

# connect



PPL Electric Utilities

July 2011

## We heard you

### Interactive phone feature simplified, improved

Our customer contact center now has an improved interactive automated system for customers who call for help.

We've been working to simplify our automated phone system to better serve you. With a shorter, clearer and more concise menu, we expect you'll spend less time on the phone.

We used customer feedback and the best practices of top-ranking utilities to develop a new menu for customers who call 1-800-DIAL-PPL.

The system now can route calls more accurately and better align your needs with the skills of our service representatives, which will reduce the need for call transfers. That saves time for both you and our reps.

When calling us, you will now have the option to press or say commands throughout the entire call. Although touch tone is more commonly used, surveys indicated some customers wanted the option to use both touch tone and speech within the same call.

The new menu makes it simpler for you when calling about a power outage or other power problem; billing and payment matters; or starting or stopping electric service.



## e-power tip

### Maintenance is cool

More than 40 percent of your utility bill goes for heating and cooling, according to the government.

Keeping your heating and cooling equipment properly maintained will help you save money and keep you comfortable at the same time this summer.

Coupled with other measures like sealing air leaks and ensuring your home is properly insulated can help you slash your energy bills.

## Partners with 911

As part of our efforts to improve response during storm emergencies, we developed a Web application that allows local 911 centers to report police and fire emergencies directly to our in-house outage management system.

In the past, 911 dispatchers would have to call or fax us to report public safety incidents such as traffic accidents, fires or downed lines. The new system is a time saver for everyone and allows 911 workers to focus on what they need to do.

Nearly all the 911 centers in our service territory are using this new tool.

## 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)**

## System ready for summer **Call in your power outage**

Each year, PPL Electric Utilities targets improvements on its network of power lines, substations and other vital equipment to ensure your power is reliable even on the hottest summer days.

This year, for instance, three new substations came on line at the end of May in the Harrisburg and Lancaster regions. Various other improvements and maintenance was conducted across our service area.

Improvements may not always be as big as a new power line or substation, but we're always keeping safety, service and reliability at the top of our list.

### Warm weather safety

Summer is a time to enjoy the outdoors, but those same great outdoors can also bring severe weather, including severe thunderstorms and tornadoes.

We've had both in our area this year, including over the Memorial Day weekend. These weather conditions can bring down many trees, power lines and poles.

Please stay safe when it comes to power outages. Our crews are trained professionals and will get power restored as safely and as quickly as possible.

Some storm safety tips include:

- Assume all downed lines are energized.
- Don't use objects such as sticks or broom handles to try and move a downed line.
- Don't stand or walk near water that is near a downed line.
- Don't drive over downed lines.

Learn more about power outage safety at [www.pplelectric.com](http://www.pplelectric.com) by clicking on the Outage Center link.

We work hard every day to keep your electric service safe and reliable. But sometimes, storms or other factors can cause outages. When that happens, please report your outage by calling 1-800-DIAL-PPL (1-800-342-5775) or online through our Outage Center at [www.pplelectric.com](http://www.pplelectric.com).

Your call, along with calls from any other affected customers in your area, helps us more quickly evaluate the outage and get the right manpower and equipment on the way sooner.

### Three cheers for CFLs

You've taken energy efficiency to heart. Be proud.

In the case of compact fluorescent light bulbs, the numbers tell the story. So far, more than 4.4 million compact fluorescent bulbs have either been purchased at discount prices at hundreds of local retailers or received at special giveaway events.

That's a lot of saved energy, and you deserve a lot of credit for making such a smart choice. CFLs use 75 percent less electricity than incandescent bulbs and last up to 10 times longer.

The CFL program is part of our E-power programs, which provide customers with tools, information and incentives to use energy more efficiently and help them save money.

Find out more about what E-power can do for you at [www.pplelectric.com/e-power](http://www.pplelectric.com/e-power).

