



**COMMONWEALTH OF PENNSYLVANIA**  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
COMMONWEALTH KEYSTONE BUILDING  
400 NORTH STREET  
HARRISBURG, PENNSYLVANIA 17120

July 11, 2024

**MS. BETHANY JOHNSON  
SENIOR DIRECTOR, REGULATORY  
PPL ELECTRIC UTILITIES CORPORATION  
2 NORTH NINTH STREET  
ALLENTOWN, PA 18101**

**RE: Management Audit (MA)  
D-2023-3039488**

Dear Ms. Johnson:

The Commission appreciates the cooperation extended by the officers and employees of PPL Electric Utilities Corporation (PPL Electric) to our Bureau of Audits' staff during the recent Management and Operations Audit. We seek PPL Electric's further cooperation in implementing the recommendations cited in the audit report.

As you know, the staff analyzed and evaluated management performance in ten functional areas at PPL Electric during the audit. Staff identified three areas as needing moderate improvement for PPL Electric (see Chapters: VII-Electric Operations, IX-Purchasing and Materials Management, and X-Customer Service) and five areas as needing minor improvement. The moderate and minor improvement areas offer the potential for increased effectiveness. Consequently, the Commission believes they should be the focus of PPL Electric's implementation efforts.

At its Public Meeting of July 11, 2024, the Commission acknowledged receipt of PPL Electric's June 21, 2024 Implementation Plan and released it, along with the audit report, to the public. The Commission notes that PPL Electric's Implementation Plan indicates acceptance with 16 recommendations and partial agreement with three recommendations. Receipt of this Implementation Plan does not constitute acceptance by the Commission of the actions already taken, those actions to be taken, or any explanations and cost/benefit analyses provided. PPL Electric's implementation actions, together with the explanations and analyses, will be reviewed by the Commission at a later date.

Accordingly, the Commission directs PPL Electric to:

- Proceed with the June 2024 Implementation Plan, and
- Submit implementation progress reports annually, by July 1<sup>st</sup>, for the next three years.

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The Commission's direction to proceed with the Implementation Plan should not be construed as approval of the plan.

Sincerely,

A handwritten signature in black ink, appearing to read "Rosemary Chiavetta". The signature is written in a cursive, flowing style.

Rosemary Chiavetta  
Secretary

Contact Person: Nathan Paul  
(717) 214-8249