



PPL Electric Utilities

Termination Process for Residential Service

Shutting off electric service for residential customers is always a last resort and PPL attempts to work with all customers to help ensure uninterrupted service. If service termination is necessary, we follow procedures set by the state Public Utility Commission. These procedures include reminders and outreach as *outlined below*. *Residential service terminations only occur between April 1 and Nov. 30.*

How does the process work? (April 1 to November 30)

1. Send a reminder message about missed payments
2. Issue 10-day termination notice via U.S. mail
3. Attempt to contact the customer by phone 3 days before the shutoff or post a notice at the residence if there is no valid phone number
4. Terminate the service if no payment received, no payment plan established, or no medical certification received
5. Leave a post-termination notice explaining reconnection requirements
6. Reconnect service within 3 days if customer meets the reconnection requirements (e.g., makes a payment)

What stops termination of residential service?

- Customer payment
- PPL payment agreement
- PUC payment agreement
- Complaint filed with the PUC
- Customer dispute
- Medical Certification from doctor, physician assistant or nurse practitioner (three medical certificates accepted in duration of arrearage)
- Bankruptcy proceedings
- Energy assistance guarantee (hardship fund)

What should customers do if they receive a collection notice?

They should call PPL immediately to discuss their overdue bill. The Company's toll-free number is 1-800-342-5775 and customer service reps are available to handle calls Monday through Friday, from 8:00 a.m. to 5:00 p.m. Self-service options are available on our website at ppllectric.com.

PPL works with customers to set up reasonable payment agreements based on PUC guidelines. For lower income customers, they may be eligible for various assistance programs (e.g., reduced payment plans, weatherization, or hardship funds) offered by the Company or social service agencies.

It is important that customers give PPL a chance to help find a solution to their bill-payment problems.