



**September 13, 2023**

To: All Parties of Record at Docket No. M-2022-3031727  
PPL Electric Utilities Corporation 2023-2027 USECP

**RE: PPL Electric Utilities Corporation August 9, 2023 Compliance Filing**

*Overview*

On February 9, 2023, the Pennsylvania Public Utility Commission (Commission) entered an Order (February 2023 Order) directing PPL Electric Utilities Corporation (PPL) to, *inter alia*, file and serve a revised OnTrack<sup>1</sup> application, educational materials, and recertification letters at Docket No. M-2022-3031727 within six months from the date of the February 2023 Order. The Commission also directed PPL to file and serve status updates at this docket when changes to its 2023-2027 Universal Service and Energy Conservation Plan (2023 USECP) approved or directed in the February 2023 Order are implemented. February 2023 Order at 40, OP #6(c), OP #10, OP #19.

On August 9, 2023, PPL filed its revised OnTrack application, as well as a revised OnTrack application cover letter, revised OnTrack recertification letter, revised OnTrack budget billing recertification letter, and a revised brochure and flier explaining the changes to the OnTrack program (August 9 Compliance Filing). The August 9 Compliance Filing also stated that PPL is prepared to fully implement the 2023 USECP beginning August 9, 2023. To date, no protests or other responsive pleadings have been filed relative to the August 9 Compliance Filing.

The Commission's Bureau of Consumer Services (BCS) has reviewed the August 9 Compliance Filing and finds the revised CAP application and recertification letters in compliance with the February 2023 Order. However, BCS has identified one area where the August 9 Compliance Filing is inconsistent with the February 2023 Order.

*Status Updates*

In its August 9 Compliance Filing, PPL states that it is prepared to implement the new 2023 USECP requirements beginning August 9, 2023. August 9 Compliance Filing at 1.

This statement does not satisfy the Commission's directive that PPL should provide status updates when changes approved or directed in the February 2023 Order are implemented. PPL must address this issue by filing a status update indicating when the following changes were implemented, including:

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<sup>1</sup> OnTrack is PPL's customer assistance program (CAP).

- Implementation of the Percent of Income Plan. February 2023 Order at 17-18, OP #5.
- Removal of the Agency Selected Plan option for OnTrack. February 2023 Order at 20-22, OP #5.
- Removal of CAP Plus charges from OnTrack billing. February 2023 Order at 24-25, OP #5.
- Implementation of Amended OnTrack recertification timeframes. February 2023 Order at 29-30, 36, OP #5.
- Implementation of a 24-month pre-program arrearage forgiveness timeline. February 2023 Order at 32-35, OP #5.
- Implementation of a 30-day hold on collections activity for OnTrack applicants who are sent and asked to return a zero-income form. February 2023 Order at 38, OP #5.
- Excluding earned and unearned income for minors when determining OnTrack eligibility and benefits. February 2023 Order at 42, OP #5.
- Revised Minimum Payment Amounts. February Order at 51.
- Increased income limits for Operation HELP. February 2023 Order at 103-104
- Implementation of any and all proposed changes approved by the 2023 Order that were not otherwise specifically addressed (*e.g.*, Adjust OnTrack maximum credit limits, elimination of the \$5 PPA co-payment, etc.). February 2023 Order at 6-8.

### *Conclusion*

Accordingly, within 20 days, PPL is directed to file and serve a status update regarding the implementation of changes approved or directed in the February 2023 Order, including the date such changes were implemented.

The determinations in this Secretarial Letter have been made by BCS staff under authority delegated by the Commission. Parties have the right to seek reconsideration of this staff action. Parties may seek reconsideration of these directives by petitioning the Commission within 20 days after service of this Secretarial Letter. *See* 52 Pa. Code § 5.44 (relating to petitions for appeal from actions of the staff).

If you have any questions, please contact BCS Energy Policy Analyst Nathan Froehlich at [nfroehlich@pa.gov](mailto:nfroehlich@pa.gov).

Sincerely,



Rosemary Chiavetta  
Secretary

cc: Stephen M DeFrank, Chairman  
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