



November 2010

Paperless billing bonus

Signing up by Dec. 31 could make you a winner*

Paperless billing is free, quick, convenient and secure. And maybe even profitable!

For a limited time, signing up for paperless billing could win you up to \$2,500 worth of energy efficiency improvements for your residence, including an in-home energy audit.

Sign up by Dec. 31 and you'll automatically be entered into a drawing. The 10 top winners each will receive \$2,500 toward a comprehensive home energy audit conducted by a certified building analyst and home energy efficiency improvements recommended as a result of the audit.

An additional 20 customers each will win a free walk-through home survey, which is valued at more than \$100 (available to all PPL Electric Utilities customers for only \$50 through the E-power Home Assessment and Weatherization Program).

Both the audit and survey include installation of free energy-saving items, energy efficiency recommendations and the opportunity for additional E-power rebates.

With paperless billing, your bill notice arrives by e-mail. And with a few clicks, you can view your bill online through your "myPPL" account. You also can schedule online payments or enroll in our automatic bill



e-power tip

Brighten the holidays with LED lights

Consider energy-saving LED lights when you decorate this holiday season.

Each string of LED (light-emitting diode) lights uses 80 percent less electricity than conventional incandescent holiday lighting. Each string costs less than a dollar a season to operate. In addition, they're made of tough materials and don't break easily.

You can find discounted LED lights at the PPL Electric Utilities online "e" Store under the E-power links drop down menu at www.pplelectric.com/e-power.

payment program. Changing your billing options is easy through the website or by calling 1-800-342-5775.

Paperless billing will save postage. More importantly, it will save a lot of trees.

Sign up today. Go to www.pplelectric.com/e-power and click on Paperless Billing under the E-power links drop-down menu.

** NO PURCHASE NECESSARY. For complete details see the Official Rules at www.pplelectric.com/gopaperless. You can enter by signing up for paperless billing or mailing in your contact information.*

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

Sharing access to your account

Perhaps a friend, relative or accountant manages your finances. Sharing access to your account is easy with myPPL. It's a convenient way for those who assist you to view usage information or pay bills for your account.

To share, click "Select a different account" on your myPPL pages. On the "My Account List" page, select "Share." The person you're sharing with must have a user profile.



Winter tips for saving energy

We're getting our electric delivery system ready to ensure reliable service and meet your needs this winter. Before the really cold weather sets in, you should be getting your home ready too.

Here are some low-cost or no-cost tips to help you save energy and money:

- Have your heating system cleaned and inspected by a professional each year to ensure safety and optimum efficiency.
- Be sure to change the heater's filter prior to the heating season and check monthly.
- Install a programmable thermostat. Turning back the heat when you're not home, or sleeping, is a real energy saver. You can get a rebate on a programmable thermostat through the E-power Heating and Cooling Equipment program. Visit www.pplelectric.com/e-power to find out more.
- Caulk, seal and weather-strip around all seams, cracks and openings on the outside of your home to prevent heat loss. You can find more helpful tips at www.energysaver.gov.

Decorate with safety in mind

When decorating this winter holiday season, be sure to practice electrical safety to prevent injuries and property damage.

The Electrical Safety Foundation International offers the following tips from its website, www.holidaysafety.org.

- Carefully inspect each electrical decoration. Cracked or frayed sockets, loose or bare wires, and loose connections may cause a serious shock or start a fire.
- Always unplug electrical decorations before replacing bulbs or fuses.
- Follow the use and care instructions that accompany electrical decorations.
- Never nail or staple light strings or extension cords.
- Do not mount or support light strings in a way that might damage the cord's insulation.
- When hanging decorations, do not connect more than three light strings together.
- Turn off all indoor and outdoor electrical decorations before leaving home or going to bed.
- To reduce the chance of electrical shock, use a dry, wooden ladder when hanging lights.
- Use caution when decorating near power lines. Contact with a high-voltage line could lead to electrocution.
- Plug outdoor electric lights and decorations into circuits protected by ground fault circuit interrupters (GFCIs) to prevent electric shock.
- Avoid overloading electrical outlets, which can overheat and start a fire.

