

connect



PPL Electric Utilities

Dedicated people.
Dependable energy.

JANUARY 2013

New Year's wishes from PPL Electric Utilities

I'd like to extend my best wishes to all of you for a great new year, filled with good health and happiness.

Last year may be remembered by many for destructive Hurricane Sandy — it turned out to be our worst storm ever with almost 525,000 customers affected — but there was far more good news to go around in 2012. Here's a sampling.

A new pplelectric.com

Our redesigned website debuted in early October with a brand new look and hundreds of improvements to make finding information and doing business with us easier than ever before. It was developed with input we got from you through surveys, calls and focus groups.

I hope you've had a chance to use the new site. If you haven't visited yet, it's still at www.pplelectric.com.

Don't forget that information on our helpful E-power® programs to help you save energy and money still can be found there. Check out "Ways to Save" under "Save Energy & Money."

Stop in and see how we can help.

Shopping for electricity

Last year saw more of you buying your electricity from alternate generation suppliers than ever before. That's a good thing from our view. We want you to get the best deal you can.

We deliver your power, but we don't produce it. Compare it to FedEx or UPS delivering those shoes you ordered. You pay them for delivering your footwear much like you pay us to deliver your electricity.

As of early December, about two dozen alternate generation suppliers had prices lower than our 'price to compare,' the price for electricity generation and transmission for our customers who don't buy from an alternate supplier. Generation and transmission charges make up about two-thirds of the typical bill.

Alternate suppliers currently provide more than 80 percent of all electricity we deliver. For more information on suppliers

and their offers, visit www.PAPowerSwitch.com or check out "Choose Your Supplier" under the "At Your Service" heading at www.pplelectric.com.

Investing in reliability

We were hard at work again last year investing in the equipment that delivers your power. We invested more than \$600 million and plan to invest more than \$800 million this year.

We're investing more to strengthen reliability, replace aging infrastructure and improve operations to better serve you.

Projects vary and range from building new power lines or rebuilding facilities to installing "smart grid" equipment to help the system work more efficiently.



We're committed to serving you and providing the reliable service that powers your life. All the best in 2013 and please stay safe.



Greg Dudkin
President, PPL Electric Utilities



e-power tip

Damper details

If you have a fireplace, keep the damper closed unless a fire is burning. Leaving it open will allow warm air to escape in a flash. Check the seal on the fireplace flue damper and make it as snug as possible.