

August 2010

## Reduce your phantom factor

### Cut standby power used by appliances, electronics

Three-quarters of the power used to run home electronics and appliances is devoured when the equipment is turned off, according to the U.S. Department of Energy.

Called phantom load, or standby power, it's used to operate clocks, memory settings and remote control systems. A typical home can have dozens of products that are always on, in some way. The actual amount of standby power used by any one appliance or electronic device is small, but the cumulative effect of all this usage from televisions to computers to microwaves can be noticeable. In fact, it can add up to 10 percent of your monthly energy use.

To reduce standby power use, consider unplugging your appliances when they're not being used or when you're away from home for an extended period. Or use a power strip or surge protector that allows you to switch off appliances at the strip.

Unplugging an appliance could affect memory settings, such as a TV's stored



## e-power tip

### Back to school with ENERGY STAR

School is right around the corner, and PPL Electric Utilities reminds you to put ENERGY STAR®-qualified products on your back-to-school shopping list.

Computers are important study aids for students, but they also use electricity. By purchasing ENERGY STAR products, you can use less electricity, better manage your energy use, save money and help the environment.

ENERGY STAR computers will use between 30 percent and 60 percent less energy, depending on how they are used. Putting the computer in sleep mode when it is not in use also can help you save.

Check out the E-power rebates on appliances and office equipment at [www.pplelectric.com/e-power](http://www.pplelectric.com/e-power). And if you are replacing a computer that is less than five years old, consider donating it to a nonprofit. Computers more than five years old should be recycled.

channels. Check your owner's manual for information or conduct your own test.

Also, look for the ENERGY STAR® label when you buy home electronics. ENERGY STAR products can use as much as 50 percent less electricity in their standby mode.

## 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)**

# Shopping for electricity

Please remember that nothing about shopping for your electricity supply affects your reliability.

PPL Electric Utilities will continue to deliver your power safely and reliably. That's our job as an electric delivery company.

By shopping, you may find a better deal on your electricity generation costs. More than 450,000 customers already are shopping. Generation service makes up about three-fourths of your total bill. To find out more about what deals are available, visit [www.papowerswitch.com](http://www.papowerswitch.com) or call the Office of Consumer Advocate at 1-800-684-6560.

If you choose not to shop, PPL Electric Utilities will still purchase power for you and pass those costs on to you without profit, as required.

# Greater critter control

We're taking more steps to keep animals such as squirrels and raccoons from shorting and damaging electrical equipment and leaving you without power.

We already install animal guards on all new equipment and on devices where animals have caused problems. Now we're expanding these efforts with the goal of guarding more than 350 substations and more than 60,000 existing transformers and switches over the next decade.

Last year, we invested more than \$2.4 million to guard 30 substations, 6,000 transformers and hundreds of switches. This year, we expect to top those numbers. It's just one of the many ways we're working to strengthen reliability and improve your electric service.

# Planning pays off

Knowing how to prepare for a power outage, and what to do if one occurs, is just a mouse click away. Visit [www.pplelectric.com](http://www.pplelectric.com) and go to the Outage Center tab at the top of the page. You'll find information on subjects including common outage causes and our priorities for restoring power.

# Flash points:

## Know your lightning safety

It's estimated there are 25 million cloud-to-ground lightning flashes in the United States each year. That's a lot of atmospheric fireworks.

Lightning may be visually spectacular, but it also can be deadly, and PPL Electric Utilities wants you to know how to stay safe when it comes to thunderstorms. Injury and death can be prevented with proper safety planning.

Check out the following scenarios to help bolster your lightning literacy:

**“It's not raining yet where I am, so I have time to spare.” — False.** Lightning can strike as far as 10 miles from any rainfall. Fatalities happen ahead of storms and after they seemingly pass. In fact, you should stay inside for 30 minutes after you last hear thunder or see lightning.

**“Sure, there's a thunderstorm, but I have to finish washing these dishes.” — Leave it for later.** During thunderstorms, you should avoid contact with metal items or plumbing fixtures, like faucets. Water pipes can conduct electricity.

**“Using a cell phone or a cordless phone during a thunderstorm is safe.” — Correct.** However, if you have to use a corded phone, do so only in an emergency.

**“I'm pretty quick on my feet and I'm sure I'll have enough time to seek safe shelter.” — Don't chance it.** When outdoors, make sure you know where you can seek shelter in the event of a thunderstorm and know how long it will take to get there. Lastly, give yourself enough time to get to your safe spot.

**“If I'm ever in a position to help a lightning victim, is it safe? Won't the person carry an electrical charge?” — No worries.** Victims are safe to touch and need medical help right away. Call for help and administer proper first aid.