



17 North Second Street  
12th Floor  
Harrisburg, PA 17101-1601  
717-731-1970 Main  
717-731-1985 Main Fax  
www.postschell.com

---

Anthony D. Kanagy

akanagy@postschell.com  
717-612-6034 Direct  
717-731-1985 Direct Fax  
File #: 158811

January 15, 2016

***VIA ELECTRONIC FILING***

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

**Re: Petition of PPL Electric Utilities Corporation for Approval To Use The Remote Service Switch In Its Meters For Involuntary Service Termination  
Docket No. P-2016**

---

Dear Secretary Chiavetta:

Enclosed for filing is the Petition of PPL Electric Utilities Corporation (the "Company") for Approval to Use The Remote Service Switch In Its Meters For Involuntary Service Termination. This Petition is being filed pursuant to the Pennsylvania Public Utility Commission's Order approving the Company's Smart Meter Plan entered on September 3, 2015 at Docket No. M-2014-2430781. Copies will be provided as indicated on the Certificate of Service.

Respectfully submitted,

A handwritten signature in cursive script that reads 'Anthony D. Kanagy'.

Anthony D. Kanagy

ADK/jl  
Enclosures

cc: Honorable Susan D. Colwell  
Certificate of Service

## CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing has been served upon the following persons, in the manner indicated, in accordance with the requirements of § 1.54 (relating to service by a participant).

### VIA E-MAIL AND FIRST CLASS MAIL

Christy M. Appleby, Esquire  
Amy Hirakis, Esquire  
Hobart J. Webster, Esquire  
Office of Consumer Advocate  
555 Walnut Street  
Forum Place, 5th Floor  
Harrisburg, PA 17101-1923

Steven C. Gray, Esquire  
Office of Small Business Advocate  
Commerce Building  
300 North Second Street, Suite 202  
Harrisburg, PA 17101

Pamela C. Polacek, Esquire  
Adeolu A. Bakare, Esquire  
McNees, Wallace & Nurick  
100 Pine Street  
PO Box 1166  
Harrisburg, PA 17108-1166  
*Counsel for PPLICA*

Harry S. Geller, Esquire  
Elizabeth R. Marx, Esquire  
PA Utility Law Project  
118 Locust Street  
Harrisburg, PA 17101-1414  
*Counsel for CAUSE-PA*

Scott J. Rubin, Esquire  
Public Utility Consulting  
333 Oak Lane  
Bloomsburg, PA 17815  
*Counsel for International Brotherhood  
Of Electrical Workers, Local 1600*

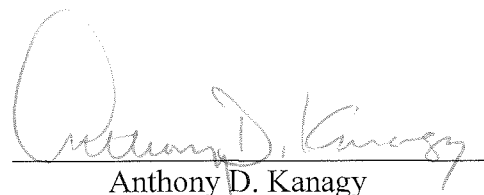
Date: January 15, 2016

Thomas S. Catlin  
Christina R. Mudd  
Exeter Associates, Inc.  
10480 Little Patuxent Parkway  
Suite 300  
Columbia, MD 21044  
*Consultant for Office of Consumer Advocate*

Nancy Brockway  
10 Allen Street  
Boston, MA 02131  
*Consultant for Office of Consumer Advocate*

Robert D. Knecht  
Industrial Economics Incorporated  
2067 Massachusetts Avenue  
Cambridge, MA 02140  
*Consultant for Office of Small Business  
Advocate*

Robert A. Reiley, Esquire  
Department of Environmental Protection  
400 Market Street – 9<sup>th</sup> Floor  
Harrisburg, PA 17105  
*Counsel for Department of Environmental  
Protection*

  
Anthony D. Kanagy

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Petition of PPL Electric Utilities :  
Corporation for Approval To Use The : Docket No. P-2016-  
Remote Service Switch In Its Meters :  
For Involuntary Service Terminations :

---

**PETITION OF  
PPL ELECTRIC UTILITIES CORPORATION**

---

PPL Electric Utilities Corporation (“PPL Electric” or the “Company”) hereby petitions the Pennsylvania Public Utility Commission (“Commission”) for approval to use the remote service switch in its meters for involuntary service termination. The Commission recently approved PPL Electric’s smart meter plan to install Radio Frequency (“RF”) Mesh meters throughout the Company’s service territory by 2019. *Petition of PPL Electric Utilities Corporation for Approval of Its Smart Meter Technology Procurement and Installation Plan*, Docket No. M-2014-2430781, Order entered September 3, 2015 (“*2015 Smart Meter Order*”). In the *2015 Smart Meter Order*, the Commission further directed the Company to seek stakeholder input and file for Commission approval before implementing involuntary remote service termination. *2015 Smart Meter Order*, p. 69.

PPL Electric’s plan to implement remote involuntary service terminations is in the public interest and should be approved. Under its proposal, the Company will continue to meet all statutory and regulatory requirements for involuntary service termination.<sup>1</sup> In addition, using the remote service switch will provide substantial benefits for the Company and its customers.

---

<sup>1</sup> PPL Electric will also use the remote service switch for voluntary service disconnections and for reconnection of service. The Company does not believe that Commission approval is required for voluntary remote service disconnection or reconnection of service.

## I. BACKGROUND

1. PPL Electric provides electric distribution, transmission and provider of last resort services to approximately 1.4 million customers in a certified service territory that spans approximately 10,000 square miles in all or portions of 29 counties in eastern and central Pennsylvania. PPL Electric is a “public utility” and an “electric distribution company” (“EDC”) as those terms are defined under the Public Utility Code, 66 Pa. C.S. §§ 102 and 2803.

2. PPL Electric attorneys are:

Paul E. Russell (I.D. #21643)  
Associate General Counsel  
PPL Services Corporation  
Two North Ninth Street  
Allentown, PA 18101  
Voice: 610-774-4254  
Fax: 610-774-6726  
E-mail: perussell@pplweb.com

David B. MacGregor (I.D. #28804)  
Post & Schell, P.C.  
Four Penn Center  
1600 John F. Kennedy Boulevard  
Philadelphia, PA 19103-2808  
Voice: 215-587-1197  
Fax: 215-320-4879  
E-mail: dmacgregor@postschell.com

Anthony D. Kanagy (ID #85522)  
Post & Schell, P.C.  
17 North Second Street  
12th Floor  
Harrisburg, PA 17101-1601  
Voice: 717-612-6034  
Fax: 717-731-1985  
E-mail: akanagy@postschell.com

PPL Electric’s attorneys are authorized to receive all notices and communications regarding this filing.

3. Act 129 became effective on November 14, 2008. Act 129 required EDCs to file Smart Meter Plans (“SMP”) within nine months after the effective date of the Act. Act 129 provides, among other things, that each Pennsylvania EDC with at least 100,000 customers is required to provide smart meter technology to customers in accordance with a schedule not to exceed 15 years.

4. The Commission adopted its *Implementation Order* on June 18, 2009, outlining its guidance for an EDC’s Smart Meter Procurement and Installation Program pursuant to Act 129. The *Implementation Order* established the standards that each plan must meet and provided guidance on the procedures to be followed for submittal, review and approval of each smart meter plan. In the *Implementation Order*, the Commission identified the ability to remotely disconnect and reconnect service as an additional capability, above the mandated capabilities under Act 129, that EDCs should consider deploying. *Smart Meter Procurement and Installation*, Docket No. M-2009-2092655, *Implementation Order* entered June 24, 2009.

5. On August 14, 2009, PPL Electric filed its Initial SMP with the Commission. In its Initial SMP, the Company explained that it had deployed an automatic meter reading system beginning in 2002. Beginning in 2005, PPL Electric expanded the capabilities of its automated meter reading system by installing a Meter Data Management System (“MDMS”). PPL Electric initially believed that its existing smart meter system would be able to support all of the capabilities set forth in the Commission’s *Implementation Order*. In addition, PPL Electric explained that it proposed to use the 30-month grace period to conduct a series of pilot programs and technology evaluations designed to extend the capabilities of its current system.

6. On June 24, 2010, the Commission approved PPL Electric’s Initial SMP with several modifications. Of note, the Commission held that PPL Electric’s existing metering

system did not provide customers with direct access to customer usage data. The Commission directed PPL Electric to use the grace period to continue to identify, test, develop and implement cost effective means to directly provide metered usage data from the meter to customers so as to effectively support the automatic control of electricity consumption. In addition, the Commission directed PPL Electric to develop a SMP, to be filed with the Commission, to fully comply with Act 129.

7. PPL Electric filed its subsequent Smart Meter Plan with the Commission on June 30, 2014. Therein the Company proposed to deploy RF Mesh smart meters throughout its service territory by 2019.

8. The Commission approved PPL Electric's Smart Meter Plan in the *2015 Smart Meter Order*. Therein, the Commission also required the Company to seek stakeholder input and file for Commission approval before implementing involuntary remote service termination. *2015 Smart Meter Order*, p. 69.

9. PPL Electric held a stakeholder meeting on October 28, 2015 with interested parties to discuss its proposed involuntary service termination plan, along with its communications plan and privacy plan. Representatives from the Commission, the Office of Consumer Advocate ("OCA"), the Office of Small Business Advocate ("OSBA"), PP&L Industrial Customer Alliance ("PPLICA") and the Coalition for Affordable Utility Services and Energy Efficiency in Pennsylvania ("CAUSE-PA") participated in the stakeholder meeting.

10. Prior to the stakeholder meeting, PPL Electric distributed white papers describing its proposed Communications Plan, Privacy Plan and Use of the Remote Switch for Involuntary Service Terminations. A copy of the Company's white paper regarding use of the Remote Switch for Involuntary Service Terminations is provided in Appendix A hereto. In addition, the

Company provided a presentation regarding its proposals at the stakeholder meeting and answered questions from participants.

11. The Company requested feedback from participants regarding the Company's proposals but did not receive additional feedback.

## **II. PROPOSAL TO USE THE REMOTE SWITCH FOR INVOLUNTARY SERVICE TERMINATIONS**

12. Under PPL Electric's proposal to use the remote switch for involuntary service termination, the Company will continue to follow all statutory and regulatory requirements for termination of service. In addition, customers will not see any change in how service is terminated. They will receive all notices that are currently provided, and the Company will continue to attempt to make personal contact before involuntarily terminating service.

13. The current involuntary service termination service process is described below:

- a) Customer Service System (CSS) determines that customer account is delinquent
- b) Notification letter sent to customer (10 day notice)
- c) Automated phone calls are made 3 days prior to scheduled day for cut, one call before 5:00 PM, and one call the next business day after 5:00 PM; if no phone contact is possible, a 3 day notice via a door hanger is left at the premise
- d) If Protection From Abuse ("PFA") noted on account, a 48 hour notice is left at the premise after the 3 day phone contact
- e) Qualified PPL Electric representative receives cut order in Mobile Operation Management (MOM) unit on day of scheduled cut. The MOM unit is a toughbook laptop computer allowing field personnel to load data and manage their daily work activities.
- f) A truck is rolled to visit premise
- g) Qualified PPL Electric representative attempts to make contact with customer (knock on door)
- h) Qualified PPL Electric representative pulls the meter and applies boots to the load side

- i) Qualified PPL Electric representative leaves a door hanger (termination notice)
- j) Qualified PPL Electric representative completes order in MOM unit
- k) CSS is updated to show account is 'Cut-Out Non-Pay' after the system verification received
- l) Service termination process is complete

14. The proposed process is below. Changes to the current process are noted in bold text.

- a) CSS determines that customer account is delinquent
- b) Notification letter sent to customer (10 day notice)
- c) Automated phone calls are made 3 days prior to scheduled day for cut, one call before 5:00 PM, and one call the next business day after 5:00 PM; if no phone contact is possible, a 3 day notice via a door hanger is left at the premise
- d) If PFA noted on account, a 48 hour notice is left at the premise after the 3 day phone contact
- e) Qualified PPL Electric representative receives cut order on day of scheduled cut
- f) A truck is rolled to visit premise
- g) Qualified PPL Electric representative attempts to make contact with customer (knock on door)
- h) Qualified PPL Electric representative completes order in MOM unit (**meter is not removed and no boots are applied**)
- i) Qualified PPL Electric representative leaves a door hanger (termination notice)
- j) **Order completion in MOM unit sends command to CSS to open remote switch**
- k) **Switch order is sent to the Smart Meter Head End (HE) system to open the remote switch**
- l) **CSS is updated to show account is 'AMI Blocked' after the switch verification received from the HE system**

m) Service termination process is complete

15. As noted in Paragraphs 13 and 14 above, customers will receive the same notices under the proposed involuntary service termination process as under the current process. In addition, under Step (g), the Company will continue to send a qualified representative to attempt to make personal contact prior to terminating service.

16. The differences in the termination process are all differences that do not impact the customer. Instead of physically removing the meter as is done currently to terminate service, service is terminated through an electronic system command to the meter.

17. PPL Electric will also use the remote switch to reconnect service to customers. The current reconnect process after a service termination is described below:

- a) Customer satisfies reconnect conditions
- b) Customer is reminded to turn main breaker off
- c) Reconnect scheduled for next business day by CSS
- d) Qualified PPL Electric representative receives reconnect order
- e) A truck is rolled to visit premise
- f) Qualified PPL Electric representative knocks on door to inform customer PPL Electric is on site
- g) Qualified PPL Electric representative pulls meter, removes boots, and then reinstalls meter
- h) Qualified PPL Electric representative completes order in MOM unit
- i) CSS updated to show meter status is 'ON' after the system verification received
- j) Reconnect process is complete

18. The proposed reconnect process after a service termination with the remote switch is described below. Changes to the current process are noted in bold text.

- a) Customer satisfies reconnect conditions

- b) Customer is reminded to turn main breaker off
- c) **CSS creates and sends a reconnect command to the Head End (HE) system for service reconnection within 24 hours**
- d) **The Head End (HE) system sends command to close the remote switch (NO truck roll required)**
- e) **CSS updates the meter status to 'ON' after the HE system sends the switch verification**
- f) Reconnect process is complete

### **III. USING THE REMOTE SWITCH FOR SERVICE DISCONNECTS AND RECONNECTS WILL PROVIDE SUBSTANTIAL BENEFITS TO THE COMPANY AND ITS CUSTOMERS**

19. PPL Electric's proposal to use the remote switch for involuntary service termination and for reconnection of service will provide substantial benefits for the Company and its customers.

20. For involuntary service terminations, PPL Electric will no longer be required to physically remove the meter and install boots to disconnect service. This is a safer process for PPL Electric's employees because it will avoid electrical flashes that can occur when meters are physically removed from the socket.

21. There also will be reduced meter tampering by using the remote disconnect switch. When "boots" are used to disconnect service, customers sometimes attempt to remove the boots to restore service. Customers will not be able to tamper with the remote switch to restore service, and this will improve customer safety.

22. Using the remote service switch will also allow service termination without requiring a PPL Electric service technician to physically access the meter. This will allow for involuntary service termination for customers that refuse to allow PPL Electric access to meters.

23. Using the remote switch for reconnecting service will also provide substantial public benefits. PPL Electric will be able to reconnect service substantially faster by using the remote switch as opposed to the current reconnection process. Currently, PPL Electric must schedule and send a technician to the customer residence to reconnect service. Under current regulations, between April 1 and November 30, reconnections must be completed within 3 calendar days. PPL Electric's policy is to attempt to reconnect service by close of business the next day. Under the new process, PPL Electric will not be required to send a service technician to restore service. Instead, the Company will be able to activate the reconnection from its offices by sending a signal to the meter. This will be able to be completed substantially faster than sending a truck and service technician to the premises.

24. In addition, by using the remote switch to reconnect service, PPL Electric will be able to expand the hours of operation for reconnecting service. Currently, PPL Electric reconnects service between the hours of 8:00 a.m. and 7:00 p.m. PPL Electric's current plan is to expand the hours of operation for reconnecting service in accordance with the expansion of the PPL Electric call center hours of operation when it uses the remote switch to reconnect service.

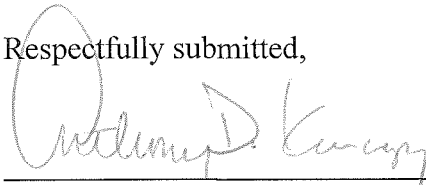
25. PPL Electric will also experience reduced costs for reconnecting service by using the remote service switch. As explained above, PPL Electric will no longer be required to send a service technician (and truck) to customers' premises to restore service. This will reduce reconnection costs for PPL Electric and for customers. This will also allow for other field work to be scheduled and completed by the employees that would have been used to reconnect service.

26. Pursuant to the Commission's directive in the *Smart Meter Order*, PPL Electric intends to reflect these cost savings to customers. One option that the Company is evaluating to reflect savings to customers is reducing the current reconnection fee.

#### IV. CONCLUSION

WHEREFORE, the Company's proposal to use the remote service switch for service termination and reconnection will provide substantial public benefits. In addition, PPL Electric Utilities Corporation will continue to follow all applicable statutes and regulations for terminating and reconnecting service. PPL Electric Utilities Corporation respectfully requests that the Pennsylvania Public Utility Commission approve the Company's proposal to use the remote service switch for involuntary service terminations.

Respectfully submitted,



Paul E. Russell, Esquire (I.D. #21643)  
Associate General Counsel  
PPL Services Corporation  
Office of General Counsel  
Two North Ninth Street  
Allentown, PA 18101-1179  
Phone: 610-774-4254  
Fax: 610-774-6726  
E-Mail: perussell@pplweb.com

David B. MacGregor, Esquire (I.D. #28804)  
Post & Schell, P.C.  
Four Penn Center  
1600 John F. Kennedy Blvd.  
Philadelphia, PA 19103-2808  
Phone: 215-587-1197  
Fax: 215-320-4879  
E-Mail: dmacgregor@postschell.com

Anthony D. Kanagy, Esquire (I.D. #85522)  
Post & Schell, P.C.  
17 North Second Street, 12<sup>th</sup> Floor  
Harrisburg, PA 17101-1601  
Phone: 717-712-6034  
Fax: 717-731-1985  
E-Mail: akanagy@postschell.com

Date: January 15, 2016

Attorneys for PPL Electric Utilities  
Corporation

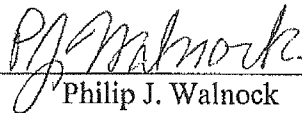
**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Petition of PPL Electric Utilities :  
Corporation for Approval To Use The : Docket No. P-2016-  
Remote Service Switch In Its Meters :  
For Involuntary Service Terminations :

**VERIFICATION**

I, Philip J. Walnock, Program Manager, Advanced Metering, for PPL Electric Utilities Corporation, hereby state that the facts above set forth are true and correct to the best of my knowledge, information and belief and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa.C.S. § 4904 (relating to unsworn falsification to authorities).

Date: January 14, 2016

  
\_\_\_\_\_  
Philip J. Walnock

# Appendix A

---

PPL Electric Utilities

AMI Program  
Use of Remote Switch for  
Involuntary Service Terminations  
Overview

---

**10/23/2015**

## **1. Introduction**

The Pennsylvania Public Utility Commission (“PA PUC”) has approved PPL Electric Utilities’ (“PPL Electric”) plan to fully replace its current Power Line Carrier (PLC) Advanced Metering Infrastructure (AMI) solution with an RF Mesh AMI solution. This includes the replacement of all meters (approximately 1.4 million). All of the new Class 200 or Class 100 residential and small commercial meters will have a remote switch in the meter that is capable of electrically isolating power to the premise. In addition there are some remote switch meters on the current PLC system with this same capability. PPL Electric is requesting permission to use the remote switch functionality for involuntary service terminations at any premise that has an installed meter with a remote switch on either the current PLC system or the new RF system. PPL Electric will continue to adhere to all state statutes and regulations for performing an involuntary service termination. In addition, PPL Electric will file for Commission approval before implementing involuntary remote service termination. The planned starting date for this new process will be April 1, 2017.

## **2. Summary**

PPL Electric currently applies ‘boots’ to all meter types to physically block a meter in order to terminate power. PPL Electric will file a petition with the Commission requesting permission to utilize the remote switch functionality in all capably equipped meters to discontinue power for involuntary service terminations. Residential and small commercial meters will have this remote switch capability. PPL Electric will continue to adhere to all state statutes and regulations required for involuntary service terminations including the requirement to attempt personal contact with the customer or a responsible adult before service is terminated. The use of the remote switch offers customer benefits and will allow PPL Electric to improve customer service.

### **3. Plan Objectives**

The overall objectives of using the remote switch for involuntary service terminations are as follows:

1. PPL Electric's current and future metering system will have remote switch capable meters that will be used in this process
2. Including all of the remote switch capable meters in this program will result in consistency within the business processes and the field processes
3. PPL Electric will begin to phase out the process of physically booting meters on involuntary service terminations for residential and small commercial customers
4. The remote switch will be used to electrically isolate power on involuntary service terminations for residential and small commercial customers
5. The process for the use of the remote switch will continue to adhere to all state statutes and regulations
6. The use of the remote switch for involuntary service terminations will begin on April 1, 2017
7. PPL Electric customers will gain benefits as a result of this new process utilizing the remote switch functionality
8. PPL Electric will also gain efficiencies as a result of this new process utilizing the remote switch functionality

#### 4. Benefits

There are benefits for the customer and for PPL Electric resulting from the use of the remote switch for involuntary service terminations. These benefits are summarized in the sections below.

- Reconnect (Cut-In) process will be done quicker after the customer satisfies payment requirements
- Automation utilizing the remote switch allows for the capability to significantly expand the hours of operation for the reconnects (e.g. preliminary plan is 6:00AM to 10:00PM)
- Reduction of meter removals will provide less wear and tear on the customer's meter base
- No 'boots' required allows for automated reconnects - no truck rolls required for the Cut-In process – additionally this will allow for other work to be scheduled and completed
- The service tech is not required to physically access the meter (allows for completion of involuntary service termination for the repeat offender customers that refuse PPL Electric access to their meter)
- Improved safety - service tech is not required to remove meter (reduced flashes)
- Shorter process time on site (no need to pull meter)
- Without 'boots' being used to block meters, there will be a reduction in meter tampering

## 5. System Metrics

Few (if any) failures of the switch in the meter are expected, but the network and internal business systems can contribute to delayed or incomplete switch operation. For any premise where the remote switch operation has not completed after the first attempt, the system will automatically continue to send the required command. Any command that does not complete within the allotted timeframe will result in a truck roll to address the issue by the next business day.

### SYSTEM METRICS (Daily Basis)

- Measure the successful completion rate of the remote switch operation
  - This metric will be categorized and monitored separately as:
    - ✓ Cut-Outs (Involuntary Service Terminations)
    - ✓ Cut-Ins (Reconnects)
  
- Measure the time required for the remote switch to operate on the first attempt
  - This metric will be categorized and monitored separately as:
    - ✓ Cut-Outs (Involuntary Service Terminations)
    - ✓ Cut-Ins (Reconnects)

---

## **6. Comparison of current processes versus future processes for involuntary service terminations (Cut-Out and Cut-In)**

---

### **6.1 Current Cut-Out Process**

1. CSS determines that customer account is delinquent
2. Notification letter sent to customer (10 day)
3. Automated phone call is made 3 days prior to scheduled day for cut, one call before 6:00PM. and one call next day after 6:00PM, if no phone contact is possible, a 3 day notice via a door hanger is left at the premise
4. If PFA noted on account, a 48 hour notice is left at the premise after the 3 day phone contact
5. Service tech receives cut order in Mobile Operation Management (MOM) unit on day of scheduled cut
6. A truck is rolled to visit premise
7. Service tech attempts to make contact with customer (knock on door)
8. Service tech pulls the meter and applies boots to the load side
9. Service tech leaves a door hanger (termination notice)
10. Service tech completes order in MOM unit
11. CSS is updated to show account is 'Cut-Out Non-Pay' after the system verification received
12. Disconnect process is complete

---

### **6.2 Proposed Cut-Out Process (steps in bold text indicate a change)**

*(Note: If a Medical Certificate is noted on the customer account, the disconnect command for the remote switch will be disabled within the system.)*

1. CSS determines that customer account is delinquent
2. Notification letter sent to customer (10 day)
3. Automated phone call is made 3 days prior to scheduled day for cut, one call before 6:00PM and one call next day after 6:00PM., if no phone contact is possible, a 3 day notice via a door hanger is left at the premise

4. If PFA noted on account, a 48 hour notice is left at the premise after the 3 day phone contact
5. Service tech receives cut order in MOM unit on day of scheduled cut
6. A truck is rolled to visit premise
7. Service tech attempts to make contact with customer (knock on door)
8. Service tech completes order in MOM unit (**meter is not removed and no boots are applied**)
9. Service tech leaves a door hanger (termination notice)
- 10. Order completion in MOM unit sends command to CSS to open remote switch**
- 11. Switch order is sent to the Head End (HE) system to open the remote switch**
- 12. CSS is updated to show account is 'AMI Blocked' after the switch verification received from HE**
13. Disconnect process is complete

---

### 6.3 Current Cut-In Process

1. Customer makes required payment or obtains a Medical Certificate
2. CSS determines that customer account has satisfied reconnect conditions
3. CSR or IVR system reminds customer to turn main breaker off
4. Reconnect scheduled for next business day by CSS
5. Service tech receives reconnect order in MOM unit
6. A truck is rolled to visit premise
7. Service tech knocks on door to inform customer PPL on site
8. Service tech pulls meter, removes boots, and then reinstalls meter
9. Service tech completes order in MOM unit
10. CSS updated to show meter status is 'ON' after the system verification received
11. Reconnect process is complete

---

### 6.4 Proposed Cut-In Process (steps in bold text indicate a change)

1. Customer makes required payment or obtains a Medical Certificate
2. CSS determines that customer account has satisfied reconnect conditions
3. CSR or IVR system reminds customer to turn main breaker off

PPL Electric Utilities – Use of Remote Switch for Involuntary Service Terminations  
October 23, 2015

4. **CSS creates and sends a reconnect command to the Head End (HE) for service connection within 24 hours**
5. **The Head End (HE) system sends command to close the remote switch (NO truck roll required)**
6. **CSS updates the meter status to 'ON' after the HE sends the switch verification**
7. Reconnect process is complete