



Customer Bill Support

In recent weeks, PPL Electric Utilities customers have been impacted with higher bills, primarily driven by increased prices for energy supply. In addition, some customers received estimated bills due to a technical issue. These issues have raised concerns, and we are committed to doing what we can to help customers in this challenging time.

Billing issue explained

What happened?

A technical issue caused customer meter data to be temporarily unavailable in the systems that generate bills and display customer usage data. Due to this, some customer bills sent from Dec. 20 through Jan. 9 were estimated bills, based on historical electricity usage that may have been higher or lower than actual usage.

While the estimated billing issue and higher energy prices are unrelated, together they have fueled a sharp increase in customer calls, resulting in long wait times for many who have tried to contact us. We know our customers deserve better, and we are committed to taking action to best support their needs.

What are we doing?

Actions we're taking to support our customers:

- We fixed the technical issue that caused some bills to be based on estimated electricity usage.
- We restored the ability to view actual electricity usage on our website.
- We made adjustments to impacted customer accounts so they only pay for the electricity they use. Customers have either received a corrected bill or will have an adjustment on their next bill.
- We are waiving all late fees for January and February. Any fees charged in January will be credited to customer accounts.
- We won't shut off power for non-payment through March 31.
- We have added more agents at the call center to address questions faster.
- We continue to offer payment plans and assistance for customers who are struggling to pay their bill. This includes self-service options available online and by calling **1-800-DIAL-PPL**. To learn more, visit www.pplelectric.com/billhelp.

For additional information, tools and resources, please visit pplelectric.com/billquestions



CONVENIENT BILL SUPPORT OPTIONS AVAILABLE

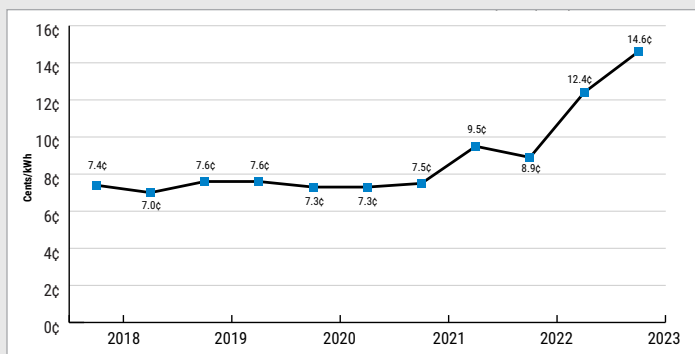
Self-service online options at pplelectric.com/billhelp or call 1-800-DIAL-PPL

Managing higher energy prices

What's driving higher customer bills?

Energy prices have risen sharply over the past two years. Customers who do not shop and receive electricity supply through PPL Electric Utilities, may be noticing the Dec. 1 increase in our default rate for electricity supply, also known as our price to compare.

| Based on Residential Price to Compare | | | | | |
|---------------------------------------|------------------|------------------|------------------|------------------|------------------|
| | 500 kwh | 750 kwh | 1,000 kwh | 1,250 kwh | 1,500 kwh |
| PTC Dec. 1, 2022 | \$73.06 | \$109.59 | \$146.12 | \$182.65 | \$219.18 |
| PTC Dec. 1, 2021 | \$47.51 | \$71.27 | \$95.02 | \$118.78 | \$142.53 |
| Difference | + \$25.55 | + \$38.32 | + \$51.10 | + \$63.87 | + \$76.65 |



Historic PPL Electric Utilities Residential Price-to-Compare (PTC)

The default rate reflects our cost to buy power for customers who don't shop for their energy supplier. This rate is determined through a competitive bid process approved by the Pennsylvania Public Utility Commission, and the cost of the power is passed on to customers at no profit to us.

Steps customers can take to help manage energy costs:

- **Shop for an electricity supplier.** Visit the Pennsylvania Public Utility Commission's website, www.PaPowerSwitch.com, to shop for a better deal on electricity supply. No matter which supplier is chosen, we will still deliver that electricity reliably and safely.
- **Use energy efficiently.** Our website, www.pplelectric.com, is full of tips to help you reduce the amount of electricity you use.
- **Make bills more predictable and affordable.** We have many helpful programs for customers who qualify. To learn more, visit, www.pplelectric.com/billhelp.
- **Select a convenient payment option.** To find easier ways to pay, visit www.pplelectric.com.

