PPL Electric urges customers to seek bill assistance before winter costs rise

More than 100,000 customers connected with assistance this year; PPL Electric expanding support in 2027.

ALLENTOWN, Pa. (Nov. 19, 2026) - As higher electricity supply prices and colder weather put pressure on household budgets, PPL Electric Utilities is urging customers who are worried about winter bills to seek help before they fall behind. The company is supporting the Pennsylvania Public Utility Commission's (PUC) "Call Utilities Now" campaign by reaching customers earlier, making assistance easier to access and expanding support for eligible households.

More than 100,000 PPL Electric customers have connected with payment assistance, energy-efficiency and hardship programs through October. These include OnTrack, which sets monthly payments based on household size and income; the Winter Relief Assistance Program (WRAP), which helps income-eligible customers lower their energy use; and Operation HELP, a hardship grant program. Customers also received grants through the federally funded Low-Income Home Energy Assistance Program (LIHEAP), which helps with heating costs.

"Higher winter energy bills can strain a household budget, and the best time to ask for help is before a bill goes unpaid," said Christine Martin, president of PPL Electric Utilities. "We are making it easier for customers to get help before financial challenges become a crisis. If you're concerned about paying your bill this winter, contact us now. We'll help you understand the assistance and payment options available to you."

Customers can visit pplelectric.com/toolkit to explore payment assistance programs, payment arrangements, budget billing and energy-saving programs in one place. The Bill Toolkit explains available options and directs customers to the next step for each program.

Connecting more customers with assistance
From January through October, PPL Electric's assistance programs made a significant difference for customers. OnTrack alone provided $124 million in benefits, and participating customers saved an average of approximately 60% on their monthly bills. Customers also received $8.72 million in LIHEAP benefits, while Operation HELP provided $1.44 million in grants and matching funds to more than 3,100 customers. While these results are encouraging, PPL Electric is working to reach even more eligible customers.

"Every situation is different, and customers shouldn't assume they won't qualify for help," said Rodman Moore, director of Customer Programs for PPL Electric Utilities. "Many customers are surprised to learn that a past-due balance isn't required for a LIHEAP grant, or that Operation HELP may be able to assist households that earn slightly too much for other programs. Contacting us early gives us more opportunity to understand the circumstances and identify assistance, payment options or energy-saving programs that may help."

Making it easier to get help
PPL Electric is also working to remove barriers that can prevent eligible customers from receiving assistance. Customers applying for LIHEAP can choose to share their information with PPL Electric and consent to enrollment in other assistance programs. This option allows eligible customers to be enrolled in OnTrack without completing a separate application.

In addition to setting monthly payments based on household size and income, OnTrack may provide debt forgiveness over time for customers with a past-due balance. Eligible homeowners and renters can also apply for heating assistance through LIHEAP. A past-due balance is not required for a LIHEAP cash grant, and customers are encouraged to apply early while funding is available. Customers experiencing immediate financial hardship whose incomes fall slightly above the guidelines for other assistance programs may qualify for a grant through Operation HELP, a hardship fund supported primarily by PPL Electric and private donations.

Expanding assistance in 2027
Beginning in 2027, PPL Electric will expand assistance to more eligible customers under provisions approved by the PUC as part of the company's 2025 base rate case. The maximum annual OnTrack credit, which is the most assistance a household can receive in a year, will increase by approximately 60% across income levels and customer classifications.

PPL Electric will also increase its annual low-income weatherization funding by $1.5 million to $13.5 million. The additional funding will provide more homeowners and renters with WRAP energy assessments, energy-saving products and, for some

customers, energy-efficiency improvements.

How to get help
Customers concerned about paying their next bill can call PPL Electric at 1-800-342-5775, 8 a.m. to 5 p.m., Monday through Friday, or visit the online Bill Toolkit at pplelectric.com/toolkit to explore assistance, payment arrangements and budget billing, along with resources to help reduce energy use.

About PPL Electric Utilities
PPL Electric Utilities delivers safe, reliable and affordable electricity to about 1.5 million homes and businesses in eastern and central Pennsylvania. It regularly ranks among the country's best utility companies for reliability and customer satisfaction. PPL Electric Utilities is a major employer and an active supporter of the communities it serves. It is a part of the PPL Corporation (NYSE: PPL) family of companies. Visit pplelectric.com or connect on social media via Facebook, X and Instagram for energy efficiency tips, bill help information, guidance on shopping for an electricity supplier, storm updates and more.

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