

March 2009

## Payment help is a phone call away at PPL

The economy is struggling. Times are tough. Many families are working on tighter budgets this year.

If you're having difficulty paying your electric bill, we can help. Don't wait until you're behind in your bills or at risk of having your service disconnected.

Call us today at 1-800-DIAL-PPL.

### Special services to assist customers in need

We have programs for eligible customers that provide cash grants, affordable payment plans, debt forgiveness and free home improvements that can reduce your home's energy use. We also can refer you to community services and programs.

### Payment agreements are available

We offer monthly interest-free payment plans if you've fallen behind in your electric bills. You can pay your current bill and pay down a portion of your overdue balance each month.

### Budget billing can spread your costs evenly

We offer a budget billing option that can

## 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

Visit us on the Internet at:  
[www.pplelectric.com](http://www.pplelectric.com)



## e-power tip

If you wash clothes in hot water, about 90 percent of the energy you use goes toward heating the water. Setting your wash to warm instead can cut your energy use in half for one load. Using cold can save you even more. Always do full loads and consider using the warm or cold setting unless you're dealing with oily stains. For additional tips on how to wash for less, see the back page.

spread your annual electricity costs over 12 months so your bill is consistent from month to month.

### Third-party notification offers additional protection

This free service can help you avoid having your electricity shut off because you missed a late payment notice. If we send you a notice, we also send a copy to a relative or friend of your choice.

For more information about these programs and services, call 1-800-DIAL-PPL or visit [www.pplelectric.com](http://www.pplelectric.com).

# ENERGY STAR® washers save you time, money

Did you know that the average home does about 400 loads of laundry a year? All that spinning can really add up.

By choosing an ENERGY STAR® qualified clothes washer, you can save time, save money and help protect the environment.

An ENERGY STAR qualified washer can:

- **Save you \$50 or more per year.**

Since the typical lifetime of a clothes washer is about 11 years, that means you could save \$550 or more.

- **Save about 7,000 gallons of water a year.**

Over the lifetime of your washer, that's enough to provide six people drinking water for life.

- **Save time and protect your clothes.**

Most ENERGY STAR qualified washers don't have agitators. That frees up space for larger loads, saving you time. It also means a more gentle wash for your clothes, helping them last longer.

ENERGY STAR qualified washers can be found in front-load or top-load designs and spin or tumble clothes through smaller amounts of water. This reduces demand on your hot water heater when you are doing warmer loads.

In addition, ENERGY STAR washers spin clothes much faster at the end of the load to extract more water. That means less drying time.

*To see what you could save by replacing your old washer, use the Energy Calculator available in our Learning Center at [www.pplelectric.com](http://www.pplelectric.com).*

## New technology helps us respond to outages more quickly, effectively

We work hard year-round to deliver reliable service, but when big storms strike and damage equipment, outages can result.

When problems develop, information is key. Our linemen need accurate, real-time information. You want to know what to expect as soon as we know it. And we need to get the right crews to the right work as quickly as possible.

That's why we've added new mobile technology to our trucks and service vehicles. The technology, which includes laptops and wireless communications, improves our ability to respond when storms strike.

Now when a lineman receives a repair job, he can pull up a map on his vehicle's laptop, see exactly where the problem is and get directions. He can zoom in to see how the delivery system is designed in the area and find the location of important electrical equipment. When he arrives on the job he can enter an estimated restoration time that becomes immediately available to you through [www.pplelectric.com](http://www.pplelectric.com) or by calling 1-800-DIAL-PPL.

Thanks to GPS in the laptops, storm managers can see where crews and trouble spots are located, allowing them to move linemen more effectively from job to job.

The improvements save valuable time when time matters most. They're part of our ongoing efforts to improve your electric service.



[www.pplelectric.com](http://www.pplelectric.com)



PPL Electric Utilities