

connect



PPL Electric Utilities

January 2012

Happy New Year from PPL Electric Utilities

My best wishes to you and your family and all 1.4 million of our valued customers for a happy and healthy new year.

As I write about hopes for a great 2012 for all of you, I don't have to remind you that we're coming off a year where Mother Nature battered our electric delivery system. From severe storms on Memorial Day weekend, to Hurricane Irene, Tropical Storm Lee and the late October snowstorm, virtually every part of our service territory was affected.

Thank you again for your patience through it all. We know it wasn't easy. Thanks also to so many of you for your words of support for the crews who worked around the clock to get the lights back on.

Customer service improvements

Our experiences during these storms led us to make changes to better serve you. We now have 20 percent more phone capacity at our customer contact center, and we've worked to improve the process of estimating restoration times. We'll also be updating our interactive phone system, increasing our use of social media like Twitter and Facebook, and making it easier to report outages on the Web and by smartphone.

Investing in the future

We'll continue our plan to invest more than \$3 billion from 2011-15 to upgrade the poles, wires, substations and other equipment that safely and reliably deliver your power.

We also intend to bring you an updated PPL Electric Utilities website later this year, one we hope you'll find both more informative and easier to use.

E-power and shopping

If you haven't taken advantage of any of our great E-power® programs yet, why not resolve to do it this year?

Visit www.pplelectric.com/e-power to find out more. Saving energy and money is what E-power is all about.

Lastly — a plug for shopping for your electricity supply. Visit www.pplelectric.com/choice or www.PaPowerSwitch.com to learn more and to check out the offers from various suppliers. It could save you money.

More than 40 percent of our customers already have switched to an alternative generation supplier.

You don't have to shop, but please know that shopping for your electricity supply doesn't hurt PPL Electric Utilities. We're an electricity delivery company. We don't own power plants or produce power. Much like a delivery company like UPS delivers packages, we deliver electricity.

Most importantly, though, we'll be there for you like we've always been to respond to outages, offer programs to help, support our communities, and much more.

All the best in 2012,

Dave DeCamp
President, PPL Electric Utilities



e-power tip

Sunny side up

During winter, use the sun to help warm your home in the daytime by opening south-facing blinds, shades or drapes. Close things up to help prevent heat loss when the sun goes down.

Use caution with portable generators

Severe storms last year may have had you thinking about investing in a portable generator. If you bought one, or are considering a purchase, following these safety tips from the Electrical Safety Foundation International could be a lifesaver.



- Never operate the generator in enclosed or partially enclosed spaces, including homes, garages and basements. Generators produce high levels of carbon monoxide — a colorless, odorless, deadly gas — very quickly.
- Do not connect your generator directly to your household wiring, as this can backfeed along the power lines and electrocute anyone coming in contact with them, including line workers making repairs.
- Do not overload the generator. A portable generator should be used only when necessary, and only to power essential equipment or appliances.
- Follow the manufacturer's instructions for safe operation and maintenance.

We're glad you asked:

When there are multiple outages caused by a big storm, what are the priorities for restoration?

Supporting critical public safety facilities, like police and fire stations, hospitals and other health care facilities, is first on the list.

Next, we focus on major power lines and substations that serve large numbers of customers. If possible, we reroute power by alternate routes until repairs can be made. Attention is first given to repairs that will bring the most customers back into service as quickly as possible.

After that, repairs focus on neighborhoods and individual outages.

More information on outages, including how to prepare for one and what to do during an outage, is at our Outage Center at www.pplelectric.com/outage.

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

Follow us, like us for the latest

Did you know that PPL Electric Utilities is now part of the information-sharing world of social media?



That's right. We started communicating with customers and others — primarily through Facebook and Twitter — in 2009 and the numbers continue to grow. We recently launched a Google+ page, too.

It's a great way to get news, tips on saving energy, and storm updates at home or on the go.

We're busy providing helpful information on weekdays from 8 a.m. to 5 p.m. During major storms that cause widespread outages, we're on many more hours to provide updates and other important information.

We want to hear from you. Follow us and give us feedback on how we can make social media work better for you.

Check us out on Twitter at @PPLElectric, on Facebook at PPL Electric Utilities and on Google+ at PPL Electric Utilities.

Scam Alert: Don't be duped

Telephone scam artists recently tried to persuade some PPL Electric Utilities customers to give them personal information and money. In one case, the caller even threatened to disconnect the customer's power.

Don't be fooled.

If you have doubts about a caller claiming to represent, or having some affiliation with PPL Electric Utilities, or about information given to you, please call 1-800-342-5775 for verification. Call your local police department if things don't check out.

Someone affiliated with PPL Electric Utilities could come to your door, though most visits to customer homes by our company or our contractors are prearranged by the customer or through a call to the customer. If someone claiming to be from PPL Electric Utilities comes to your door, follow these steps to help guard against imposters:

- Don't open your door. All of our employees and contractors carry identification. Ask the person to hold their identification card up to the window so you can inspect it.
- If there is still some question about the person's identity, contact PPL at our toll-free number to confirm if the person has been scheduled to work in your area. If the answer is no, contact your local police department.



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