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VIA FEDERAL EXPRESS

May 27, 2011

Rosemary Chiavetta, Esquire
Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street, 2nd Floor North
P. O. Box 3265
Harrisburg, PA 17105-3265

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MAY 27 2011

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

**RE: Petition of PPL Electric Utilities Corporation for a
Declaratory Order Regarding a Pilot to Expand Website and
Interactive Voice Response Capabilities to Allow Customers the
Option of Setting Up Payment Agreements or, in the Alternative,
a Two-Year Waiver of 52 Pa. Code § 56.97(a) –
Docket No. P-2010-2168786**

Dear Secretary Chiavetta:

On September 24, 2010, the Commission entered an Opinion and Order approving a two-year waiver of 52 Pa. Code § 56.97(a) in order for PPL Electric Utilities Corporation ("PPL Electric" or the "Company") to conduct a pilot that allows residential customers to establish payment agreements either through PPL Electric's website or its interactive voice response ("IVR") system.

The Opinion and Order directs the Company to file quarterly statistical reports with the Commission detailing customer usage and to immediately inform the Commission of any problems arising from the pilot program. The new system, which allows customers to establish payment agreements via PPL Electric's website or IVR, became active in mid-November 2010.

Enclosed are an original and three (3) copies of PPL Electric's quarterly statistical report for February through April for the two-year pilot.

Pursuant to 52 Pa. Code § 1.11, the enclosed document is to be deemed filed on May 27, 2011, which is the date it was deposited with an overnight express delivery service as shown on the delivery receipt attached to the mailing envelope.

Rosemary Chiavetta, Esquire

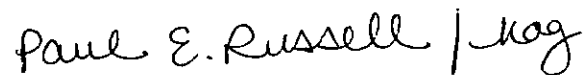
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May 27, 2011

In addition, please date and time-stamp the enclosed extra copy of this letter and return it to me in the envelope provided.

If you have questions, please call me or Timothy R. Dahl, PPL Electric's Manager-Regulatory Programs & Business Services, at (484) 634-3297.

Sincerely,

Handwritten signature of Paul E. Russell in cursive script.

Paul E. Russell

Enclosures

cc: Ms. Alexis Bechtel, BCS
Ms. Tanya McCloskey, OCA
Mr. Timothy Dahl, PPL Electric

**PPL Electric Utilities
Self-Serve Quarterly Report
February 1, 2011 to April 30, 2011
Docket No. P-2010-2168786**

1. Usage Statistics

▪ **Self-Serve Transactions – Payments and Payment Agreements**

The table below shows that from February 1, 2011 through April 30, 2011 there were 76,930 self-service transactions involving making payments (54,019 or 70.2%) and establishing payment agreements (22,911 or 29.8%). Of the total, there were 33,270 (43.2%) web transactions and 43,660 (56.8%) IVR transactions.¹ Regarding the 22,911 payment agreements, the breakdown between the website and IVR was 13.0% and 87.0%, respectively.

Type	February	March	April	Total
Website	13,339	11,653	8,278	33,270
▪ Payments	12,377	10,659	7,255	30,291
▪ Payment Agreee.	962	994	1,023	2,979
IVR	9,929	11,480	22,251	43,660
▪ Payments	3,792	4,285	15,651	24,728
▪ Payment Agreee.	6,137	7,195	6,600	19,932
Total	23,268	23,133	30,529	76,930
▪ Payments	16,169	14,944	22,906	54,019
▪ Payment Agreee.	7,099	8,189	7,623	22,911

The Commission's Opinion and Order also directed PPL Electric to track the number of service terminations prevented by customers using the self-serve system to establishing payment agreements. See the table below for results through April 30, 2011. Please note that PPL Electric did not terminate any residential electric service during February or March of this year.

February	March	April	Total
0	0	265	265

2. PUC Complaints Received

The table below indicates that from February 1, 2011 through April 30, 2011, PPL Electric did not receive any PUC informal complaints regarding establishing payment agreements using either the website or IVR.

▪ **Number of PUC Informal Complaints**

February	March	April
0	0	0

¹ IVR = Interactive Voice Response system

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In addition, during this same period PPL Electric monitored over 1,600 telephone calls for quality and compliance purposes. The Company's Quality Assurance Specialists who reviewed these calls did not identify any customer issues or concerns regarding establishing payment agreements when using either the website or the IVR.

3. Customer Feedback

PPL Electric's web survey shows that overall customers are not satisfied with the amounts they must pay to avoid termination of service, but they liked the ability to set up payment agreements online. The Company received the following message from a customer who used the self-service option to establish a payment agreement.

"I set up a payment arrangement and I am not understanding how Someone with a fixed income on disability can have to pay more than Half of their total income to avoid shut off. How am I suppose to pay my mortgage as well? It's either pay for electricity or have a roof over mine and my children's heads. I do not understand. But I will pay the amount as we need electricity. I did find it convenient to set up the arrangement online. Thank you."

PPL Electric was able to identify this customer and will follow up to determine if the customer qualifies for OnTrack, which is the Company's Customer Assistance Program. The customer may also qualify for weatherization services and energy conservation education through PPL Electric's WRAP program.

4. Communications

Other than preparing and distributing internal monthly reports showing various web and IVR results, PPL Electric did not conduct any further communication activities. There were no external communications regarding self-serve options during the period February through April.

May 26, 2011

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 Karen Posten
 PPL Corporation
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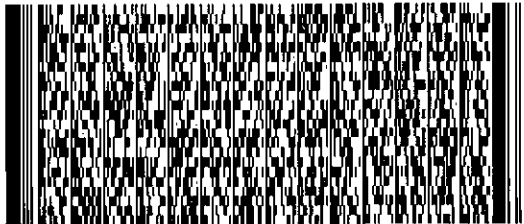
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