

JANUARY 2018



connect

YOU DEPEND ON US. **WE DELIVER.**

ppelectric.com



COVER STORY

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 you're 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 ppelectric.com/operationhelp.

? Ask Meg

Q PPL Electric Utilities sometimes sends crews to other parts of the U.S. to help with power restoration after big storms. When Hurricane Sandy hit in 2012, there were a lot of out-of-state crews helping PPL. How does this whole mutual assistance program work?

A We belong to two mutual assistance groups – the Southeastern Electric Exchange (SEE) and the North Atlantic Mutual Assistance Group (NAMAG). SEE runs from Florida to Pennsylvania and NAMAG runs from Pennsylvania north, up to and including parts of Canada. These groups are critical to getting power back in large-scale outages. When a member utility asks for help, we evaluate what employees or contractors we can send, and respond accordingly. Of course, any response is carefully planned and the first thing we do is make sure we're able to respond to any problems on our grid here at home.



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 ppelectric.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 ppelectric.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

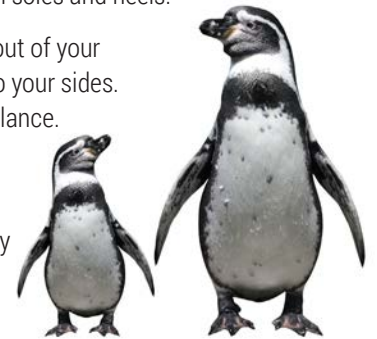
127 MILES.




Walk like a penguin


In snowy, icy weather:

- Wear shoes or boots that provide traction and avoid those with smooth soles and heels.
- Keep your hands out of your pockets and out to your sides. This helps with balance.
- Walk flat-footed, with your feet pointed out slightly – like a penguin.



 **CUSTOMER SERVICE:**
1-800-342-5775
1-800-DIAL-PPL

 **24/7 CUSTOMER SERVICE**
for emergencies, outages and payment assistance.
7 a.m. to 8 p.m. Mon. - Fri. for all other issues.

 **WRITE: CONNECT**
827 Hausman Road
Allentown, PA 18104-9392

EMAIL:
connect@pplweb.com

