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VIA FEDERAL EXPRESS

February 14, 2017

Ms. Alexis Bechtel, Director
Bureau of Consumer Services
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
Harrisburg, Pennsylvania 17120

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**Re: Petition of PPL Electric Utilities Corporation
for Waiver of 52 Pa. Code § 56.97(a) to Allow
Customers to Establish Payment Agreements
Online or Through an Automated Interactive
Voice Response System
Docket No. P-2012-2327036**

Dear Ms. Bechtel:

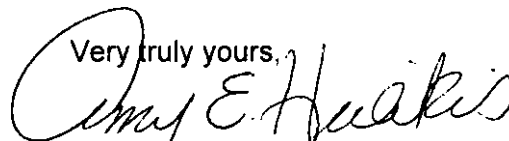
Enclosed for filing on behalf of PPL Electric Utilities Corporation ("PPL Electric") is the 2016 Self-Serve Payment Agreement Annual Report. This report is being filed pursuant to the Commission's Order entered on December 22, 2016 at the above referenced docket.

Pursuant to 52 Pa. Code § 1.11, the enclosed document is to be deemed filed on February 14, 2017, which is the date it was deposited with an overnight express delivery service as shown on the delivery receipt attached to the mailing envelope.

Pursuant to the December 22, 2016 Order a copy of this report in Word Compatible has been provided electronically to abecht@pa.gov.

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 any questions regarding this document, please contact me or Melinda Stumpf, PPL Electric's Manager-Regulatory Programs & Business Services at (484) 634-3297.

Very truly yours,

Amy E. Hiras

Enclosure

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PPL Electric Utilities
2016 Self-Serve Payment Agreement
Annual Report
Docket No. P-2012-2327036

1. Usage Statistics

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

PPL Electric has offered self-serve payment agreement capabilities to residential customers since November 2010. In April 2013, PPL Electric provided residential customers with the ability to make payments through its mobile site.

The table below highlights the 883,046 self-service transactions PPL Electric's customers completed in 2016. 737,565 (approximately 84%) involved making payments while 145,481 (approximately 16%) resulted in payment agreements. Of the total, there were 231,043 (approximately 26%) web transactions, 214,260 (approximately 24%) IVR¹ transactions and 437,743 mobile payment transactions (approximately 50%). Regarding the 145,481 payment agreements established by customers in 2016, the breakdown between the website and IVR was approximately 18% and 82%, respectively.

Method	2016 Transactions
Website	231,043
▪ Payments	205,444
▪ Payment Agreements	25,599
IVR	214,260
▪ Payments	94,378
▪ Payment Agreements	119,882
Mobile	437,743
▪ Payments	437,743
Total	883,046
▪ Payments	737,565
▪ Payment Agreements	145,481

The following table shows the total number of payment agreements established in 2016 and the number completed by customers through the self-serve applications.

Year	Total Payment Agreements	Self-Serve Payment Agreements	% Self-Serve
2016	564,132 ²	145,481	26%

¹ IVR = Interactive Voice Response system

² The 564,132 includes those set up by PPL Electric's phone reps and those established by customers themselves

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The table below highlights the self-service payments and payment agreements PPL Electric's customers completed in 2016 by month.

Month	Web Payments	Web Payment Agreements	IVR Payments	IVR Payment Agreements
January	13,428	1,816	6,965	6,840
February	15,949	2,162	8,508	7,896
March	16,602	1,956	8,571	9,320
April	19,311	2,360	9,376	11,062
May	15,935	2,190	7,629	9,527
June	15,835	1,944	7,298	10,294
July	16,465	2,055	7,277	9,905
August	18,688	2,367	8,414	10,963
September	22,239	2,448	9,607	10,910
October	20,888	2,318	8,676	11,995
November	14,987	1,843	6,301	12,526
December	15,117	2,140	5,756	8,644
Total	205,444	25,599	94,378	119,882

In 2016, there were 25,735 service terminations prevented because residential customers used the self-serve systems (website or IVR) to establish payment agreements; thus, eliminating the grounds for termination.

2. Customer Complaints

In 2016, PPL Electric received 13 PUC informal complaints regarding the use of the website or IVR to establish a payment agreement. Through its analysis of these complaints, the Company found its applications functioned as intended.

During 2016, PPL Electric's Quality Assurance personnel monitored 45,199 phone calls for quality and compliance purposes. The evaluations did not uncover any customer issues with any of its self-service applications.

3. Customer Feedback

The Company provides a link to survey residential customers who have used its website to submit payments or to set up payment agreements. During 2016, PPL Electric received only 16 responses from customers. The sample size was too small to assess accurate customer feedback. However, PPL Electric Utilities continue to see an increase in customer use thus, indicating customer satisfaction with the self-service options.

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4. Communications

During 2016, PPL Electric Utilities provided billing and payment options via bi-fold bill insert communications. In addition, the company utilized social media such as Facebook and Twitter to share messages regarding self-service payment capabilities. Lastly, internally PPL Electric Utilities distributed monthly reports showing web and IVR results.

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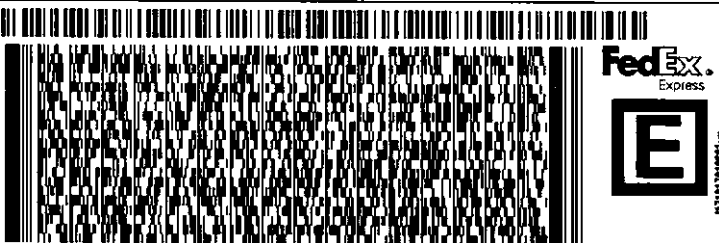
TO **ALEXIS BECHTEL, DIRECTOR**
PENNSYLVANIA PUBLIC UTILITY COMMISS
BUREAU OF CONSUMER SERVICES
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HARRISBURG PA 17120

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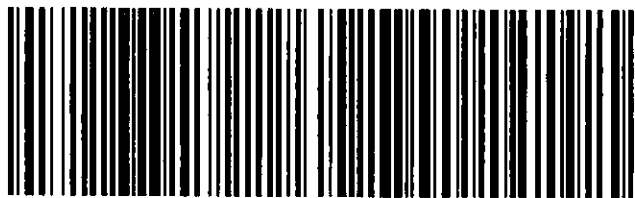


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