

YOU DEPEND ON US. WE DELIVER.

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PPL Electric Utilities

JANUARY 2018 | Please visit our website ppl electric.com

Operation HELP: Why it matters, how you can get involved

Picture this: You're the sole breadwinner in your family, but medical expenses and other needs mean your paycheck is no longer able to make ends meet.

The bills, including your heating bills, are piling up and it's winter.

Where do you turn for help to stay warm? PPL Electric Utilities' Operation HELP is one option.

Operation HELP is our program that helps income-eligible customers with their fuel bills. Grants from Operation HELP are for all fuel types, not just electricity, and they go directly to the energy provider.

The program is supported by donations from PPL, its employees and customers and is administered through community-based organizations.

We'd like to help *more* people. The need is there. We know that because Operation HELP funding is quickly used up each year.

That's where you come in. Giving even a small amount with each PPL bill payment can do



wonders. You can start giving by signing up online. If you prefer the more traditional paper route, **an Operation HELP insert will be included in February's bill** and you can send that in with your bill payment.

We started Operation HELP 35 years ago and tens of thousands of customers have benefited

since then. The money raised here stays here to help our customers across central and eastern Pennsylvania.

Won't you join your fellow customers in this tradition of giving?

Visit ppl electric.com/operationhelp.

? Ask Marilyn

Q: Is there a convenient way for contractors to make and keep track of requests for electric service work?

A: You bet. Our online self-service work orders tool — Contractor Services — lets you create and manage work orders at any time and on any device, whether at home, the office or the job site. It works with tablets, smart phones and computers so no matter where you are, or what time it is, you can place and track your work requests. Your time is valuable. Contractor Services lets you spend more of it the way you want. Visit ppl electric.com and select **My Account**.



Have a question for our energy expert? Email us at connect@pplweb.com.

Smooth your financial road with budget billing

Weather affects power use, but just because the thermometer may bounce up and down doesn't mean your bill has to do the same.

Dividing your annual electricity use into equal monthly payments takes the seasonal swings out of your bill. Your budget billing amount is adjusted every three months to reflect actual use. The 12th bill settles your budget billing year. We will bill you for your actual electric use that month, plus or minus any difference from the previous 11 months.

Budget billing is available to residential and small business customers.

Sign up today at ppl electric.com/budget.



The green story behind our battery-powered bucket lifts

By the end of 2017, nearly 20 percent of our bucket lifts were run by battery power. We anticipate that through the course of ordinary vehicle replacement, our entire bucket truck fleet will be equipped with the lifts by the end of 2026.

That's important for a couple reasons.

It helps us cut down on fuel emissions and vehicle maintenance and reduces noise at worksites for both our employees and customers. Standard trucks use the engine to power the motor that operates the lift boom. Switching to battery power reduces idling and the truck's carbon footprint and creates a quieter, safer work environment.

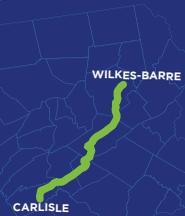
Incorporating the battery-powered bucket lifts into our fleet is just one way we're doing our part for the environment. Visit ppl electric.com/environment to learn about all the ways we work to improve the planet and see a video on the bucket lifts.

Coats against the cold



Our Allentown area employees collect coats each winter for those who need them. Some coats go to kids at nearby elementary schools and some to a nearby homeless shelter.

OVER THE NEXT **FIVE YEARS** WE PLAN ON REPLACING MORE THAN **15,000 WOODEN POLES** to keep the grid strong and reliable. WITH AN AVERAGE HEIGHT OF **45 FEET**, THAT WOULD REACH APPROXIMATELY **127 MILES**.



Lighting: More than watts

You want to save energy and money when upgrading lighting, but there are other things to think about if you embark on such a project.

Consider the quality of the light and its potential impact on safety or productivity. Retail operations should take into account how lighting illuminates products.

Hospitals, schools and other facilities have specific lighting concerns that should be addressed. Consider maintenance personnel and the ease of ballast and lamp replacement. Also, take into account how light output and color scheme will affect staff, customers or visitors.

Source: Questline, Inc.

GET CONNECTED

SMALL BUSINESSES: 1-800-DIAL-PPL
MID- TO LARGE-BUSINESSES: 1-888-220-9991, OPTION #4
HOURS: 8 a.m. to 5 p.m., Mon. - Fri.
24/7 customer service for emergencies and outages.

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