

connect



PPL Electric Utilities

December 2011

Lending a hand Programs help customers in need

A down economy, coupled with cold weather and heating season, will be tough for some customers.

Those who may struggle to pay their heating bills or keep their homes warm could be your friends, relatives, neighbors or co-workers.

At PPL Electric Utilities, there is help through programs that focus on weatherization, bill payment assistance and more. If you or someone you know needs help, reaching out to one of these helpful programs can bring both warmth and peace of mind.

Visit www.pplelectric.com/billhelp to find out more.

Operation HELP

Operation HELP provides emergency cash grants for families who find it difficult to pay their energy bills because of unemployment, large medical expenses or other hardships.

The program, started by PPL Electric Utilities in 1983, is funded by donations from the company, customers, retirees and employees, and has raised about \$22 million for more than 80,000 families in need. It is administered by a network of local agencies. There are income eligibility guidelines. To find out more, and to see if you qualify, call 1-800-342-5775.

To donate to this program, see the insert with this month's bill.

LIHEAP

The Low-Income Home Energy Assistance Program provides cash grants to help families with heating bills and crisis grants to help families who are at risk of losing their power or who are coping with heating emergencies, like equipment breakdowns. It applies whether you rent or own your home.

LIHEAP is funded by the federal government and administered by the Pennsylvania Department of Public Welfare. However, you don't have to have an unpaid bill or receive public assistance to qualify.

Applications are now available and funds are limited. Income restrictions apply. To find out more, visit www.pplelectric.com/billhelp or call 1-800-342-5775.

OnTrack

OnTrack is a special payment plan that offers reduced monthly payments, protection from shutoffs and debt forgiveness. It is for residential customers who are



struggling to pay their bills and is administered by local agencies. Income restrictions also apply here.

To find out if you qualify for OnTrack, call toll-free 1-800-358-6623.

Other programs also may help. In October's Connect newsletter, we highlighted the Winter Relief Assistance Program (WRAP), which helps customers with limited incomes to weatherize their residences, reduce energy use and lower their bills. There are income guidelines. For more information on WRAP, call us toll-free at 1-888-232-6302.



e-power tip

Shedding the big chill

Keeping that old, inefficient extra refrigerator or freezer in your garage or basement could be costing you plenty.

Why not recycle it with PPL Electric Utilities Appliance Recycling Program and get rid of the big chill that's adding to your electric bill? We pick up your functioning unit at no cost to you, and you get \$35 in return.

For information, or to schedule a pickup, call toll-free 1-877-270-3522 or visit www.pplelectric.com/epower.

Making the grade: Investing in education

Education supports our future workforce, our economy and the quality of life in the communities where we live.

That's why PPL this fall provided \$680,000 in need-based grants to schools all over the PPL Electric Utilities service area, including for the first time some exceptional inner-city pre-K schools. It's part of grants to educational institutions that totaled more than \$1 million in the past year.

Such strong financial support begins with our employees, who made nearly 800 donations to schools across Pennsylvania and elsewhere. With PPL's matching gifts program, the company and its employees contributed a total of \$667,433 to 28 high schools and trade schools, 52 colleges, and 68 universities.

On behalf of our customers and the communities where we operate, PPL also provided more than \$250,000 to 43 colleges, universities, trade schools, and non-profits dedicated to education – such as Junior Achievement, National Merit Scholarships, the National Association of Independent Colleges and Universities, the UNCF, Penn State Hershey Children's Hospital, and the Da Vinci Science Center.

Supporting education, we have the power to make a difference.

To learn more about PPL's involvement in the community, visit www.pplweb.com and click on Environment & Community.

What's a smart grid?

If you're familiar with the term "smart grid," go to the head of the class.

In the U.S., only 43 percent of those recently surveyed had heard of the label that describes advances in delivering electricity, according to the Edison Electric Institute.

Smart grid has many meanings. Generally, it refers to investments in equipment and technology to create a stronger, more reliable and modern electric delivery system.

In Pennsylvania, PPL Electric Utilities is working on the first phase of a long-term smart grid plan. Each year, we'll get smarter for you, our customers. To learn more, visit www.pplelectric.com/smartgrid.

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



Plug in to extension cord safety

Before you use just any extension cord or power strip this holiday season, make sure it's the right type for the situation.

Thousands of electrical fires each year are caused by extension cords or power strips that were not rated for the circumstances in which they were used, according to the Electrical Safety Foundation International.

Among ESFI's electric cord safety tips:

- Never overload an extension cord. If any part of the cord feels warm to the touch, the cord is drawing too much power and could present a fire or shock hazard.
- Never cut off the ground pin to connect a 3-prong appliance cord to a 2-wire extension cord or receptacle. Always use a CSA, UL or ETL listed adapter for this purpose.
- Always plug an appliance into the extension cord before plugging the extension cord into a wall receptacle. Make sure the appliance is turned off before plugging it in.