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E-FILE

October 3, 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:

In accordance with the requirements detailed in the Order issued February 9, 2023 and the Secretarial Letter issued September 13, 2023 in the above-captioned proceeding, this letter is being filed on behalf of PPL Electric Utilities Corporation ("PPL Electric" or the "Company") as a status update regarding implementation of changes approved or directed in PPL Electric's Universal Service and Energy Conservation Plan for 2023-2027. These include:

- 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. *February 2023 Order at 6-8.*
 - Adjust OnTrack maximum credit limits;
 - Elimination of the \$5 PPA co-payment;
 - Implementation of a 12-month OnTrack Cycle;
 - Adjust OnTrack final bill to give the customer the best option between the prorated actual rate or the OnTrack rate; and
 - Increased WRAP budget to \$12 million.

The items listed above were all implemented by PPL Electric on Wednesday, August 9, 2023.

In addition, on March 31, 2023, PPL Electric filed a report showing the Low Income Usage Reduction Program (LIURP) jobs provided to each county in the Company's service territory broken down by job type, and the number and percentage of WRAP-eligible households in each county.

Further, PPL Electric filed revised versions of the following documents on May 9, 2023:

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

Finally, the following documents were also filed by the Company on August 9, 2023:

- Updated OnTrack Application;
- OnTrack Application Cover Letter;
- OnTrack Recertification Letter;
- OnTrack Budget Billing Recertification Letter;
- A brochure entitled "Programs and Services for our Customers";
- A one-pager explaining the changes to PPL Electric's USECP Plan; and
- Links to additional customer education materials.

Pursuant to 52 Pa. Code § 1.11, the enclosed document is to be deemed filed on October 3, 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,



Michael J. Shafer

Enclosure

cc via email: Certificate of Service
Nathan Froehlich, Bureau of Consumer Services (nfroehlich@pa.gov)
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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

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Date: October 3, 2023



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