

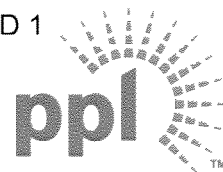
PPL ELECTRIC UTILITIES CORPORATION

Exhibit TRD 1

Fact Sheets of Universal Service Programs

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Docket No. R-2010-2161694



OnTrack Payment Program **2009 Customer Fact Sheet**

Esta hoja de información está disponible en español. Llame por favor a su representante de la agencia si usted prefiere una hoja de información en español.

What is the OnTrack Payment Program?

OnTrack is a special payment plan for PPL customers with limited incomes who are struggling to pay the full cost of their electric service. The program offers a special reduced monthly payment based on family size, income and electric use, and a chance to erase any debt you owe PPL for customers enrolled in **OnTrack**, PPL will:

- Provide a reduced monthly payment as coverage for your electric service.
- Cancel a portion of any debt you owe PPL every month you make your **OnTrack** payment.
- Provide energy education and weatherization services.

Who is OnTrack for?

If your verified household income is not more than the following maximums, you may be eligible.

2009 Income Limits	
Household Size	Gross Annual Household Income
1 person	\$16,245
2 persons	\$21,855
3 persons	\$27,465
4 persons	\$33,075
5 persons	\$38,685
6 persons	\$44,295
Each additional person	\$5,610

What are the Rules of the OnTrack Payment Program?

To stay in the **OnTrack** Payment Program, you must:

- Pay the **OnTrack** payment amount in full each month by the due date.
- Verify type of installed heat source with the OnTrack caseworker.
- Notify the agency contact person if your situation changes.
- Keep electric use at or below the usage amount before OnTrack enrollment.
- Apply for and cooperate with WRAP (Winter Relief Assistance Program).
- Apply for energy assistance LIHEAP/Crisis (if eligible).

What Happens if I Miss an OnTrack Payment?

- At the first missed payment, the account enters the PPL collection process, which may result in loss of electric service.
- PPL will send a letter to remind you that you missed an OnTrack payment(s).
- To avoid loss of electric service and removal from the OnTrack Program, you must pay the missed OnTrack payment(s).

What if My Income Changes?

If you lose your job or face a financial crisis, call your agency caseworker.

How Much Electricity Can I Use?

- OnTrack customers need to conserve electricity.
- As part of **OnTrack**, someone will explain how your household can conserve energy and your home could be weatherized.
- PPL pays the difference between your monthly OnTrack payment and the amount you actually owe each month (Program Benefits). **The most that PPL can pay annually is \$1,800 for installed electric heat and \$700 for non-electric heat.**
- PPL will review your account and send a letter to let you know if you are getting close to your benefits limit.
- If your electric has increased beyond your benefit limits, we may either increase your payment amount or remove you from OnTrack.
- If you have changes in your household that may increase electric use, call your agency contact person to report the changes.

How Long Can I Stay in OnTrack?

- If you reach these maximum benefits, PPL may remove you from OnTrack and you may re-apply 12-months from the date of your original OnTrack enrollment.
- If you do not reach your maximum benefits, you may remain in the program long enough to pay your PPL debt as long as you make your OnTrack payments by the due date. See table below for timeline.

Overdue Amount at Time of Enrollment	Timeframe for Clearing Debt
Less than \$1,000	12 months
\$1,001 - \$2,000	18 months
\$2,001 - \$3,000	24 months
More than \$3,000	36 months

How Do I Stay in the Program?

- Pay your OnTrack payment by the due date every month
- Control your electric use
- Cooperate with WRAP
- Notify caseworker of any changes in household and/or income

Follow the program rules and after 12-months, we will review your account. If you are still eligible for the program, your **OnTrack** payment amount may change.

For more information, please call: 1-800-358-6623.



**Winter Relief Assistance Program
(WRAP)
2009 Fact Sheet**

WRAP is a program to help low-income customers reduce their electric bill and increase their comfort. WRAP provides free measures and services to qualified customers.

To qualify for WRAP, customers must:

- Be eighteen years of age or older.
- Be an individually metered PPL customer.
- Own or rent a house or apartment. (If a renter, PPL will contact landlord for permission.)
- Live in a home that has not received WRAP services for at least seven years.
- Use the residence as a primary home (not vacation home).
- Meet income guidelines.

What are the income guidelines for WRAP?

2009 Income Limits	
Household Size	Gross Annual Income
1 person	\$21,660
2 persons	\$29,140
3 persons	\$36,620
4 persons	\$44,100
5 persons	\$51,580
6 persons	\$59,060
7 persons	\$66,540
8 persons	\$74,020
Each additional person	\$7,480

WRAP services and measures depend on:

- The amount of electricity you use
- The type of heating system
- The type of water heater
- The results of an in-home audit

Measures that may be included:

- Energy Education
- Installation of Compact Florescent Lights
- Changing/cleaning Heating/Cooling Filters
- Replacement of Waterbed Coils with a Foam Mattress
- Refrigerator Replacement
- Water Heating Measures (electric water heating customers only)
- Attic, Floor, and Wall Insulation; Duct Insulation
- Blower Door Testing for Air Leakage (Drafts)
- Door and Window Weather-stripping
- "Whole House" Foaming and Caulking
- Door Sweeps and Thresholds

To apply, or for more information, contact PPL at 1-800-342-5775.



PPL OPERATION HELP

2009 Fact Sheet

What is Operation HELP?

It is a PPL-sponsored fuel fund that helps pay the energy bills of low-income customers. The fund is supported by donations from customers, employees, and the Company.

What are the income guidelines for Operation HELP?

2009 Income Limits	
Household Size	Gross Annual Income
1 person	\$21,660
2 persons	\$29,140
3 persons	\$36,620
4 persons	\$44,100
5 persons	\$51,580
6 persons	\$59,060
7 persons	\$66,540
8 persons	\$74,020
Each additional person	\$7,480

Are there other eligibility guidelines?

Yes, in addition to income, the agencies administering Operation HELP look for extenuating circumstances and hardships. It is important to remember that customers don't automatically receive HELP assistance.

How can customers apply for Operation HELP?

Please call 1-800-358-6623.

What does Operation HELP offer?

Operation HELP will help pay for any type of home energy bill (e.g., electric, oil, gas) and all payments are made directly to energy vendors.

When can customers apply for Operation HELP assistance?

Customers can apply at any time because Operation HELP runs year-round. However, applicants can receive HELP assistance only ONE time annually.



CARES FACT SHEET

What is CARES?

CARES is a special service for customers who cannot pay the full amount of their electric bills because of **TEMPORARY** personal or family hardships.

If there is a good payment history and the customer is faced with a problem beyond their control, CARES can protect their account from shut-off for a period of 2 - 3 months.

Eventually the customer will have to pay for the electricity they use, but CARES will give them referrals to “get back on their feet,” apply for assistance, etc. before they make a payment arrangement with PPL.

Who is eligible for CARES assistance?

Any residential customer, regardless of income, is eligible for assistance through CARES.

What type of hardships would qualify for CARES?

- Illness, injury or medical bills significantly reduces household income
- Previously good-paying customers with temporary hardship situation
- Recent loss of job or major reduction in household income
- Abandoned spouse or low-income elderly
- Confused and disoriented customer

Customers who qualify and want to apply for CARES should call PPL at 1-800-342-5775.