

# connect



PPL Electric Utilities

October 2011

## October is Energy Awareness Month



October has been the official month to focus on energy needs and energy consumption, and how to be more efficient about both, since a presidential proclamation in 1991.

But being more energy-savvy and becoming more energy-efficient doesn't have to be restricted to 31 days in the fall. It can be a year-round pursuit.

With all the electricity-using appliances, electronics and other gadgets in our homes today, it makes sense to be as smart as possible about energy use. That's where PPL Electric Utilities can be a valuable partner. With our E-power® programs, you can take advantage of tools, information and incentives to help you use energy more efficiently, help you save money and reduce your carbon footprint.

With our Energy Analyzer, you can track power use in your own home and spot areas for savings.

Visit [www.pplelectric.com/e-power](http://www.pplelectric.com/e-power) to find out more about E-power. Whether it's appliance recycling, home energy assessments, efficient equipment rebates or another E-power program, you'll find there's something for every type of customer. Visit [www.pplelectric.com](http://www.pplelectric.com) for the Energy Analyzer.

### Tips and trivia for your energy IQ

- The federal Energy Administration says that heating accounts for most residential energy use at 41 percent, followed by lighting and other appliances at 26 percent. Water heating is next at 20 percent.
- According to the federal Department of Energy, new lighting standards take effect in 2012. You can save by installing energy-efficient incandescent, CFL and LED light bulbs. For products with the greatest energy savings, choose bulbs that have earned the ENERGY STAR® label.
- Speaking of lighting, nearly 4.8 million CFLs were distributed as of the end of July through PPL Electric Utilities' E-power program. Most were sold at discounted prices at hundreds of retail locations, while others were given away at special promotional events.



- Use the sleep mode on your computer if it has one. The government says ENERGY STAR computers power down to a point where they use around 70 percent less electricity than a computer without sleep mode.
- PPL Electric Utilities' E-power Appliance Recycling program reclaimed almost 29,000 inefficient refrigerators, freezers and room air conditioners by the end of August. The program started in late 2009. Most materials from these appliances are responsibly reused for other beneficial purposes and kept out of landfills.
- Checking the temperature setting on your water heater, and making sure it's set to 120 degrees F, is a good energy-saving idea. Some manufacturers set the temperature higher, something most homes don't require.



### e-power tip

#### Shut the door on drafts

With frosty nights on the way, make sure you properly seal windows, doors and other places in your home where drafts may exist. This low-cost work can reduce your heating costs and even create a healthier indoor environment, according to the federal Department of Energy.



## Guard against home electrical fires

October is National Fire Prevention Month and a good time to make sure your home is free of electrical hazards that could cause a fire.

Make sure your home is safe. The National Fire Protection Association offers the following advice on spotting electrical hazards that could lead to a fire.

- If you're buying, selling or remodeling, make sure your home is checked by a qualified electrician.
- If a fuse opens or circuit breaker is tripped, be sure to investigate the cause before replacing the fuse or resetting the breaker. If necessary, call a qualified electrician.
- If you have discolored or warm wall outlets, or have sparks coming from an outlet, it could indicate problems including arcing and smoldering, or even damaged or improperly installed wiring. Avoid using the outlet or switch and contact a qualified electrician as soon as possible.
- Flickering or dimming lights could mean a short in the wiring or arcing, or that your home's electrical systems are overextended. Contact a qualified electrician to discuss potential reasons for this problem and to have an inspection completed.

For more fire safety information, visit [www.nfpa.org](http://www.nfpa.org)

## New bill format is here

October marks the start of a new bill style we hope you'll find more informative and easier to read. We've included a brochure in this month's mailing that explains the updated look. Be sure to check it out.

## 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)**

## Helping nonprofits shave energy costs

PPL Electric Utilities is helping more than 100 nonprofit organizations across our service territory to save energy and help their financial bottom line.

Through an audit program for nonprofit customers, volunteer fire companies to houses of worship and community-based organizations received a free energy efficiency checkup. As part of the process, we gave them detailed recommendations on the highest priority, most effective actions to reduce their electric use.

We know nonprofit groups typically operate on very tight budgets. We've partnered with them to help make their energy dollars go as far as possible.

The program is part of PPL Electric Utilities' E-power initiative. For more information on E-power, visit [www.pplelectric.com/e-power](http://www.pplelectric.com/e-power).

## Free home energy services for limited-income customers

PPL Electric Utilities' Winter Relief Assistance Program helps customers with limited incomes reduce their home energy use and lower their bills.

Qualifying customers work with a WRAP energy educator on ways to save. Services depend on the result of an energy audit and may include energy education, the installation of energy-efficient appliances such as a high-efficiency refrigerator or a new water heater, or home weatherization measures such as insulation and weather stripping.

PPL Electric Utilities has weatherized more than 71,000 homes over the past 25 years to help customers. To be eligible, you must be at least 18 years old, own or rent your house or apartment, and meet the income guidelines.

If you're a renter, we will contact your landlord for permission. There is no minimum usage requirement. Vacation and secondary homes are not eligible. If you or someone you know could benefit, call us toll-free at 1-888-232-6302 to see if you qualify.

Size	Income Limit
1 person	\$21,780
2 persons	\$29,420
3 persons	\$37,060
4 persons	\$44,700
5 persons	\$52,340
6 persons	\$59,980
7 persons	\$67,620
8 persons	\$75,260
Each additional person	\$7,640



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