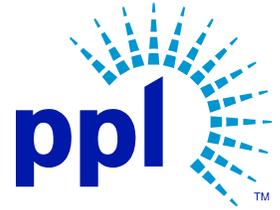


Michael J. Shafer
Senior Counsel

PPL
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E-FILE

May 9, 2023

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street, 2nd Floor North
Harrisburg, PA 17120

**RE: PPL Electric Utilities Corporation's Universal Service and Energy
Conservation Plan for 2023-2027
Docket No. M-2022-3031727**

Dear Secretary Chiavetta:

Enclosed for filing on behalf of PPL Electric Utilities Corporation ("PPL Electric") are revised versions of the following documents related to its Revised Universal Service and Energy Conservation Plan for 2023-2027:

- Letter sent to customers that exceed 50% of their maximum OnTrack credits;
- Letter sent to customers that exceed 80% of their maximum OnTrack credits;
- WRAP landlord consent form (including the landlord cover letter, consent form, and WRAP terms and conditions)

These documents are being filed pursuant to the Order issued February 9, 2023 in the above-captioned proceeding.

Pursuant to 52 Pa. Code § 1.11, the enclosed document is to be deemed filed on May 9, 2023, which is the date it was filed electronically using the Commission's E-filing system.

If you have questions, please contact me or Melinda Stumpf, PPL Electric's Director – Customer Programs, at (484) 634-3297.

Respectfully submitted,

A handwritten signature in blue ink, appearing to read "Michael J. Shafer", is written over a light blue circular stamp.

Michael J. Shafer

Enclosure

cc via email: Certificate of Service
Nathan Froehlich, Bureau of Consumer Services (nfroehlich@pa.gov)
Christina Chase-Pettis, Office of Communications (cchasepett@pa.gov)
Louise Fink Smith, Law Bureau (finksmith@pa.gov)

CERTIFICATE OF SERVICE

(Docket No. M-2022-3031727)

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 § 1.54 (relating to service by a participant).

VIA ELECTRONIC MAIL

Christy Appleby, Esquire
Office of Consumer Advocate
555 Walnut Street
Forum Place, 5th Floor
Harrisburg, PA 17101-1923
cappleby@paoca.org

Richard Kanaskie, Esquire
Bureau of Investigation & Enforcement
Commonwealth Keystone Building
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pam@solaire-energy.com

Date: May 9, 2023



Michael J. Shafer

NAME
TITLE
ADDRESS
CITY, STATE ZIP
Tel. 000-000-000
name@pplweb.com
www.pplelectric.com



PPL Electric Utilities

Dear Customer,

As part of the OnTrack program, you receive debt forgiveness, reduced monthly payments, and a maximum OnTrack credit amount of \$X,XXX over the length of your agreement. The OnTrack credit pays the difference between your actual monthly bill and your OnTrack payment amount.

We're contacting you because you've used 50% of this OnTrack credit.

If you use the full credit amount before the end of your agreement, your OnTrack payment will increase to the budget billing amount. The budget amount is based on the average electric use at your home over the last year. We want to notify you now so you can take steps to save electricity and stretch this credit as long as possible. We'll notify you again when you reach 80% of your credit.

There are certain situations which may exempt you from the maximum credit, such as:

- A new resident was added to your household
- A household resident has a serious illness
- Higher energy use was beyond your household's control
- Your home does not meet building codes or has been condemned
- Energy use was estimated based on prior residents

If any of these situations apply to your household, please call us at 1-800-342-5775. We may ask for additional information when you call.

We can help you reduce your electricity use. Our WRAP program offers free energy-saving products and tips to help you lower your bill. If you haven't already, we encourage you to learn more and apply at ppllectric.com/wrap or call 1-888-232-6302.

Thank you for participating in our OnTrack program.

Sincerely,

PPL Electric Utilities

NAME
TITLE
ADDRESS
CITY, STATE ZIP
Tel. 000-000-000
name@pplweb.com
www.pplelectric.com



PPL Electric Utilities

Dear Customer,

As part of the OnTrack program, you receive debt forgiveness, reduced monthly payments, and a maximum OnTrack credit amount of **\$X,XXX** over the length of your agreement. The OnTrack credit pays the difference between your actual monthly bill and your OnTrack payment amount.

We're contacting you because you've used 80% of this OnTrack credit.

If you use the full credit amount before the end of your agreement, your OnTrack payment will increase to the budget billing amount. The budget amount is based on the average electric use at your home over the last year. We want to notify you now so you can take steps to save electricity and stretch this credit as long as possible. We'll notify you again if you reach the full credit before the end of your agreement.

There are certain situations which may exempt you from the maximum credit, such as:

- A new resident was added to your household
- A household resident has a serious illness
- Higher energy use was beyond your household's control
- Your home does not meet building codes or has been condemned
- Energy use was estimated based on prior residents

If any of these situations apply to your household, please call us at 1-800-342-5775. We may ask for additional information when you call.

We can help you reduce your electricity use. Our WRAP program offers free energy-saving products and tips to help you lower your bill. If you haven't already, we encourage you to learn more and apply at pplweb.com/wrap or call 1-888-232-6302.

Thank you for participating in our OnTrack program.

Sincerely,

PPL Electric Utilities



PPL Electric Utilities

Dear Landlord,

Your tenant, **Customer Name**, has been approved for our WRAP program. This free program can benefit both you and your tenant. WRAP helps qualified customers save electricity and improve their comfort. We require your signed approval to install most products. Once WRAP is complete, you'll have a more energy-efficient unit, with most work guaranteed for a year at no cost to the owner or the tenant for products or services.

Here are some of the products WRAP offers, depending on the results of an in-home assessment conducted by certified energy contractors:

- Insulation and air sealing to include exhaust fans and ventilation, as needed
- Caulking, weather-stripping, and door sweeps
- Refrigerator or freezer replacement if the appliance proves to be a high user of electricity
- Window air conditioner replacement
- Dryer venting
- Electric water heater replacement and water pipe insulation
- Electric heating equipment evaluation (including thermostats)

After completing the work, the contractors will remove all debris, including any inefficient appliances replaced through WRAP. Please note that the guidelines of the program state that the old appliance(s) cannot remain with the tenant or the landlord.

Please review the following information and give your approval for WRAP services by signing the enclosed form. Your approval of the consent form does not guarantee that the dwelling unit will be eligible for services. If you approve, we will tell your tenant you agreed to allow WRAP services to be provided and we will provide them a copy of the signed consent form.

Please return the form to PPL Electric Utilities at 827 Hausman Road, Allentown, PA 18104 in the enclosed, postage-paid envelope, or sign, scan, and email to: USPWrapInquiries@pplweb.com.

If you have any questions, please call us at 1-888-232-6302.

Sincerely,

PPL Electric Utilities

Enclosure(s)



Region: _____

PPL Electric Utilities WRAP Landlord Consent Form

I have read and understand the information explaining PPL Electric's WRAP program and consent to the installation of weatherization materials recommended in the energy evaluation at the tenant's address listed below. I understand that the materials are installed as part of WRAP and constitute an effort by the company to assist their customers in the wise use of energy.

In consideration for PPL Electric agreeing to pay for the costs related to the above, I, intending to be legally bound, do hereby release PPL Electric Utilities, its parent, affiliates, and employees of and from all suits, claims, demands, actions, damages or contributions, for whatever reasons, including alleged negligence, arising out of, resulting from, or in any manner caused by or in connection with the above including the performance of such authorized WRAP contractors or any equipment or materials they furnish or install. By signing this document, you will not be releasing the authorized WRAP contractor from liability for its work.

I consent to the removal of any existing appliances that meet PPL Electric's replacement guidelines in exchange for a new, energy-efficient appliance. If the previously existing appliance is owned by the landlord, I understand that the new, replacement appliance will remain at the existing location. I also acknowledge that any energy savings projected by PPL Electric Utilities or their contractors as a result of the installation of weatherization materials are only an estimate.

I agree that rents will not be raised *unless the increase is related to matters other than the installation of the usage reduction measures*, and the tenant will not be evicted for at least 12 months after the installation of the program measures *if the tenant complies with ongoing obligations and responsibilities owed the landlord*.

Date: _____

Landlord or Authorized Representative's Name (print)

Landlord or Authorized Representative's Signature:

Customer Name:

Service Address:

Case Number:

WRAP Terms and Conditions

WRAP is a program designed to save you money on your electric bill and improve your comfort. If you are found eligible for WRAP, you will receive:

A free home energy audit by an authorized WRAP contractor.

The installation of free energy-saving measures in your home. Any measures you receive depend on the audit results, your electricity use, and established WRAP guidelines. Measures **may** include the installation of LEDs, appliance replacement, insulation, weatherstripping and caulking.

At least one free Energy Education Session. The educator will help you manage your energy use.

Authorized WRAP contractors will contract with you to do the work and will provide at least a one-year warranty on their work.

In exchange, we ask that you do the following:

Give permission for PPL Electric Utilities to release the application and electric use history to weatherization organizations. **PPL Electric Utilities may verify your application information and any false information on the application may result in disqualification from WRAP.**

Cooperate in scheduling appointments with all WRAP contractors.

Consent to the installation of free weatherization measures recommended during the audit and agree to work with WRAP contractors to save energy in your home.

If you are offered and agree to accept a new, energy-efficient appliance as part of WRAP, you must consent to the removal of the existing one; it will not be returned to you. If the appliance is the property of the landlord, you must agree not to sell or destroy the appliance while living at your present address and may not take the appliance with you should you move.

In Consideration for PPL Electric agreeing to pay for the costs related to the above, you, on behalf of yourself, all residents in your home, minor children, intending to be legally bound, do hereby release PPL Electric Utilities Corporation, its parent, affiliates, and employees of and from all suits, claims, demands, actions, damages or contributions, for whatever reasons, including alleged negligence, arising out of, resulting from, or in any manner caused by or in connection with the above including the performance of such authorized WRAP contractors or any equipment or materials they furnish or install. By signing this document, you will not be releasing the authorized WRAP contractor from liability for its work

I affirm that all information provided on the application, either by phone, mail, or online, is true and complete. I am aware that I can be penalized for making false statements or knowingly making incomplete statements. Penalties may include, but not be limited to, removal from WRAP and repayment of all costs for services and weatherization measures provided by WRAP.

If you understand and agree to the above conditions, please sign your name on this application. If you have any questions, please call PPL Electric Utilities at 1-888-232-6302.

Customer Signature

Date