

**Amy E. Hirakis**  
Counsel

**PPL**  
Two North Ninth Street  
Allentown, PA 18101-1179  
Tel. 610.774.4254 Fax 610.774.6726  
AEHirakis@pplweb.com



**E-File**

May 25, 2017

Rosemary Chiavetta, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street, 2<sup>nd</sup> Floor North  
Harrisburg, PA 17120

**RE: PPL Electric Utilities Corporation's Proposed Universal Service and Energy Conservation Plan for 2017-2019, Docket Nos. M-2016-2554787 and M-2013-2367021**

Dear Secretary Chiavetta:

Enclosed for filing on behalf of PPL Electric Utilities Corporation ("PPL Electric") is PPL Electric's response to a question it received informally from the Commission's Bureau of Consumer Services ("BCS") seeking information on how many customer reenrolled in OnTrack after achieving full forgiveness and what was the balance/pre-program arrears at reenrollment. BCS requested that PPL Electric file its response so that all parties have the benefit of the information being provided.

Pursuant to 52 Pa. Code § 1.11, the enclosed document is to be deemed filed on May 25, 2017, which is the date it was filed electronically using the Commission's E-filing system.

If you have questions, please contact me directly (610/774-4254) or Melinda Stumpf, PPL Electric's Manager-Regulatory Programs & Business Services, at 484/634-3297.

Sincerely,

Amy E. Hirakis

Enclosure

cc via email: Mr. Joe Magee  
Ms. Sarah Dewey  
Ms. Louise Fink-Smith  
Ms. Christy Appleby  
Mr. Patrick Cicero



**Purpose:**

The purpose of this study was to find information about OnTrack customers who reenrolled after achieving full forgiveness. The study analyzed the number of accounts that reenrolled, the primary heating source (electric or non-electric), the Federal Poverty Income Guideline level (FPIG), and the balance amount (pre-program arrears) at the time of reenrollment.

**Methodology:**

Due to the complexity of the programming (the query) that was required PPL used the following sample methodology.

1. The month of January 2014 served as the time period for the sample group.
2. The query identified all OnTrack accounts that achieved full forgiveness at any point during the month of January 2014. Technically, achieved full forgiveness is defined in PPL’s system with the account status of OnTrack Current Bill (OTCB).
3. The query “pulled” the accounts that achieved full forgiveness through December 2016.
4. As the query was pulling the accounts through this timeline, it was looking for an OnTrack enrollment at any point in time that was at least 30 days after the point of achieving full forgiveness. If the query identified an enrollment, that enrollment was tagged as the reenrollment.
5. PPL defined a 30-day break as the amount of time away from OnTrack.

**Results:**

As of the end of January 2014, there were 35,993 active OnTrack accounts. There were 1,905 OnTrack accounts that achieved full forgiveness at some point in January 2014 and of these 1,905 accounts, 1,098 were reenrolled in OnTrack at some point in the future (see item four above for methodology details). PPL analyzed the 1,098 accounts that were reenrolled and summarized the findings below.

Table 1. Achieved Full Forgiveness and Reenrolled in OnTrack

FPIG	Non-Electric Heat		Electric Heat	
	Number of Accounts	Average Balance Upon Reenrollment (Pre-Program Arrears)	Number of Accounts	Average Balance Upon Reenrollment (Pre-Program Arrears)
<= 50%	68	\$290	71	\$622
51-100%	288	\$324	275	\$447
101-150%	200	\$334	196	\$543
Total	556		542	