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IF YOU ALSO RECEIVE A HOME ENERGY REPORT CARD (through the mail or through email)

- I [already receive](#) a monthly email and a paper report from PPL Electric Utilities comparing my home energy use to that of my neighbors. What is the difference?
- I already receive a monthly email and a paper report from PPL Electric Utilities comparing my home energy use to that of my neighbors. This is [confusing](#) and I think you may be overdoing it.

- The video says that I am 46% more energy-efficient, and the report card and email say that I am only 27% more energy-efficient. [Why are they different?](#) Can I trust either number?
- I have 4 kids under the age of 14, a swimming pool and 2,800 square feet. How can my home electricity use be [better](#) than my neighbor's since she is a senior citizen who lives alone?
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GENERAL

What is the purpose of these videos?

Most customers are eager to have more control over their energy use and in managing their electricity account. But they either don't know where to start or they don't know about the tools PPL Electric Utilities has to help them. The Customer Energy Use Video is designed to provide you with information about your electricity use to help you make informed choices and save money. It also exposes you to some of the tools we have to help you monitor and reduce your electricity use and manage your account.

How was I selected to receive a video?

All PPL Electric Utilities residential customers with an email address on file will receive a video. In addition, residential customers can receive their video by visiting www.pplelectric.com/myenergyuse and entering a few details about their account. If you would like us to send your personalized energy use videos to you in the future, please provide your email address on this webpage and opt-in to receiving emails from PPL Electric Utilities.

Who gets these videos?

There is a video for each residential customer account, with the exception of accounts that are designated as seasonal. Business accounts, and all other non-residential accounts such as street lighting, are not included.

How often will I receive these emails/videos?

This communication will be sent four times a year at the end of each season.

For how long and how often can I view my video?

Your current video will be available until Nov. 15. You can bookmark the webpage link and view the video as many times as you want during that time period; however, you will not be able to download the video file.

Can I download and save my video?

You cannot save your video file. Your current video will be available until Nov. 15. You can bookmark the webpage link and view the video as many times as you want during that time period.

Can I opt out of this communication?

Yes. PPL Electric Utilities is providing this video as an educational tool to help you better understand your electricity use and gauge if there are ways for you to save money. If you don't find this communication useful, you can use the email opt out to stop receiving future seasonal energy use videos.

Whom can I contact if I have other questions or comments about my video?

Please use the Feedback button on the webpage with your video or call us at 1-800-342-5775, Monday through Friday from 8 a.m. to 5 p.m.

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TECHNICAL PROBLEMS**Why doesn't the webpage and video load properly?**

This could be a problem with your browser. The webpage and video may not work on early versions of Internet Explorer. Please use the latest version of Internet Explorer or another browser such as Chrome, Safari or Firefox. If you are still having a problem, use the Feedback link on the web page and report the problem. Someone will contact you to help troubleshoot the problem.

Why isn't my video playing?

This could be a server issue. Please try again at a later time. If you are still having a problem, use the Feedback link on the web page and report the problem. Someone will contact you to help troubleshoot the problem.

How can I share my video with family or friends?

You can share your video by providing the video web address. Each video has a unique web address.

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CUSTOMER DATA**Why is my name or town incorrect in the video?**

This information is taken from your customer record with PPL Electric Utilities. To update your information, please call Customer Service at 1-800-342-5775, Monday through Friday from 8 a.m. to 5 p.m.

Who can see my energy use information?

Only you can see your personal data. If you share the link to your video with other people, they would also be able to view your energy use information.

How did you calculate my previous season average/previous year season average when I only had my account for two of the three months?

For you to receive a previous season average/previous year season average, you had to have had your account for two of the three months. We then took an average of those two months.

Why did my energy use go up/down compared to last season or last year?

A section of the video explains four of the most common reasons why your energy use may have changed. Although these may be familiar to you, we believe they will serve as beneficial reminders:

- Weather (which can affect how much time you spend indoors and the effort your heating/cooling system has to exert to maintain your comfort settings).
- Price you pay for your generation supply.
- Amount of time you or others (kids home from school or relatives/friends visiting) are spending indoors, which increases the use of lights, appliances, cooling/heating systems, etc.
- And home improvements. For example, adding a new room may increase your use while upgrading appliances, windows and insulation could reduce your use.

Our online [Energy Analyzer](#) tool can provide you with even more specific information about your electricity use including:

- How much electricity you're using on an hourly, daily or monthly basis.
- Personalized energy-use reports allowing comparisons with the energy use of similar homes.
- Calculators to show you how much energy you can save by replacing existing appliances with more energy-efficient models.
- A bill analyzer tool that lets you take a closer look at differences between bills and understand the effects of weather on your energy use.

Why doesn't the energy use in the video match my bill?

The electricity use data in your video is an estimate based on the average of the bills in your billing cycle for the season. For example the summer season is based on the average monthly electricity use for the timeframe covered by your June, July and August bills.

Why doesn't the price in the video match my bill?

The price data in your video is an estimate based the average of your ACTUAL electricity cost of the bills in your billing cycle for the season. For example the summer season is based on the average monthly cost of your electricity for the timeframe covered by your June, July and

August bills if you were NOT participating in any of our payment plans such as Budget Billing, OnTrack or a Payment Agreement.

Why did my electricity use go down/stay the same but my cost go up compared to the previous season/year?

The cost of your generation supply may have increased.

What is my generation supply cost?

That is the price you pay for the electricity you use. Your generation and transmission charges typically represent the largest portion of your bill. You can [shop for your generation supply](#) to find a lower cost. Visit PAPowerSwitch.com to view supplier offers in your area.

How did PPL Electric Utilities calculate the electricity use comparison with other customers? Did you take into account electric heat versus homes that have gas, oil or propane heat?

Yes. Customers with electric heat are compared to other homes with electric heat. Customers with other heat sources are compared to customers with other heat sources. The comparison doesn't take into account other factors such as air conditioning or size of home.

Since there are numerous factors that determine each family's electricity use, this comparison is intended to serve as a general guide so you can determine if your electricity use is reasonable for your situation.

You may already know of particular reasons why you use more electricity than the average. For example, you may have a house that is larger than average or children home from school.

But if your use seems uncharacteristically high, you may want to investigate further.

How can I reduce the amount of electricity I use in my home?

There are several tools available on the PPL Electric Utilities website. Many of these are featured on the video web page. Some concepts may be familiar to you, but can serve as beneficial reminders.

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**IF YOU ALSO RECEIVE A HOME ENERGY REPORT CARD
(through the mail or through email)**

I already receive a monthly email and a paper report from PPL Electric Utilities comparing my home energy use to that of my neighbors. What is the difference?

If you receive that email and paper report, you are part of a select group of customers who receive the Home Energy Report. In fact, only 10% of our residential customers receive this report each month.

I already receive a monthly email and a paper report from PPL Electric Utilities comparing my home energy use to that of my neighbors. This is confusing and I think you may be overdoing it.

The paper Home Energy Report, email Home Energy Report and Personalized Videos are pilot programs using different communication channels to help our customer understand their electricity use and provide actionable tips to help reduce their electric bill. We understand that people prefer to receive information in different ways so we use a variety of formats to reach as many of our customers as possible with information that is important to them.

The video says that I am 46% more energy-efficient and the report card, and email say that I am only 27% more energy-efficient. Why are they different? Can I trust either number?

The paper report you receive refers to about 100 occupied, nearby homes that are similar in size to yours. The video you are receiving compares you to the average of all PPL Electric Utilities residential customers regardless of home size, number of occupants, heating source, etc.

I have 4 kids under the age of 14, a swimming pool and 2,800 square feet. How can my home electricity use be better than my neighbor's since she is a senior citizen who lives alone?

The paper report you receive refers to about 100 occupied, nearby homes that are similar in size to yours. The video you are receiving compares you to the average of all PPL Electric Utilities residential customers.

Can I opt out of the Home Energy paper reports and email?

Yes. PPL Electric Utilities is providing this service as an educational tool to help you better understand your electricity use and to share ideas on how you might be able to save money. If you don't find this information useful and would like to be removed from the program, call us at 1-800-908-4802, Monday through Friday from 8 a.m. to 8 p.m.

How was I selected to receive the Home Energy Report and Home Energy Report email?

You were randomly selected as one of about 175,000 PPL Electric Utilities residential customers included in this program.

Did you sell my information to a 3rd party vendor or broker?

PPL Electric Utilities will never sell your customer information to a 3rd party vendor or broker. We work with a conservation service provider to educate our customers on how they can save electricity. The information they use is proprietary and cannot be used for any other purpose than those outlined in our programs.

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