

Low-Income Home Energy Assistance Program Open for 2012-2013 Heating Season

Eligible PPL Electric Utilities Customers Are Encouraged to Apply

PPL Electric Utilities

[PPL Electric Utilities](#) advises customers who need help paying their utility bills to check for their eligibility for cash grants under the federally funded Low-Income Home Energy Assistance Program.

Grant applications are now being accepted. The grants will help eligible homeowners and renters pay for home heating this winter. The program is open for applications until funding runs out.

Customers whose power was shut off can apply for a LIHEAP Crisis Exception grant, in addition to a LIHEAP cash grant, through Jan. 1, 2013. To qualify, customers need to have applied for the LIHEAP cash grant and have received a 10-day shut-off notice. The application deadline is March 29, 2013.

About 28,000 PPL Electric Utilities customers received \$9.3 million in LIHEAP grants for last winter. Across the state, the program assisted 392,000 households with more than \$143 million in cash grants during the 2011-12 LIHEAP season, and more than 105,000 households received crisis assistance. Many households received both cash and crisis grants.

To qualify for cash grants, customers don't have to have an unpaid bill and don't need to be a public assistance recipient, but their income must be at or below the following income thresholds.

Family Size / Gross Annual Income

1 \$16,335

2 \$22,065

3 \$27,795

4 \$33,525

5 \$39,255

6 \$44,985

7 \$50,715

8 \$56,445

Additional Person = \$5,730

"We want our customers who find themselves in a tough financial situation to know that we're here for them and will use all available programs and resources to help," said Timothy R. Dahl, manager of Regulatory Programs and Business Services for PPL Electric Utilities. "That includes LIHEAP, but it's certainly not limited to that program. Other programs also can help customers maintain uninterrupted service."

PPL Electric Utilities uses a variety of outreach methods to make customers aware of LIHEAP, including letters, an outbound calling campaign, bill inserts, referrals by customer service representatives and the company website. In addition, the company sends LIHEAP applications to customers and refers them to the Department of Public Welfare website where they can print out the LIHEAP application.

To find out more about assistance offered through PPL Electric Utilities, visit www.pplelectric.com/billhelp.

PPL Electric Utilities, a subsidiary of PPL Corporation (NYSE: PPL), provides electric delivery services to about 1.4 million customers in Pennsylvania and consistently ranks among the best companies for customer service in the United States. More information is available at www.pplelectric.com.

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