

March 2008

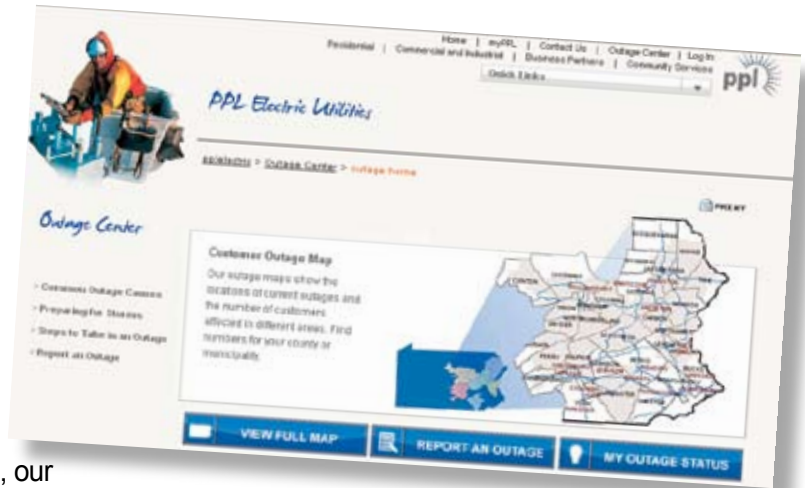
New Outage Center delivers info online

We work hard to keep your lights on, and in fact, few things in life are as reliable as your electric service. On average, our customers have service more than 99.9 percent of the time. Still, outages can occur. When they do, you want to be sure we know and you want to know when power may be restored.

Our new online Outage Center lets you report outages, check the status of restoration efforts, and see where outages are affecting customers in your area. It also provides tips for preparing for storms, steps to take in an outage and information about improvements we're making to keep the lights on.

The Outage Center is part of our continuing effort to give you more choices when it comes to managing your account, paying bills and finding ways to save energy and money. To check out the many features available online, visit www.pplelectric.com.

Please note that you still have the option of calling 1-800-342-5775 to report your outage and check the status of restoration efforts. This phone number should be used to report all emergencies, like downed wires.



e-power tip

Are your shower heads sending money down the drain?

Older shower heads may waste water and energy. A simple way to check your shower head is to place a bucket below it. Turn on the water to your normal shower setting and record the time it takes to collect one gallon. If it's less than 20 seconds, you could benefit by installing a low-flow shower head.

For additional tips to reduce your water heating costs, see the back page.

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

Steps to Save on Water Heating

- **Replace inefficient water heaters**

When buying a new model, be sure to look at the EnergyGuide label. These labels are required on all conventional storage water heaters and let you compare operating costs.

Did you know?

Your water heater may be one of the biggest energy users in your home, consuming as much as 15 percent of the energy you use.

- **Make sure your water heater is sized properly**

Tanks often range in size from 20 to 100 gallons. The more hot water you use, the larger the tank you'll need. Consult with an expert to make sure you pick the best size for your family.

- **Lower your water heater setting**

For most homes, 120 degrees is enough. If your dishwasher doesn't have a booster heater, higher temperatures may be required for the best cleaning results.

- **Install low-flow shower heads and faucets**

Before 1992, some shower heads used more than five gallons of water a minute. New showerheads and faucets use less than half that, saving energy and water.

- **Take showers rather than baths**

Showers use about half as much water.

- **Consider insulating your water heater and pipes**

If your water heater is warm to the touch, add insulation. Inexpensive jackets and insulating blankets are available. In addition, insulate hot water pipes, especially within three feet of the water heater. Easy-to-use insulating sleeves are available.

- **Wash clothes and dishes efficiently**

Always do full loads. Use cold or warm water for most laundry loads, and rinse with cold. Purchase ENERGY STAR® appliances that save electricity, and consider front-loading clothes washers that use less water.

- **Repair leaky faucets**

A leak of 1 drop per second can cost \$1 a month.

- **Use a timer**

Installing a timer may help you save by turning off your water heater while you're asleep or at work.

Stay safe

Call before you dig

PPL Electric Utilities reminds you to stay safe when working outdoors. If you have a project that requires digging, state law requires you to call Pennsylvania One Call at least three days before you start.

This lets utilities mark the location of underground cables and pipelines to help protect you from injury. Underground

cables serve many newer housing developments and carry the same voltages as overhead lines. Contacting these cables can cause serious injury.

PA One Call requests may be made 24 hours a day by calling 811 or 1-800-242-1776.

If you plan to dig, please outline the intended excavation area with white paint. This will help our locators identify where you will be digging.



www.pplelectric.com



PPL Electric Utilities