

Kimberly A. Klock
Assistant General Counsel

PPL
645 Hamilton Street, Suite 700
Allentown, PA 18101
Tel. 610.774.5696 Fax 610.774.4102
KKlock@pplweb.com



E-File

July 1, 2025

Matthew Homsher, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
Harrisburg, PA 17120

**Re: PPL Electric Utilities Corporation
2023 Management Audit
Docket No. D-2023-3039488**

Dear Secretary Homsher:

Enclosed for filing on behalf of PPL Electric Utilities Corporation ("PPL Electric") is PPL Electric's Implementation Plan Progress Update in the above-captioned proceeding. This Update is being filed in accordance with the July 11, 2024 Secretarial Letter issued at the above-referenced docket.

Pursuant to 52 Pa. Code § 1.11, the enclosed document is to be deemed filed on July 1, 2025, which is the date it was submitted electronically via the Commission's E-Filing system.

If you have any questions regarding the enclosed filing, please call me or Katelyn Arnold, PPL Electric's Manager – Regulatory Strategy and Rates, at (610) 774-5401.

Respectfully submitted,

A handwritten signature in blue ink that reads "Kimberly A. Klock". The signature is fluid and cursive, with the first name being the most prominent.

Kimberly A. Klock

Enclosures

cc via email: Nathan Paul



PPL ELECTRIC UTILITIES CORPORATION
IMPLEMENTATION PLAN

**SUBMITTED IN RESPONSE TO THE RECOMMENDATIONS IN THE STRATIFIED
MANAGEMENT AND OPERATIONS AUDIT REPORT**

JULY 2025

IMPLEMENTATION PLAN INITIALLY SUBMITTED JUNE 2024

Prepared for the Pennsylvania Public Utility Commission Bureau of Audits

1.	Introduction	2
2.	Reference list of names	3
3.	Summary of recommendations and implementation status.....	4
4.	Recommendation responses and implementation updates.....	8

1. Introduction

PPL Electric Utilities Corporation (PPL Electric or the Company) has high standards for conducting business and serving customers and is well respected within the industry. We have strong management processes, and our team is focused on providing reliable electricity at reasonable prices. As such, we welcome the ability to explore economically beneficial opportunities for PPL Electric to further improve its management and operations while delivering better service to its customers.

PPL Electric appreciates the time and effort invested in the Management Audit and the opportunity it presents to improve the business. PPL Electric is pleased to submit this Implementation Plan for review by the PUC. This Implementation Plan documents PPL Electric's commitment to act on the recommendations by addressing opportunities for improvement in operational effectiveness and improving service to our customers.

This document contains an update for each of the 19 recommendations presented in the Management Audit Final Report. PPL EU is pleased to report significant progress, with 14 implementation plans now marked complete and fully implemented, and, where appropriate, integrated into PPL EU's ongoing operations (details of actions and outcomes are provided, where relevant). A further 5 implementation plans are on-track, against a modified implementation plan or timeline according to the explanations provided.

PPL Electric thanks the PUC Audit staff for the continued opportunity to improve our business through the Management Audit and the process of executing this Implementation Plan. We look forward to the continuous improvement and mutually beneficial progress that will be achieved as the recommendations and plans continue to be implemented.

2. Reference list of names

PPL Companies and names

Acronym	Full name
PPL	PPL Corporation
PPL SC	PPL Services Corporation
PPL Electric	PPL Electric Utilities Corporation

3. Summary of recommendations and implementation status

Reference	Recommendation	Implementation Status	Owner	Page
Chapter III – Executive Management and Organizational Structure				
III-1	Conduct routine employee surveys to ensure corporate culture aligns with company goals.	Complete and ongoing	L. O'Connor	8
III-2	Document the company's strategic planning process and establish a formal overarching strategic plan governing all long-term corporate initiatives.	Ongoing	C. Martin	9
Chapter V – Cost Allocations and Affiliate Interests				
V-1	Document the services PPL Electric provides its affiliates and the associated methodologies used to allocate the costs of those services in the Corporate CAM.	Ongoing	G. Dill	10
V-2	Compare the internal cost of services provided between PPL Electric Utilities and their corporate affiliates to market rates on a periodic basis and document any savings realized from resulting changes.	Ongoing	D. Urban	12
V-3	Develop and implement periodic refresher training to employees to ensure reported hours are accurately charged to affiliates.	Complete and ongoing	H. Bezick, G. Dill, M. Haydt	13

Reference	Recommendation	Implementation Status	Owner	Page
Chapter VI – Financial Management				
VI-1	Create a formal dividend policy and notify the PUC prior to paying dividends above 85% of net income.	Complete and ongoing	T. Henninger, V. Hartline	14
Chapter VII – Electric Operations				
VII-1	Improve SAIDI and CAIDI performance to consistently achieve the minimum thresholds set by the Commission benchmarks and standards on reliability.	Ongoing	J. Lookup, S. Selkregg	15
VII-2	Modify or expand existing reliability programs to eliminate CEMI10+ and set goals for reducing CEMI4.	Complete and ongoing	J. Lookup, S. Selkregg	16
VII-3	Complete and properly record the results of theft-of-service investigations for all accounts where theft or damage to meter is suspected.	Complete and ongoing	R. Yanek	17
Chapter VIII – Emergency Preparedness				
VIII-1	Address minor security and safety improvements.	Complete	R. Peiffer, N. Petrole, M. Safi	18
VIII-2	Improve storm response communications to reduce logistical downtime and to improve real-time response effectiveness.	Complete and ongoing	D. Mahon	19
Chapter IX – Purchasing and Materials Management				
IX-1	Update outdated policies and procedures.	Complete	S. Schrauger	20

Reference	Recommendation	Implementation Status	Owner	Page
IX-2	Improve inventory accuracy through expanded inventory count assessments and routinely conduct refresher training to resolve manual reporting inaccuracies.	Complete and ongoing	D. Mahon, T. Lee	21
IX-3	Reevaluate the processes for determining obsolete, inactive, and emergency stock inventory to include input from all involved departments.	Complete and ongoing	S. Preston	22
Chapter X – Customer Service				
X-1	Improve and strengthen customer service performance to at least pre-pandemic levels.	Ongoing	J. Gaskin	23
X-2	Continue outreach efforts to engage with payment delinquent customers and leverage low-income resources to help reduce the overall level of outstanding customer balances.	Complete and ongoing	M. Stumpf, M. Sullivan	24
X-3	Develop internal controls for source data and reporting systems to ensure accuracy.	Complete and ongoing	J. Gaskin	25
Chapter XI – Information Technology				
XI-1	Reduce budget variances for the IT total budget and individual IT budget categories to less than $\pm 10\%$ and document reasons for large budget variances.	Complete and ongoing	H. Konynenbelt, M. Pellizoni	26

Reference	Recommendation	Implementation Status	Owner	Page
XI-2	Reassess the IT project backlog to eliminate obsolete projects and complete a comprehensive staffing and resource assessment to achieve more reasonable backlog levels.	Complete and ongoing	H. Konynenbel, M. Pellizoni, B. Pennington	28

4. Recommendation responses and implementation updates

Chapter III — Recommendation 1

Conduct routine employee surveys to ensure corporate culture aligns with company goals.

Response: Accept

Responsible manager: Lori O'Connor, Director – HR Operations & Compliance

Implementation plan:

PPL Electric believes that employee surveys are a valuable tool to assess Company culture and other areas that improve overall employee satisfaction, engagement, and performance. The Company plans to conduct a full employee engagement survey every three years beginning in 2024.

Original expected date of completion: Q4 2024 and ongoing

2025 Updated implementation status: PPL Electric conducted a comprehensive employee engagement survey in 2024 and will be conducting another employee engagement survey in 2027.

Updated expected date of completion: Complete and ongoing

Chapter III — Recommendation 2

Document the company's strategic planning process and establish a formal overarching strategic plan governing all long-term corporate initiatives.

Response: Accept

Responsible manager: Christine Martin, President – PPL Electric Utilities

Implementation plan:

PPL Electric will more formally document its annual development of goals and metrics to accomplish operational and financial initiatives advancing the Company's strategy and mission.

Original expected date of completion: Q1 2025

2025 Updated implementation status: In addition to formally documenting its strategic governance process, PPL Electric is reviewing both PPL Electric's and PPL Services' department processes as updated to reflect recent organizational changes and incorporating references to such processes into the strategic governance process documentation as necessary.

Updated expected date of completion: Q3 2025

Chapter V — Recommendation 1

Document the services PPL Electric provides its affiliates and the associated methodologies used to allocate the costs of those services in the Corporate CAM.

Response: Accept in Part

PPL Electric agrees that it is beneficial to document the services provided by the Company to its affiliates and the methodologies utilized to allocate costs for those services.

Changes to the PPL Corporation Cost Allocation Manual (CAM) require PPL Electric's affiliate, Kentucky Utilities Company, to submit the revised CAM to the Virginia State Corporation Commission (VSCC) for approval. The current CAM was approved by the VSCC on March 18, 2024. Consequently, the Company does not plan to incorporate the requested documentation of the services PPL Electric provided to or received from its affiliates in the CAM at this time. The Company will consider whether to include the requested documentation in a future CAM update.

Responsible managers: Greg Dill, Director – Financial Planning, Budget & Admin

Implementation plan:

The Company will either create new or update existing documentation to track the services provided to or received from its affiliates along with the associated costs of those services, including direct charges and charges allocated in accordance with the current CAM.

Original expected date of completion: Q1 2025

2025 Updated implementation status:

Currently, PPL Electric tracks CAM allocated costs at the functional level and reviews these costs, including variances to budget, as part of its monthly results review process.

PPL Electric plans to utilize the results from the study mentioned in the update to Chapter V – Recommendation 2 to confirm the services and the associated costs of those services provided to or received from affiliates. The Company will then document the appropriate allocation of those costs and develop documentation that will track the

services provided to or received from its affiliates. The study is expected to be completed in July 2025.

Updated expected date of completion: Q4 2025

Chapter V — Recommendation 2

Compare the internal cost of services provided between PPL Electric Utilities and their corporate affiliates to market rates on a periodic basis and document any savings realized from resulting changes.

Response: Accept in Part

PPL Electric agrees to conduct an overall efficiency review. The Company will evaluate whether to repeat or continue the review process moving forward.

Responsible manager: Denny Urban, Sr. Director – Finance Transformation

Implementation plan:

PPL Electric will conduct an overall efficiency review and document any savings realized from changes resulting from the efficiency review.

Original expected date of completion: Q4 2025

2025 Updated implementation status:

PPL Electric has commissioned a market comparison study, which will include an overall efficiency review of internal costs between affiliates. The study results are expected in July 2025. The Company will document any savings realized from changes resulting from the efficiency review.

Updated expected date of completion: Q4 2025

Chapter V — Recommendation 3

Develop and implement periodic refresher training to employees to ensure reported hours are accurately charged to affiliates.

Response: Accept

Responsible managers: Holly Bezick, Supervisor - Instructional Design; Greg Dill, Director – Financial Planning, Budget & Admin; Marci Haydt, Manager – Corporate Budgeting

Implementation plan:

PPL Electric agrees that periodic refresher training would be beneficial to increasing the accuracy of time charging. As such, PPL Electric will develop and implement a time keeping training that provides an overview of how to accurately report time.

Original expected date of completion: Q1 2025

2025 Updated implementation status:

PPL developed a timekeeping training program that provides an overview of accurate time reporting, which was implemented beginning on October 1, 2024. The training is required to be completed every two years.

Updated expected date of completion: Complete and ongoing

Chapter VI — Recommendation 1

Create a formal dividend policy and notify the PUC prior to paying dividends above 85% of net income.

Response: Accept in Part

PPL Electric accepts the recommendation to notify and provide a written explanation to the Commission for any dividends in excess of 85% of net income. It is the Company's position that the creation of a formal internal dividend policy is not necessary and would reduce its financial flexibility.

Responsible managers: Tadd Henninger, Sr. Vice - President – Finance and Treasurer; Vanessa Hartline - Assistant Treasurer

Implementation plan:

As part of the annual business planning process, the Company will evaluate forecasted quarterly dividends and will notify the Commission prior to the payment of any dividends in excess of 85%.

Original expected date of completion: Ongoing

2025 Updated implementation status:

The Company continues to evaluate forecasted quarterly dividends as part of its business planning process, doing so most recently in Q2 of 2025. During that process, it was determined that no dividends were in excess of 85% of net income, so no notification was required.

Updated expected date of completion: Complete and ongoing

Chapter VII — Recommendation 1

Improve SAIDI and CAIDI performance to consistently achieve the minimum thresholds set by the Commission benchmarks and standards on reliability.

Response: Accept

Responsible managers: Joe Lookup, Vice - President - T&D Planning and Asset Management ; Steve Selkregg, Director – T&D Asset Management

Implementation plan:

PPL Electric agrees with the need to improve its CAIDI and SAIDI performance to consistently achieve the minimum thresholds set by the Commission.

PPL Electric has and will continue to evaluate opportunities for new storm hardening programs or acceleration of existing mitigation programs and/or projects for reliability to minimize outages associated with increased storm activity.

The Company also has and will continue to evaluate options for accelerated investments to minimize impact of storms to our customers which have the biggest impact to SAIDI and CAIDI.

Original expected date of completion: Ongoing

2025 Updated implementation status:

To improve SAIDI and CAIDI, PPL Electric implemented new hardening standards in its 2025 5-year asset investment plan. The new hardening standards require that assets withstand winds up to 100mph, allow the rebuild and relocation of existing facilities, and add sectionalizing capabilities.

The implementation of these new standards is expected to make the system more resilient to storms, which have historically had the biggest impact on SAIDI and CAIDI.

Updated expected date of completion: Ongoing

Chapter VII — Recommendation 2

Modify or expand existing reliability programs to eliminate CEMI10+ and set goals for reducing CEMI4.

Response: Accept

Responsible managers: Joseph Lookup, Vice - President – T&D Planning & Asset Management; Steve Selkregg, Director – T&D Asset Management

Implementation plan:

PPL Electric agrees to modify or expand its existing reliability programs to eliminate CEMI10+ and set specific and measurable goals for reducing CEMI4.

PPL Electric has and will continue to evaluate opportunities for additional reliability programs or acceleration of existing mitigation programs and/or projects for reliability or other investments to minimize outages associated with increased storm activity.

Original expected date of completion: Q2 2025 and ongoing

2025 Updated implementation status:

PPL Electric is focusing on reducing the number of high CEMI customers through its circuit hardening programs, including implementing new hardening standards in its 2025 5-year asset investment plan. PPL Electric also addresses CEMI through Worst Performing Circuit and Proactive Circuit Analysis reviews. These programs strive to strengthen targeted sections of the line to reduce outages for customers who experience frequent interruptions.

Updated expected date of completion: Q2 2025 and ongoing

Chapter VII — Recommendation 3

Complete and properly record the results of theft-of-service investigations for all accounts where theft or damage to meter is suspected.

Response: Accept

Responsible manager: Ryan Yanek, Manager – Regional Metering Operations

Implementation plan:

PPL Electric has implemented and will continue to implement additional documentation requirements for theft investigations. The Company has revised its work management system process and created a centralized record of the results of each investigation. The Company will continue to implement additional documentation of theft investigations.

Original expected date of completion: Q4 2024 and ongoing

2025 Updated implementation status:

PPL Electric continues to utilize theft forms to document investigations, together with a centralized record of investigation results. The Company is also exploring the use of a new software program, which would allow for the differentiation and documentation of theft from other work order types in the system without requiring the manual task of completing an ancillary form.

Updated expected date of completion: Q4 2024 and ongoing

Chapter VIII — Recommendation 1

Address minor security and safety improvements.

Response: Accept

Responsible managers: Royal Peiffer, Manager – Corporate Security; Nicholas Petrole, Manager – Relay Test & System Shop; Mark Safi, Sr. Manager - Engineering

Implementation plan:

PPL Electric has remediated the minor security and safety improvements identified during the PUC's inspection of PPL Electric's facilities.

Original expected date of completion: Complete

2025 Updated implementation status:

As of the filing of the initial Implementation Plan, PPL Electric had remediated the minor security and safety improvements identified during the PUC's inspection of PPL Electric's facilities.

Updated expected date of completion: Complete

Chapter VIII — Recommendation 2

Improve storm response communications to reduce logistical downtime and to improve real-time response effectiveness.

Response: Accept

Responsible manager: David Mahon, Manager – Logistics Services

Implementation plan:

PPL Electric agrees that improved storm response communications can reduce logistical downtime and improve real-time response effectiveness.

In 2024, the Company updated its storm response process to include the regional material lead in storm strategy calls to provide Logistics with up-to-date information during storm preparation and throughout the restoration process. In these calls, regional material leads work with field leadership to determine areas most in need of materials and Logistics staffing needs.

The Company will evaluate opportunities to automate these communications in its outage management and work management systems.

Original expected date of completion: Complete and ongoing

2025 Updated implementation status:

On-call readiness meetings are held weekly and include representatives from key departments, including Materials and Logistics. Items discussed include safety, weather updates, region status, high risk work for the week, IT planned outages, and material readiness.

The Company may continue to evaluate opportunities to automate communications in its outage management and work management systems.

Updated expected date of completion: Complete and ongoing

Chapter IX — Recommendation 1

Update outdated policies and procedures.

Response: Accept

Responsible managers: Sandy Schrauger, Director - Supply Chain Transformation

Implementation plan:

PPL Electric agrees with the need to update outdated Supply Chain policies and procedures.

The Supply Chain team will review its policies and procedures and provide updates and corrections to make them fully consistent with current processes, systems, organizational changes, and governance as part of a comprehensive policy update process.

Original expected date of completion: Q1 2025

2025 Updated implementation status:

The Supply Chain team reviewed Company policy documents applicable to the areas of purchasing and materials management and updated those that needed revisions to reflect current processes and other changes.

Expected date of completion: Complete

Chapter IX — Recommendation 2

Improve inventory accuracy through expanded inventory count assessments and routinely conduct refresher training to resolve manual reporting inaccuracies.

Response: Accept

Responsible managers: David Mahon, Manager – Logistics Services; Tonya Lee, Field Manager – Distribution Operations

Implementation plan:

PPL Electric agrees with the need to improve inventory accuracy. The Company will increase the frequency of cycle counts so that they occur at least an average of five months across all locations.

The Company will also perform a quarterly material analysis where item accuracy is less than 90% and will identify a mitigation plan to increase accuracy.

Finally, the Company will also provide annual refresher training on cycle counting to all inventory personnel until the average cycle count accuracy increases to greater than 90%, after which cycle count refresher training will be performed annually.

Original expected date of completion: Q1 2025 and ongoing

2025 Updated implementation status:

PPL Electric currently completes cycle counts over an average of approximately eight months across all locations.

Additionally, in 2024, cycle counts showed a net accuracy of 99 percent, so a quarterly material analysis was not required.

In 2025, the Company developed training for all inventory personnel at its System Facility Center (SFC) and all regional service centers and plans to have all inventory personnel trained at all locations by the end of the year.

Expected date of completion: Q1 2025 and ongoing

Chapter IX — Recommendation 3

Reevaluate the processes for determining obsolete, inactive, and emergency stock inventory to include input from all involved departments.

Response: Accept

Responsible manager: Sean Preston, Manager – Inventory Management

Implementation plan:

PPL Electric will automate its current quarterly manual process so that it is executed in the Company's work management system using automated workflows to move the review process between involved departments.

The Company will also include emergency stock, inactive and obsolete materials in its quarterly obsolete material review. Supply Chain, Standards Engineering and Asset Management will be included in the review process.

Original expected date of completion: Q1 2025

2025 Updated implementation status:

PPL Electric developed an automated workflow process with approvals.

Emergency stock, inactive, and obsolete CIDs are included in the Company's quarterly obsolete material reviews which involve reviews by Supply Chain, Standards engineers, and Asset Management.

Updated expected date of completion: Complete and ongoing

Chapter X — Recommendation 1

Improve and strengthen customer service performance to at least pre-pandemic levels.

Response: Accept

Responsible manager: Jeffery Gaskin, Director - Customer Service Operations

Implementation plan:

PPL Electric will continue to invest in information technology that will modernize the digital options for customers, enabling customers to self-serve digitally. This enhanced digital self-service experience will reduce the need for customers to speak to a customer service representative, allowing customer service representatives to dedicate their time to other tasks.

Additionally, PPL Electric will continue to invest in training of contact center representatives to better support the identification and resolution of customer questions, reducing the need for additional contacts.

Original expected date of completion: Q2 2026

2025 Updated implementation status:

PPL Electric is planning to enhance customer access to account maintenance and payments through digital channels to ensure customers can access their account information on demand.

Additionally, in 2024, PPL Electric continued to invest in training for call center agents related to call handling and support of customer inquiries.

Updated expected date of completion: Q2 2026

Chapter X — Recommendation 2

Continue outreach efforts to engage with payment delinquent customers and leverage low-income resources to help reduce the overall level of outstanding customer balances.

Response: Accept

Responsible managers: Melinda Stumpf, Director – Customer Programs; Mike Sullivan, Director – Customer Revenue

Implementation plan:

PPL Electric will continue its proactive outreach efforts to engage with payment delinquent customers and leverage low-income resources to help reduce the overall level of outstanding customer balances. The Company's Customer Service analytics group will continue to work to identify these customers and provide them with targeted outreach campaigns.

Original expected date of completion: Complete and ongoing

2025 Updated implementation status:

In 2024, PPL Electric continued proactive outreach efforts to payment delinquent customers and to leverage low-income resources to help reduce the overall level of outstanding customer balances. As a result, the Company achieved its largest reduction of overdue dollars to date and made significant strides in reducing aged dollars.

Updated expected date of completion: Complete and ongoing

Chapter X — Recommendation 3

Develop internal controls for source data and reporting systems to ensure accuracy.

Response: Accept

Responsible manager: Jeffery Gaskin, Director - Customer Service Operations

Implementation plan:

PPL Electric has improved its reporting process by automating reporting functions. Key Performance Indicators (KPIs) for the Quality of Service report are now queried from source systems and exported into excel to minimize manual steps in the process, reducing the opportunity for human error. Additionally, the Quality of Service report also receives an internal and independent peer-review to verify the information being provided.

Original expected date of completion: Complete and ongoing

2025 Updated implementation status:

Quality of Service Reports for call center metrics continue to have a two-person review process where the primary report owner and secondary reviewer independently create the same report to validate accuracy, which fosters dialogue and clarification to improve accuracy.

Updated expected date of completion: Complete and ongoing

Chapter XI — Recommendation 1

Reduce budget variances for the IT total budget and individual IT budget categories to less than $\pm 10\%$ and document reasons for large budget variances.

Response: Accept

Responsible managers: Heidi Konynenbelt, Vice - President - IT Enterprise Services; Megan Pelizzoni, Director - IT Financial Governance

Implementation plan:

PPL Electric agrees with the need to reduce budget variances for the IT total budget and individual IT budget categories to less than $\pm 10\%$ and document reasons for large budget variances.

PPL IT will add this process to the SOX IT Governance document. Each month, IT will document O&M and Capital variance explanations for capital variances that exceed the greater of $\pm 10\%$ or \$500,000 on each capital initiative and for O&M variances that exceed the greater of $\pm 10\%$ or \$500,000 on each budget category.

In addition to this new process, PPL IT will continue the following processes intended to reduce budget variances:

- Updating an annual capital and O&M forecast each month and, during this process, analyzing and documenting variances to approved forecast.
- Reviewing documented capital variance explanations versus approved forecast over \$200K for the previous month and over \$500K for the year with IT leadership and gaining approval based on the authority limit matrix.
- Reporting on Capital and O&M variances during the monthly financial review meeting.
- Developing and distributing a monthly status report of large or high-risk projects.
- Documenting and tracking approval of projects that are incremental to the approved budget.
- Ensuring all projects go through the governance process and are approved at the appropriate level.

These processes will also be added to the SOX IT Governance document.

Original expected date of completion: Q1 2025

2025 Updated implementation status:

Each month, PPL IT reviews and records capital variances for the previous month that exceed \$200,000 for the month and \$500,000 for the year and documents an explanation for each variance.

PPL IT also reviews and records all O&M variances by budget category and documents an explanation on a monthly basis.

As of Q2 2025, PPL IT has updated its SOX IT Governance document to reflect this process as well as the processes listed in its Implementation Plan response and has submitted the updated SOX IT Government document to PPL Audit for review.

Updated expected date of completion: Q2 2025

Chapter XI — Recommendation 2

Reassess the IT project backlog to eliminate obsolete projects and complete a comprehensive staffing and resource assessment to achieve more reasonable backlog levels.

Response: Accept

Responsible managers: Heidi Konynenbelt, Vice - President - IT Enterprise Services; Megan Pelizzoni, Director - IT Financial Governance; Becca Pennington, Manager - VRO & Governance

Implementation plan:

PPL Electric agrees to reassess its IT project backlog to eliminate obsolete projects and complete a comprehensive staffing and resource assessment. Through the business planning process, PPL IT will evaluate resources needed to provide appropriate staffing to the number of efforts in progress. The Company will also re-evaluate efforts in the 5-year plan on an annual basis and confirm the highest priority efforts are still accurately categorized and included in the plan, pushing out or eliminating lower priority work

PPL Electric will also establish a project naming convention that will distinguish recurring projects in its backlog, so they are not mistaken as single projects continued across multiple years.

Original expected date of completion: Q1 2025

2025 Updated implementation status:

Since the filing of its Implementation Plan, PPL entered into a managed services agreement with a vendor to manage PPL's day-to-day IT and cybersecurity operations. This process included a full evaluation of staffing resources.

Additionally, each year during its budget review process, PPL IT works with business owners to review all efforts in its 5-year plan and confirms priority of those efforts. This prioritization is re-evaluated on a monthly basis to ensure the highest value items are prioritized.

Finally, recurring projects have been updated and designated as single year projects with their own distinct project name and number. They are opened, executed, and closed out within the same year.

Updated expected date of completion: Complete and ongoing