assessments available to residential customers with single-family homes that are either all electric or have central air conditioning. Both options include the installation of up to \$50 worth of energy efficiency items including compact fluorescent light bulbs, a power strip, a water flow restrictor and pipe insulation, where applicable. We'll even check the temperature of your water heater and adjust it if necessary.

The key differences between the two assessments are the degree of detail provided by the reports and cost.

**The Home Energy Survey** is performed by a trained energy surveyor for a \$50 fee. The fee includes the installation of the energy efficiency items listed above if needed and a report that identifies additional energy-saving measures. Call 1-877-486-9204 to schedule a survey.

**The Home Energy Audit** is performed by a Building Professional Institute-certified building analyst. The cost of the more comprehensive diagnostic audit will vary by contractor and the size of the home and typically runs between \$350 and \$650. However, customers will receive a \$250 rebate if their home is all electric and those with central air conditioning only can receive a \$150 rebate. The auditor installs energy-saving items mentioned above if needed, and provides the customer with a

## 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](mailto:connect@pplweb.com)



## e-power tip

### Recycling pays

While the program lasts, PPL Electric Utilities will take your inefficient refrigerator or freezer off your hands at no cost, recycle it, and give you \$35 for your efforts to help the environment and save energy. Additionally, you can receive \$25 for each inefficient room air conditioner, up to two, but those must be recycled along with a refrigerator or freezer. Visit [www.pplelectric.com/recycle](http://www.pplelectric.com/recycle) to find out more.

more detailed report that includes data about how "leaky" the house is and where the leaks are, as well as a prioritized list of ways to make the home more energy efficient. Visit [www.pplelectric.com/e-power](http://www.pplelectric.com/e-power) or call 1-877-486-9204 for a list of BPI certified auditors who serve your area.

And to offset your cost for acting on the recommendations provided by either option, PPL Electric Utilities has E-power rebates available for a variety of energy efficiency measures. You also can get bonus rebates of up to \$150 if you install more than one of the recommended weatherization measures.



A blower door test like this one can detect air leaks in your home.

# Customer Contact Center debuts ‘virtual hold’

## Your time is valuable. We know that.

To serve you better, we’ve installed a new system that can shorten your hold time when call volume is high or let you schedule a call back when it’s most convenient for you.

Here’s how it works.

If your expected hold time will exceed two minutes, you’ll hear a message about the expected wait time and have the option to continue to hold or request a call back in the same amount of time you would have

waited on hold. You can request the call back without losing your place in the call line.

In addition, you also will have the option to schedule a callback at another time, up to one week in the future.

This new system will help us manage peaks in call volume, operate more efficiently, and more importantly, improve your contact center satisfaction.

## Simplifying budget billing for shopping customers

At PPL Electric Utilities, we know that simpler is often better. That’s especially true with your electric bill.

With this in mind, we’re simplifying budget billing, an option for most customers. You’ll be affected by this change if you’re a budget billing customer who’s chosen another supplier and you receive a combined bill from PPL. Budget billing spreads your electricity costs over 12 months and smoothes out seasonal variations in your electric bills. It makes planning your budget a whole lot easier. Here’s a look at what’s changing:

### One bill, one budget amount

Until now, suppliers have calculated a budget amount for their charges. We’ve calculated one for ours. Your bill has shown both. Beginning in October, we’ll calculate one budget amount for your entire bill. You’ll still see actual charges for us and

your supplier, but you’ll have the ease of one budget amount.

### Easier tracking of budget balances

With the change we’re making, your monthly budget summary will now reflect how much you’re ahead or behind for your total charges, making it easy to compare the actual total cost for your electric use for the year with the amount paid.

### One number to call

You’ll no longer have to call both your supplier and us if you have a question about budget amounts. Now, you can make one call to us at 1-800-342-5775. You can use the same number to sign up for budget billing, or you can visit [www.pplelectric.com](http://www.pplelectric.com).

## Power monitors not permitted on your electric meter

Power-monitoring devices that attach to the outside of your meter to give you real-time data on your electric use are not permitted on PPL Electric Utilities meters.

According to the company’s Rules for Electric Meter and Service Installation: “The customer or customer’s contractor shall not alter, interfere with, attach to, install additional (internal or external) devices, or permit alteration or interference with meters, meter bases, seals, other metering equipment (including but not limited to CT cabinets, current transformers, voltage transformers) or other property of PPL EU.”



All these rules can be found at the REMSI website at [www.pplelectric.com](http://www.pplelectric.com). Click on Quick Links and choose REMSI.

Customers are permitted to use other power monitoring devices that are not installed on or attached to the meter or meter base.

If you’re looking to monitor your electricity usage, you can take advantage of PPL’s Energy Analyzer, available at [www.pplelectric.com](http://www.pplelectric.com). Just click on myPPL to register. With this tool, you’ll be able to view your previous day’s power usage down to the hour or compare it with prior bills.