

Connect

May 2006



PPL Electric Utilities

Spotlight on reliability

The drive for improvement

At PPL Electric Utilities, we care about reliability, and we're always looking for ways to do things better.

That's why we're investing about \$150 million this year in maintenance and upgrades to our power lines and equipment.

It's why we monitor closely the average time our customers are without power.

It's also why we launched a special initiative in early 2005 to encourage an even greater sense of power line ownership among PPL Electric Utilities employees.

As part of that initiative, individual employees took responsibility for sections of our electric distribution system. "Owners" were assigned to each of the more than 1,000 sections of our system. Their suggestions helped the company reduce the average time

customers were without power by more than 15 percent in 2005.

This year, our "owners" are expanding their efforts to identify areas for improvement.

Keeping the lights on is a

monumental task when we maintain more than 940,000 poles and 39,000 miles of power lines, enough to circle the earth more than 1-1/2 times. But there's no job more important to us.



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

"Highest in Customer Satisfaction with Residential Electric Service in the Eastern U.S. Five Years in a Row"

J.D. Power and Associates 2001-2005 Electric Utility Residential Customer Satisfaction StudiesSM. 2005 study based on a total of 26,782 consumer responses. The 15 largest electric companies in the East were ranked in the study. www.jdpower.com



Help us stay safe

Keep transformer boxes, meters accessible

Help our workers stay safe by keeping electric meters and on-the-ground transformer cases free of obstructions like satellite dishes and landscaping. On-the-ground transformers are contained in green boxes and located in developments with underground electric cables.

If there is a problem with your meter or an on-the-ground transformer, our employees need a clear space in which to work. Obstructions can delay service repairs.

Satellite dishes may not be mounted on electric meters or the conduit feeding into the meter. The National Electric Safety Code and National Electric Code specify meter and transformer clearance requirements.

Meters should have three feet of clearance to the sides and 50 inches of clearance in the front. On-the-ground transformer cases should have 10 feet of clearance in the front and 4 feet of clearance on the sides and back.



The satellite dishes shown do not allow proper clearance from the meter and transformer box above.

Call before you move

If you're moving this spring, please let us know at least seven days in advance by calling 1-800-DIAL-PPL.

We'll make it as easy as possible to close the account at your old address. We'll also arrange to get a final meter

reading at your old home so your last bill reflects your actual electricity use.

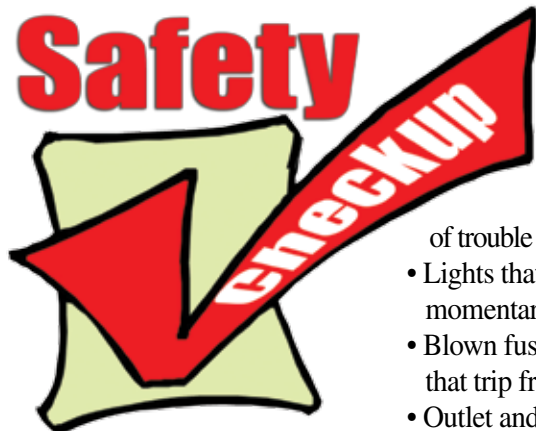
If you don't tell us you're moving, you will continue to be billed for electric service at your old address even after you move.

If the home you are moving



into is in our service area, the information you provide will enable us to set up an account at your new address quickly and conveniently.

Safety



May is National Electrical Safety Month and a great time to give your home a

safety checkup, particularly if you own an older home.

Look for symptoms

- of trouble such as:
- Lights that flicker or dim momentarily
- Blown fuses or circuit breakers that trip frequently
- Outlet and switch faceplates that are hot to the touch or discolored
- Crackling or buzzing outlets

If you have concerns about your home's wiring and electrical system, contact a qualified, licensed electrician in your area for an inspection.

For more information, visit www.electrical-safety.org.



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