

CAP – Customer Assistance Program

PPL's CAP Program-OnTack

- Offers a reduced monthly electric bill payment & a chance to erase any debt you owe PPL
- Provides protection from shutoffs
- Must be at or below 150% of federal income poverty guidelines
- To apply, call PPL at 1-800-342-5775



How to apply for OnTrack

- Call PPL 1-800-342-5775
- Application mailed directly to customer with return envelope
- In Lancaster, Community Action Partnership of Lancaster County enrolls the customer after verifying income
- OT Payment based on income and electric use
- Letter (with OnTrack payment amount) and customer agreement sent to PPL customer



Customer Agreement

Customer:

- Pay the OT payment by due date each month
- Avoid exceeding maximum benefit limit. Exceeding can result in loss of OT.
- Partner with WRAP to reduce electric usage
- Notify the OT agency of any changes in household income or occupants
- Provide income information to OT agency upon request to continue program
- Start payment with first OT bill

PPL:

- Cancel a portion of any debt owed PPL each month an OT payment is made
- Prevent collection activity including termination of electrical service
- Provide energy education and weatherization services



Winter Relief Assistance Program (WRAP)

Qualified customers receive a free energy audit & energy-saving action plan

- Must be below 200% federal income poverty guidelines
- Recommended measures that will help lower your electric bill.
- All measures and services are free
- All work is done by qualified WRAP Contractors.
- Available to homeowners & renters

For more information or to apply, call
1-888-232-6302

or ppl electric.com/wrap



PPL's Fuel Fund Program



Operation HELP

- Helps pay energy bills of low-income customers
- Supported by donations
- Must be below 200% federal income poverty guidelines
- Any type of home energy bill
- All payments are made directly to energy vendors
- For more information, call PPL at 1-800-342-5775 (1-800-DIAL PPL)



Other Residential Programs

- Receive discounts on light-emitting diodes (LEDs) from participating stores
- For more information on PPL's energy-saving kit program, please consult ppleasysavings.com.
- For more information on rebates offered through PPL's Act 129 programs, please consult pplelectric.com/save-energy-and-money/all-rebates-and-discounts/all-rebates.aspx
- Account Management & Electricity Usage – See how much electricity that you are using on a monthly, daily, or even hourly basis and find ways to save. Register at pplelectric.com. You will need your bill account number for the one-time registration set-up.



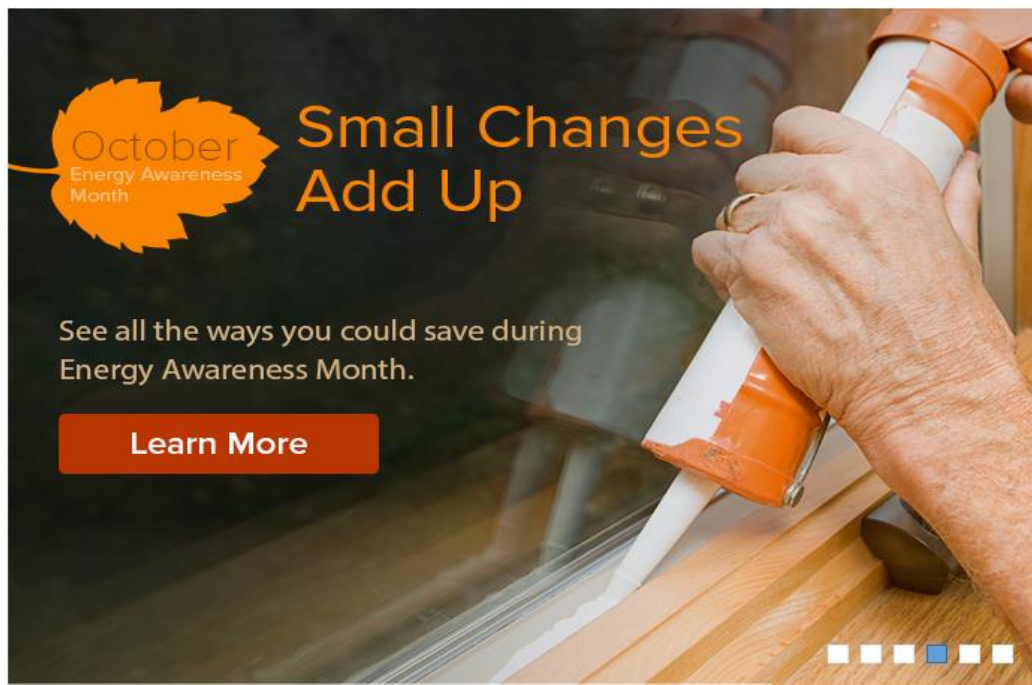
A screenshot of the PPL Electric Utilities 'My Account' web page. The page features a navigation bar at the top with links for 'Home', 'My Account', 'Outage Center', 'Save Energy & Money', 'At Your Service', 'About Us', and 'Sign Out'. Below the navigation bar is the 'My Account' section, which includes a 'Account Management' heading and a sub-heading 'View all aspects of your account in detail'. There are two buttons for 'Print' and 'Email'. The 'Account Information' section contains five buttons: 'Account Summary', 'Electricity Usage', 'Manage Alerts', 'Privacy Release', and 'Moving?'. The 'Account Settings' section is partially visible at the bottom. On the left side of the 'My Account' section, there is a photo of an elderly couple looking at a smartphone, with the text 'Account Management' below it. A sidebar on the left lists various account management options: 'Account Summary', 'Daily Electricity Usage', 'Manage Alerts', 'Account Information', 'Privacy Release', and 'Select Account'.

Where to find us?

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