

**PENNSYLVANIA PUBLIC UTILITY COMMISSION
HARRISBURG, PENNSYLVANIA 17105**

**Petition of PPL Electric Utilities
Corporation for Approval To Use The
Remote Service Switch In Its Meters For
Involuntary Service Terminations.**

**Public Meeting: January 19, 2017
2524581-ALJ
Docket No. P-2016-2524581**

STATEMENT OF VICE CHAIRMAN ANDREW G. PLACE

Before us is PPL Electric Utilities Corporation's (PPL) Petition (Petition) to use a remote service switch in its meters for involuntary service termination subject to the terms and conditions of the proposed Joint Settlement filed by the parties. I strongly support this Petition which highlights the benefits that smart meter system installation can produce including a number of enhancements to safety, customer service, and reduced customer costs, while also maintaining vital consumer protections.

More specifically, PPL has enumerated in this filing the following benefits of its remote service switch program:

Enhancing Safety

- PPL will no longer be required to physically remove the meter and install a boot to disconnect service. This is a safer process for PPL's employees as it will avoid electrical flashes that can occur when meters are physically removed from the socket.
- Using a remote disconnect switch will reduce meter tampering. When boots are used to disconnect service, attempts are, at times, made by customers to remove the boots to restore service. Customers will not be able to tamper with the remote switch to restore service. This will improve customer safety and enhance PPL revenue protection efforts.

Improving Customer Service

- PPL will be able to reconnect service substantially faster by using a remote switch rather than the current reconnection process.
- In addition, by using a remote switch to reconnect service, PPL will be able to expand the hours of operation for reconnecting service. Currently, PPL reconnects service between 8:00 a.m. and 7:00 p.m. When using a remote switch to reconnect service, PPL's plan is to align the operational hours for reconnection of service with the expansion of the PPL call center hours of 6:00AM to 10:00PM.

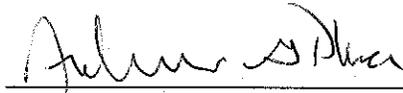
Reducing Customer Costs

- Reconnection fees are being reduced to \$14 from the current fee of \$30, or \$50 if done during other than the normal working hours of the staff reconnecting the service.

- Fewer meter removals reduces wear and tear on the customer's meter base, which are the operational responsibility of the customer, thus reducing long term costs to customers.

I applaud the efforts of electric distribution companies and the parties to this Joint Settlement as they explore methods such as those in the Petition before us today to utilize the operational capabilities of smart meter systems to enhance reliability, safety, customer service, and reduce operational costs.

DATE: January 19, 2017



Andrew G. Place, Vice Chairman