

FEBRUARY 2018

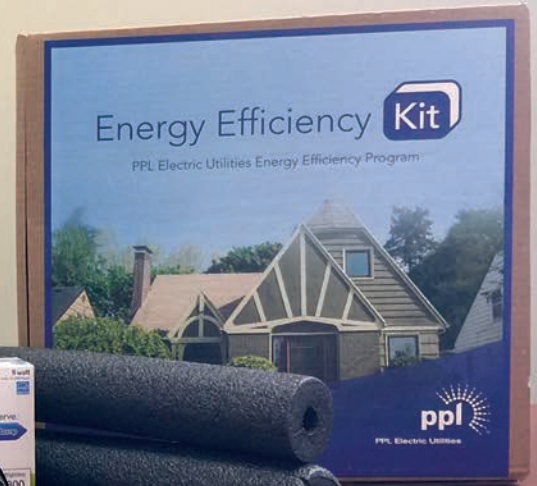
# connect

YOU DEPEND ON US. WE DELIVER.

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COVER  
STORY



## Free online energy assessments: Get the whole kit and caboodle

PPL Electric Utilities' free Online Energy Assessment makes it easy to identify home upgrades and behavioral changes that can help you save energy and money.

Each home uses energy differently, based on everything from the year it was built to the type of heating system. Answer a few simple questions about your household and PPL's assessment will show you where your home uses the most energy and give you personalized tips that will benefit your household. More than 24,000 customers

have completed the online assessment since May 2016.

In addition to great information, you can request a free energy efficiency kit containing popular energy-saving products to get you started! Since May 2016 we've given away more than 8,000 kits, which contain items like pipe insulation, LED light bulbs and a high-efficiency shower head.

With a few easy changes, you'll enjoy increased home comfort and lower energy bills all year long. Fight off the

chill of an inefficient house and claim your free kit today by visiting [ppelectric.com/assessment](http://ppelectric.com/assessment).

In addition to a free online energy assessment, don't forget that you can monitor your home energy use online anytime at [ppelectric.com](http://ppelectric.com). Just select My Account, then Usage History. You need to have your online profile set up to be able to use this tool.

For all your energy-saving needs, visit [ppelectric.com/savings](http://ppelectric.com/savings).

## ? Ask Meg

**Q** It seems a lot of people own drones. My neighbors have them and I even see TV news stations using them. Does PPL own drones? If so, how do you use them?

**A** PPL Electric Utilities owns several drones and we use them primarily to help inspect our power lines. It's all part of how we're continuing to use technology to benefit customers. In early 2015, we were one of the first utilities in the country to get permission from the Federal Aviation Administration to use drones. We also use them in emergencies, like storms, to help assess damage. When our crews went to Florida last fall to help with power restoration in the wake of Hurricane Irma, they used the drones to help evaluate damage.



Have a question for our energy expert? Email us at [connect@pplweb.com](mailto:connect@pplweb.com).

LIHEAP  
can help

**Don't forget - LIHEAP** (Low-Income Home Energy Assistance Program) can help eligible customers with their heating bills or with heating emergencies. Apply online at [www.compass.state.pa.us](http://www.compass.state.pa.us) or call the state LIHEAP hotline at 1-866-857-7095. For a look at all our assistance programs, visit [www.ppelectric.com/billhelp](http://www.ppelectric.com/billhelp).

## Thanks for helping #PPLLightUpTheHolidays



Our hats are off to all who participated in our holiday photo campaign. We asked our social media followers to post photos of special December holiday scenes using the hashtag #PPLLightUpTheHolidays.



As part of the campaign, PPL donated \$1,500 to Operation HELP, our fuel fund for needy customers. We saw images of psychedelic polar bears, scrumptious holiday fare, lots of cute kids, and much more.

Also, don't forget to check out the Operation HELP insert with this month's bill. If you're not already an Operation HELP supporter, we invite you to start a new tradition of giving. You also can sign up online at [ppelectric.com/operationhelp](http://ppelectric.com/operationhelp).

### Mailing covers customer information for generation suppliers

Electric distribution companies in Pennsylvania, including PPL Electric Utilities, recently sent letters to customers about their options regarding information provided to electric generation suppliers.

To support electric choice – otherwise known as shopping for your electricity supply – we're required to provide certain information to suppliers, unless you elect to withhold that information. Choosing an alternate supplier can save you money.

The information we provide to suppliers includes things like name, billing address, service address, account number and electric usage data. Collectively, it's known as the Eligible Customer List. Suppliers use the information to make offers about their products.

The list never includes your phone number and suppliers are not permitted to share the information with others.

Please read your letter carefully. It includes instructions on how to opt out of having your information provided to suppliers if that is what you choose. For more information, you can call us at 1-888-979-4842, email us at [PPLEUECL@PPLweb.com](mailto:PPLEUECL@PPLweb.com) or visit [ppelectric.com/ecl](http://ppelectric.com/ecl).



## Cold weather safety tips: Space heaters

Space heaters are popular and helpful, but if not used properly they can present fire and electrical shock hazards, according to the Electrical Safety Foundation International.

ESFI offers numerous tips on space heater use, including:

- Plug space heaters directly into a wall outlet. Do not use an extension cord or power strip, which could overheat and result in a fire. Do not plug any other electrical devices into the same outlet as the heater.
- Place space heaters on level, flat surfaces. Never place heaters on cabinets, tables, furniture, or carpet, which can overheat and start a fire.
- Inspect heaters for cracked or broken plugs or loose connections before each use. If frayed, worn or damaged, do not use the heater.
- Never leave a space heater unattended. Turn it off when you're leaving a room or going to sleep, and don't let pets or children play too close to a space heater.

## Giving back to the communities we serve

We're connected to the communities we serve by a lot more than poles and power lines.

The PPL Foundation late last year awarded major grants to support 16 organizations working to empower the communities they serve. Earlier in 2017, the foundation distributed smaller sustaining grants to more than 70 community groups.

The major grants will support a wide range of projects, including community centers, STEM (science, technology, engineering and math) education, leadership programs for girls, and much more.

Also in late 2017, teachers in 25 schools in PPL's service area were selected to receive \$1,000 each as recipients of 2017 Empowering Educators grants from the foundation. The money will be used to help teachers inspire students in STEM topics.



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1-800-DIAL-PPL



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

**EMAIL:**  
[connect@pplweb.com](mailto:connect@pplweb.com)

