

# connect



PPL Electric Utilities

January 2011

## Winter putting a chill in your electric bill?

We have options that can help.

As the temperature drops, electric bills may rise, making it more difficult to manage your budget. We can help, with options that let you track, lower and spread out what you spend for electricity.

### Track charges between bills

With our Energy Analyzer at [www.pplelectric.com](http://www.pplelectric.com), you can track charges between bills and estimate what your next bill may be. This lets you adjust usage in time if you're worried your next bill may be too high.

### Spread out your charges

If your electric costs spike in winter, you can spread these charges out with our budget billing program. Budget billing evens out your bills over 12 months, so you know what to expect in advance.

### Find tips, rebates to lower costs

Analyze your home for ways to reduce your usage and save by visiting our online Energy Analyzer and completing a "home



## e-power tip

If new appliances made your holiday list this season, make sure you take advantage of our many E-power® rebates and incentives.

We offer rebates on a wide variety of products, from ENERGY STAR® clothes washers and refrigerators to energy-efficient heat pumps, computers, printers and more.

Products purchased since July 1, 2009, may qualify. For details and rebate forms, visit [www.pplelectric.com/E-power](http://www.pplelectric.com/E-power) or call 1-866-660-4551.

energy profile." Or take advantage of our many E-power rebates and incentives (see E-power tip on this page).

### Call us if you're struggling

We have programs that provide cash grants, affordable payment plans, debt forgiveness, and free, energy-saving home improvements for eligible customers.

To learn more about these options, visit [www.pplelectric.com](http://www.pplelectric.com) or call us at 1-800-342-5775.

◆◆◆◆◆ Happy New Year ◆◆◆◆◆

## 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)

## Space heater safety tips

According to the Electrical Safety Foundation International, space heaters are three to four times more likely to start a fire than central heating equipment.

Here are some tips to keep you safe:

- Inspect heater cords for damage.
- Keep space heaters at least 3 feet from bedding, curtains or furniture.

- Do not use extension cords with your space heater.
- Place it on a level surface.
- Never leave your heater unattended.
- Don't leave children unattended where a space heater is in use. Even brief contact can lead to electric shock or serious burns.

For more home safety tips, visit [www.esfi.org](http://www.esfi.org).

## Ready for winter

### Improvements help keep your electric service reliable

Over the past year, we've stepped up improvements to our delivery system so that we can provide you with safe, reliable service when you need it the most.

In fact, in 2010, we invested more than \$400 million to maintain, expand and improve power lines and equipment. That's an increase of more than \$100 million over 2009.

Our improvements will help prevent power outages and allow us to get the lights back on sooner if they occur.

### Rebuilding aging lines

We rebuilt hundreds of miles of aging power lines, replacing older equipment to keep reliability strong as usage grows. In some cases, we relocated lines from remote areas to more accessible locations to help with repairs.

### Building new lines and substations

We added new substations and power lines where options for serving customers were limited during bad weather and high usage.

### Safeguarding power lines

We stepped up efforts to prevent one of the leading causes of power outages – trees – by trimming and clearing vegetation along nearly 8,000 miles of power lines. That's an increase of 67 percent over 2009.

### Keeping animals out

We moved aggressively to install animal guards at more than three dozen substations and on nearly 9,000 transformers as part of



*Above, a hot spot, or potential trouble spot, is detected by a special infrared camera. Each year, we use the camera to inspect more than 4,000 miles of neighborhood power lines. In addition, thousands of miles of additional power lines are inspected annually by helicopter and foot patrols.*

a multi-year, multi-million dollar campaign to protect 60,000 pieces of existing equipment from squirrels and other animals.

### Adding new technology

We launched a smart grid initiative in the Harrisburg area and have begun adding new technology there and elsewhere to speed power restoration.

### Going underground

Last, but not least, we stepped up efforts to test, strengthen and replace thousands of feet of underground cable in residential developments across the service territory.

The overall level of improvements in 2010 was unlike any in recent memory. And in 2011, we'll step things up even more, all with one goal in mind: keeping reliability strong for you and your neighbors.