

connect



PPL Electric Utilities

May 2011

‘Price to compare’ on a new schedule starting June 1

As an electric utility customer in Pennsylvania, you can choose the company that generates your electricity.

For PPL Electric Utilities’ customers who don’t shop, we contract for that electricity supply on their behalf from a variety of sources and pass through the cost without profit. That cost, plus the cost of transporting that electricity over high-voltage transmission lines and related taxes, is called the price to compare.

If you decide to shop with a competitive supplier, knowing our price to compare is the key to making a more informed decision.

Please take note. The price to compare will change June 1 and will be adjusted every three months after that. Other electric and gas utilities in Pennsylvania also are on stepped up schedules. These more frequent changes will allow for a more timely reflection of market conditions that affect power prices. The price to compare could go up or down.

If you’re considering shopping or are a current shopper, use the price to compare to evaluate prices from competitive electric generation suppliers. If a supplier’s price is



e-power tip

Spring is for planting, and planting right can help you control your heating and cooling costs.

According to the U.S. Department of Energy, incorporating shading when you landscape around your home can help reduce cooling costs. The DOE advises using deciduous trees (those that lose their leaves in fall) to block the sun’s heat in the summer, but allow it through in the winter to help warm your home.

As always, be sure to choose the right tree when planting near power lines. For information, visit www.arboday/plantright.

lower than our price to compare, you can save money by choosing that supplier.

PPL Electric Utilities will continue to deliver your power safely and reliably and be responsive to your service needs. We will still be the company you call in the event your electric service is interrupted.

The price to compare is not listed on your bill. The current price and estimates on upcoming changes can be found at www.pplelectric.com/choice or by calling call toll-free 1-888-668-4775 for residential customers or 1-888-220-9991 for nonresidential customers.

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

Be safety savvy

May is National Electrical Safety Month

At PPL Electric Utilities, we're committed to providing you with safe, reliable electric service every day.

While we work hard to keep the system safe, it's also important for you to practice electrical safety as you go about your daily activities. National Electrical Safety Month is celebrated each May and is a perfect time to refresh your safety IQ and make sure you can recognize electrical hazards.

According to the National Fire Protection Association, home electrical problems cause more than 50,000 fires each year. And hundreds of people are electrocuted, according to U.S. Consumer Product Safety Commission statistics.

At www.pplelectric.com/safety, check out a link to Electrical Safety World and information on working safely outdoors. We also urge you to check out our Outage Center, which features tips on staying safe around downed wires and during outages.

PPL Electric Utilities supports the Electrical Safety Foundation International, which has developed an Electrical Safety Month toolkit with a Home Electrical Safety Challenge. Visit www.electrical-safety.org.

Be sure you know what it takes to stay safe around electricity. It could be a life saver.

Energy efficiency shopping is easy at the 'e' Store

Buying products to make your home or office more energy-efficient is a snap through PPL Electric Utilities' "e" Store.

We've negotiated a 20 percent discount with Energy Federation Incorporated for all customers. The discount is automatically applied at checkout.

To find out more, visit www.pplelectric.com and select "e" Store from the Quick Links menu.



We're building a reliable future

We've started on a multiyear plan to upgrade important equipment that brings electricity to homes and businesses across eastern and central Pennsylvania.

Maintaining a safe and reliable electric delivery system is essential to preserving the vital, quality service that powers our daily lives.

Just like you might consider retiring that high-mileage car that served you for so many years, we're rebuilding lines and other equipment that's nearing the end of their usefulness. Much of this equipment was installed in the 1960s and 1970s when suburbs were growing and home air conditioning was becoming the norm.

In addition, consider how many more electrical appliances and electronics exist in homes today versus 40 or 50 years ago.

We're also planning to install new equipment to make our electric delivery system more responsive to growing needs and new technologies. We'll keep you informed about our efforts on the Web, here in Connect and with local media.