



PPL Electric Utilities

We Deliver.

PPL Electric Utilities Universal Service Programs

CAP – Customer Assistance Program



PPL's CAP Program – OnTrack

- Offers a reduced monthly electric bill payment and a chance to erase any debt owed to PPL
- Provides protection from shutoff
- Household income must be below 150% federal income poverty guidelines
 - Ex: Family of 4 meets criteria if they make less than \$38,625
- How to apply
 - Call PPL at 1-800-342-5775
 - Online at www.ppelectric.com/ontrack
- OnTrack payment based on income and electric usage
- Letter with OnTrack payment amount and customer agreement sent to PPL customer



Winter Relief Assistance Program (WRAP)

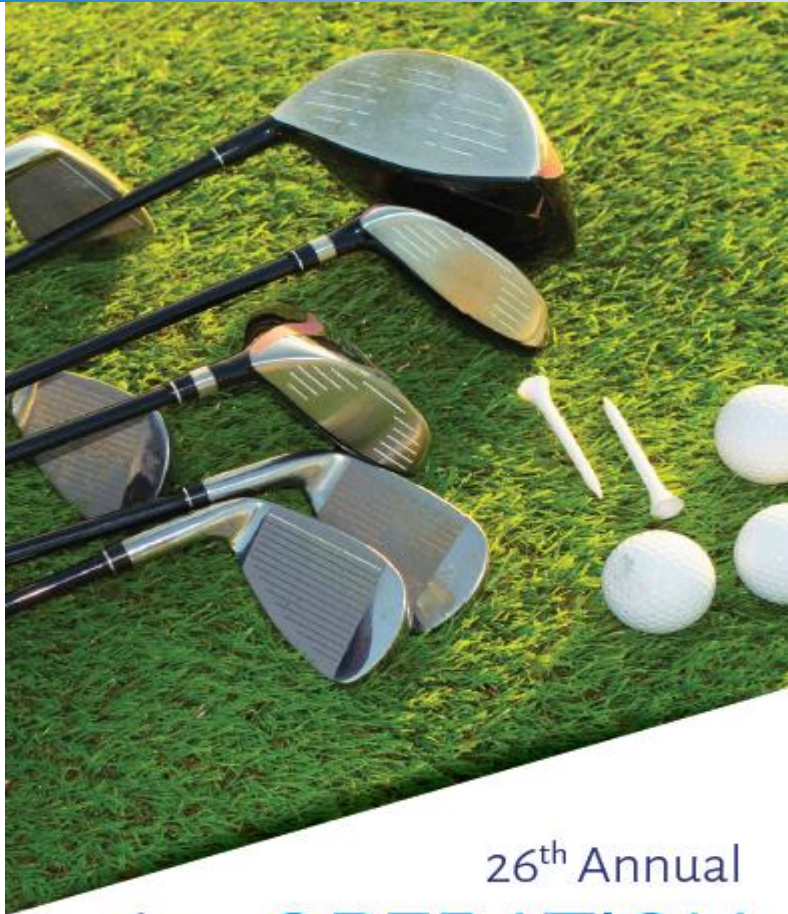


All qualified customers receive an energy-saving action plan

- Must be below 200% federal income poverty guidelines
- Measures will be recommended to help lower your electric bill
- All measures and services are free
- All work is done by qualified WRAP contractors
- Available to homeowners and renters
- How to apply
 - Call us at 1-888-232-6302
 - Online at www.pplelectric.com/wrap



PPL's Fuel Fund Program



Operation HELP

- Helps pay energy bills for customers who meet the income qualifications
- Household income must be below 200% federal poverty guidelines
 - Ex. Family of 4 meets criteria if they make less than \$51,500
- Supported by donations from employees and customers
- Any type of home energy bill
- Payments are made directly to energy vendors
- To apply, call PPL at 1-800-342-5775

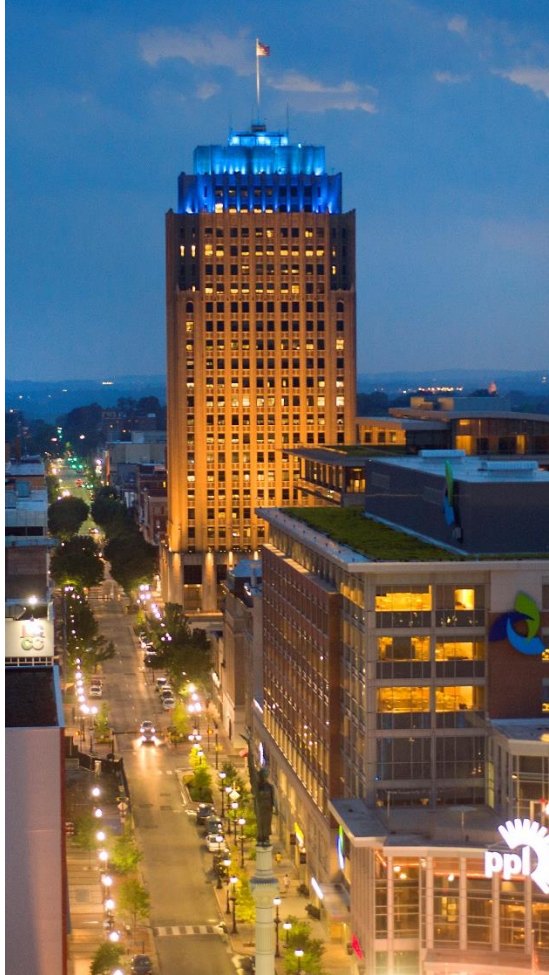
Customer Assistance & Referral Evaluation Service

CARES

- Special service for customers who cannot pay the full amount of their electric bills because of a TEMPORARY personal hardship
- Protects the account from termination of service for a period of 2-3 months
- May get a credit towards their bill
- Customers do not need to be low-income to participate
- To apply, call PPL at 1-800-342-5775



My Contact Information



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