



Keeping the Lights On:

BILL HELP FOR OUR ELECTRIC CUSTOMERS

Times have been tough for many Pennsylvanians, but we're here to help. If your constituents are struggling to pay their electric bills, we'll work with them to help get their balances under control and keep their lights on.

Assistance programs for income-eligible residential customers:

- OnTrack offers fixed monthly payments and referrals to energy saving programs. If customers have a past due balance, OnTrack also provides debt forgiveness.
- Our Operation HELP fund offers free money to help pay electric bills.
- The federal grant program, LIHEAP, offers free grants to help keep homes warm.
- Our WRAP program can help reduce monthly electricity use, leading to lower bills.

Options for all residential customers:

- Regardless of income, customers can sign up for budget billing to smooth out monthly payments, making them predictable and easier to manage.
- They can set up flexible payment arrangements to help pay down an overdue balance over time.
- As long as there's no past due balance, customers can pick the monthly bill due date that works for their income schedules.

For all business customers:

- If a business is struggling to keep up with electric bills, we'll work with them to set up a custom payment agreement so they can pay down their balance over time.

To apply or receive more information, customers can visit pplelectric.com/billhelp or call us at 1-800-342-5775.

Service terminations: Our philosophy and process

Our philosophy:

- Termination is always a last resort.
- We will not terminate service for any customer who works with us to get the bill help they need and then keeps up with their payments.
- We will communicate often with customers about their status and make every effort to get them the help they need before we initiate steps to terminate their service.

How does the process work*? (April 1 to November 30)

1. We send multiple reminder messages to customers who miss payments.
2. If the customer's balance reaches a specific threshold, we mail the customer a 10-day termination notice via the U.S. mail. If the customer has provided consent, we will send a text message and email notification as well.
3. Prior to termination, we make additional attempts to contact the customer. These attempts could include live phone calls or notices posted at the home, and we always attempt to call the customer 72 hours before the termination date. Immediately prior to termination, we make a personal visit to the customer's home to inform them and explain their options.
4. If the customer does not make a payment, work with us to get payment assistance or provide a medical certification, we move to terminate.
5. We leave a post-termination notice explaining what the customer has to do to reconnect. Once the customer meets the reconnection requirements, we reconnect within 3 days.

**Customers with household incomes at or below 250% of the federal poverty line are protected from service termination during the winter (December 1 to March 31). PPL only terminates service Monday-Thursday. Our termination process is in compliance with Pennsylvania's Responsible Utility Consumer Protection Act.*

How can a residential customer stop service termination?

- Make a payment.
- Set up a payment arrangement with PPL Electric or enroll in an assistance program.
- File a dispute with PPL Electric.
- Present a Medical Certification from a doctor, physician assistant or nurse practitioner. (We accept three Medical Certifications during the arrearage.)
- If, after working with PPL Electric, a customer has an issue or concern, he or she can contact the PUC at 1-800-692-7380.

