**PENNSYLVANIA**

**PUBLIC UTILITY COMMISSION**

**Harrisburg, PA 17105-3265**

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|  | Public Meeting held December 7, 2017 |
| Commissioners Present:Gladys M. Brown, ChairmanAndrew G. Place, Vice ChairmanNorman J. KennardDavid W. SweetJohn F. Coleman, Jr. |  |
| PPL Electric Utilities Corporation Universal Service and Energy Conservation Plan for 2017-2019 Submitted in Compliance with 52 Pa. Code § 54.74.  | Docket No. M-2016-2554787 |

**ORDER**

**BY THE COMMISSION**

On October 5, 2017, the Pennsylvania Public Utility Commission (Commission) entered an Order (October 5 Order) directing, *inter alia*, changes to the 2017-2019 universal service and energy conservation plan (Proposed 2017-2019 Plan or USECP) for PPL Electric Utilities Corporation (PPL or Company). We directed PPL to file and serve a revised 2017-2019 Plan, consistent with these changes, prior to final approval of the Plan. On November 3, 2017, PPL filed both red-lined and clean versions of its revised 2017-2019 Plan (November 3 compliance filing) consistent with the October 5 Order. We have received no exceptions to the November 3 compliance filing from parties to this proceeding. Accordingly, by this Order the Commission approves PPL’s revised 2017-2019 Plan.

**I. HISTORY**

 In compliance with Commission regulations, PPL submitted its Proposed 2017-2019 Plan on June 30, 2016, and served the Office of Consumer Advocate (OCA), the Pennsylvania Utility Law Project (PULP), and the Bureau of Investigation and Enforcement (BIE). PPL’s Proposed 2017-2019 Plan included details of PPL’s OnTrack Customer Assistance Program (CAP), its Winter Relief Assistance Program (WRAP) Low-Income Usage Reduction Program (LIURP), its Customer Assistance and Referral Evaluation Services (CARES) program, and its Hardship Fund.

On April 6, 2017, the Commission entered the Tentative Order requesting additional information. The Tentative Order indicated issues that required further attention on the record and requested comments on the Proposed 2017-2019 Plan. PPL provided supplemental information in comments filed on April 26, 2017. On May 3, 2017, the Commission issued a Secretarial Letter (May 3 Secretarial Letter) clarifying some of the information requested in the Tentative Order. PPL filed further comments in response on May 18, 2017, and May 25, 2017. CAUSE-PA and OCA individually filed comments on June 7, 2017. CAUSE-PA, OCA, and PPL individually filed reply comments on June 22, 2017.

On October 5, 2017, the Commission entered an Order, *inter alia*, directing PPL to make changes to its 2017-2019 Plan prior to final approval.[[1]](#footnote-1) In compliance with the October 5 Order, PPL filed clean and red-lined versions of its Revised 2017-2019 USECP on November 3, 2017.

**II. DISCUSSION**

The October 5 Order in ordering paragraph 4[[2]](#footnote-2) directed PPL to file and serve a revised 2017-2019 Plan that would reflect the following changes:

* Provided details about the OnTrack online application process.
* OnTrack payments not exceed the maximum energy burden levels in the CAP Policy Statement.
* Allow customers to remain in OnTrack Lifestyle after nine months if their financial situation has not changed.
* Allow OnTrack Budget Bill (OTBB) customers to automatically recertify for regular OnTrack, if eligible, by April 2018.
* Allow customers who voluntarily leave OnTrack or are removed for non-payment to be re-instated in the program if they pay the OnTrack catch-up amount.
* Provide details about the automatic WRAP referral process for OnTrack customers.
* Remove the provision which states that exceeding pre-OnTrack consumption could result in removal from the program.
* Automatically recalculate OnTrack payments when participating customers transfer service to a new residence.
* Clarify the types of public assistance grants, support payments, and one-time lump-sum payments counted as unearned income for OnTrack.
* Clarify that the $5 arrearage co-payment for OnTrack accounts is charged only if customers have pre-program arrears and will be applied to the customer’s pre-program arrearage balance.
* Establish a universal service stakeholder group that meets at least twice per year.
* Implement its tiered maximum CAP Credit limits to all OnTrack accounts within three months.
* Explain how treatment of multifamily buildings are coordinated through Act 129 and WRAP.
* Explain how Act 129 and WRAP jobs are assigned and tracked through the LEAP system.
* Update the WRAP needs assessment figures.
* Clarify the annual increases to its Customer Assistance and Referral Evaluation Services (CARES) program budget.

The Commission’s Bureau of Consumer Services (BCS) reviewed PPL’s November 3 compliance filing and determined it contains all the clarifications, changes, and information requested. We have received no exceptions from parties to this proceeding relative to whether the November 3 compliance filing is consistent with the October 5 Order.

We note, however, that the historical application by PPL of a $5 monthly arrearage co-payment to OnTrack customers who had no pre-program arrearage is still under review and consideration. Because PPL has indicated that OnTrack customers without any pre-program arrearages will not be charged the $5 monthly arrearage co-payment going forward, we find that PPL’s November 3 compliance filing is consistent with the October 5 Order.

**IV. CONCLUSION**

Accordingly, PPL’s revised 2017-2019 Plan filed on November 3, 2017, is hereby approved. **THEREFORE,**

**IT IS ORDERED:**

1. That the PPL Electric Utilities Corporation’s Revised Universal Service and Energy Conservation Plan for 2017-2019, as filed on November 3, 2017, is approved as consistent with Title 66 of the Pennsylvania Consolidated Statutes, Title 52 of the Pennsylvania Code, and Commission practice.

2. That a copy of this Order be served on the PPL Electric Utilities Corporation, the Office of the Consumer Advocate, the Bureau of Investigation and Enforcement, and the Coalition for Affordable Utility Services and Energy Efficiency in Pennsylvania. A copy shall also be served on the parties to *PPL 2014-2016 USECP*, Docket No. M-2013-2367021.

**** **BY THE COMMISSION,**

 Rosemary Chiavetta

 Secretary

(SEAL)

ORDER ADOPTED: December 7, 2017

ORDER ENTERED: December 7, 2017

1. The October 5 Order also directed PPL to provide information regarding a $5 monthly arrearage co-payment applied to CAP customer bills to reduce pre-CAP arrearages. The October 5 Order further directed PPL to cease charging the $5 monthly arrearage co-payment to CAP customers who do not enter CAP with a pre-CAP arrearage or whose pre-CAP arrearages has been reduced to zero. PPL filled a petition for reconsideration regarding the specifics of the information required. Reconsideration pending a review on the merits was ratified pursuant to an order entered on November 1, 2017. Formal action on the merits of PPL’s petition for reconsideration will be addressed in a separate order at this docket at a later date. [↑](#footnote-ref-1)
2. October 5 Order at 73-74. [↑](#footnote-ref-2)