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VIA FEDERAL EXPRESS

February 7, 2019

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

RECEIVED
FEB 07 2019
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

**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 2018 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 7, 2019, 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,

Michael J. Shafer

cc: Certificate of Service

Alexis Bechtel

Enclosure

Pennsylvania PUC

FEB - 8 2019

FEB 08 2019

Director
Bureau of Consumer Services

Consumer Services
CAC Division

CERTIFICATE OF SERVICE
(Docket No. P-2012-2327036)

I hereby certify that true and correct copies of the foregoing have been served upon the following persons, in the manner indicated, in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a participant).

VIA EMAIL

Christy M. Appleby, Esq.
Office of Consumer Advocate
555 Walnut Street, Floor 5
Forum Place
Harrisburg, PA 17101
717-783-5048

Date: February 7, 2019



Michael J. Shafer

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PA PUBLIC UTILITY COMMISSION
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**PPL Electric Utilities
2018 Self-Service Payment
Annual Report**

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Usage Statistics

Self Service 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. As of November 2016, the Company began to capture all transactions (Website or Mobile) together and reported as a web transaction. The Company started to capture these transactions together as the mobile site is completely responsive.

The table below highlights the 681,688 self-service transactions PPL Electric's customers completed in 2018. 458,353 (approximately 67%) involved making payments while 223,335 (approximately 33%) resulted in payment agreements. Of the total, there were 420,653 (approximately 62%) web transactions and 261,035 (approximately 38 %) IVR¹ transactions. Regarding the 223,335 payment agreements established by customers in 2018, the breakdown between the website and the IVR was approximately 27% and 73%, respectively.

Method	2018 Transactions
Website	420,653
▪ Payments	359,604
▪ Payment Agreements	61,049
IVR	261,035
▪ Payments	98,749
▪ Payment Agreements	162,286
Total	681,688
▪ Payments	458,353
▪ Payment Agreements	223,335

The following table shows the total number of payment agreements established in 2018 and the number completed by customers through the self-service applicants.

Year	Total Payment Agreements ²	Self-Serve Payment Agreements	% Self-Serve
2018	598,394	223,335	37%

¹ IVR = Interactive Voice Response system

² The total includes those set up by PPL Electric's phone representatives and those established by customers themselves.

The table below highlights the self-service payments and payment agreements PPL Electric's customers completed in 2018 by month.

Month	Web Payments	Web Payment Agreements	IVR Payments	IVR Payment Agreements
January	29,220	4,719	7,944	11,950
February	34,281	4,684	8,373	12,307
March	32,882	4,308	8,496	15,969
April	31,137	4,230	9,342	16,694
May	30,567	4,052	9,093	13,092
June	29,770	4,110	9,570	13,866
July	27,573	5,494	8,533	14,371
August	32,191	6,351	8,515	14,546
September	32,163	6,035	8,669	14,562
October	31,196	6,227	8,669	14,438
November	25,754	5,632	6,597	12,200
December	22,870	5,207	4,948	8,291
Total	359,604	61,049	98,749	162,286

In 2018, there were 34,263 service terminations prevented because residential customers used the self-serve systems (website or IVR) to establish payment agreements; thus, eliminating the grounds for termination.

Customer Complaints

In 2018, PPL Electric received 6 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 2018, PPL Electric's Quality Assurance personnel monitored 62,525 calls for quality and compliance purposes. The evaluations did not uncover any customer issues with any of its self-service applications.

Communications

During 2018, PPL Electric provided billing and payment options via its monthly bill insert also known as the "Connect" newsletter. In addition, billing and payment options are routinely promoted on the company's social media channels, primarily Twitter and Facebook. The Company also prompts these self-serve options, through digital advertising.

