

# Connect

May 2007



## Delivering the service you deserve

### Highest satisfaction, fewest complaints

At PPL Electric Utilities, we care about being courteous, professional and dependable, and the results show.

In the Public Utility Commission's most recent study of customer service performance, we earned the highest customer satisfaction scores among major electric utilities.

In its latest study of how well companies manage complaints and follow PUC rules and regulations, we recorded the lowest complaint and justified complaint rates. And in a recent nationwide survey of business customer satisfaction, we ranked highest among the largest utilities in the East.

Why does this matter to us? Because you matter. PPL Electric Utilities has provided an essential service to the people of eastern and central Pennsylvania for more than eight decades.

Our relationship with customers is important to us, and we're committed to delivering you safe, reliable and affordable service.



### 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](http://www.pplelectric.com)



**PPL Electric Utilities:**  
"Highest in Customer Satisfaction with Residential Electric Service in the Eastern U.S., six years in a row, tied in 2006."

J.D. Power and Associates 2001-2006 Electric Utility Residential Customer Satisfaction Study™. 2006 study based on a total of 26,688 consumer responses. In the East, the 14 largest electric companies were ranked in the study. [www.jdpower.com](http://www.jdpower.com).

# Stay safe during storms

Just as flowers, green grass and leaves are sure signs of spring and summer, so too are thunderstorms and the lightning that accompanies them.

This spring, PPL Electric Utilities reminds you to stay safe when storms strike by taking the following precautions:

- Seek shelter inside, if possible, or get down if exposed outdoors.
- Avoid contact with metal items or plumbing fixtures, like faucets.
- Stay clear of water and trees.
- Avoid windows and doors.
- Don't use corded phones unless there is an emergency.
- Unplug electronic equipment before the storm hits and avoid contact with cords or electronic equipment during the storm.

Also, don't forget outdoor pets. Dogs that are chained outdoors can fall victim to lightning strikes.


## Coming soon New Web site with tools for managing electricity use

PPL Electric Utilities soon will launch a new Web site to better serve you. The new site, planned for early summer, will be easier to use and will offer new tools to help you manage your electricity use.

Through the site, you'll be able to access secure, convenient online payment options. You'll also be able to analyze how your home uses energy, create personalized reports about your usage and examine what's behind a change in your monthly bills.

In addition, new tools will let you track much more detailed usage information than you've ever had before and compare your home's energy use with that of similar homes. A new interactive safety section will provide electrical safety tips the whole family can use.

Watch for more information in our June issue of Connect.



**Did you know?**  
May is National Electrical Safety Month. For electrical safety tips, visit [www.electrical-safety.org](http://www.electrical-safety.org)



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