

PPL Electric Utilities waving late bill fees during COVID-19 pandemic

Measure provides additional help during health crisis

ALLENTOWN, Pa. (March 19, 2020) -- PPL Electric Utilities announced Thursday (3/19) it is waiving late bill fees for all customers until further notice in order to provide more financial support during the coronavirus pandemic.

Consistent with last week's order from the state Public Utility Commission for utilities statewide, PPL already suspended service shutoffs for non-payment until further notice and reconnected customers who were recently disconnected. Late fees are waived effective March 16, 2020 and any late fees charged since then will be refunded.

"These are unprecedented times," said Lori Mueller, PPL's vice president of Customer Services. "The additional actions we're taking on late fees is another way to help the most vulnerable among our customers across central and eastern Pennsylvania. It's the right thing to do."

PPL stands ready to offer payment assistance as it always has for those who may be struggling to pay their electric bill. Residential payment assistance programs can be found at ppllectric.com/billhelp.

PPL's Operation HELP Fund, established in 1983 to help customers pay their energy bills, is one program in place to help. Operation HELP grants aren't just for electricity bills. They're for any heating type and payments go directly to the customer's utility or fuel provider. It is funded by customers, employees and by PPL.

To find out more information about Operation HELP, or to donate, visit ppllectric.com/operationhelp.

PPL Electric Utilities provides electric delivery service to more than 1.4 million homes and businesses in Pennsylvania and ranks among the best utility companies in the country for customer service and reliability. PPL Electric Utilities is a major employer in the communities it serves. It is a subsidiary of PPL Corporation (NYSE: PPL). For more information visit www.ppllectric.com.

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