

PPL Electric Utilities: Assistance programs can help with COVID-19 financial strain

Customers urged to explore how they may benefit

ALLENTOWN, Pa. (March 26, 2020) -- While the ongoing coronavirus pandemic has changed how we live and work, PPL Electric Utilities wants its customers to know one thing is constant: We're here to help if you're struggling to pay your bill.

PPL has already suspended service terminations for non-payment and waived late fees until further notice, but there also are a host of programs available to help income-eligible customers during the pandemic and beyond.

"The financial impact of this health crisis is significant for some customers," said Lori Mueller, PPL's vice president of customer services. "For a family who's struggling because of job loss or other pandemic-related issues, utility bill assistance can help make a difference. We want our customers to know about the programs that are available and how they can apply for that help.

To find out about PPL's programs, visit ppllectric.com/billhelp. Customers can apply online or call 1-800-342-5775 for more information.

Programs include:

- **OnTrack** - a payment plan that offers debt forgiveness and a lower fixed monthly payment to customers who qualify.
- **LIHEAP** - a federal program that provides cash and crisis grants to eligible customers. It's open through April 10, so there's still time to apply.
- **Budget Billing** - Averages a customer's electric use over the entire year and then smooths out bills so they're more predictable.
- **Payment Arrangements** - customers who qualify can set up flexible payment arrangements that work for them.
- **Bill due date** - Customers can pick the monthly due date of their bill to better fit with their income schedule.

Operation HELP is also available for qualifying customers. It's a PPL Electric Utilities fund that offers grants to help customers pay their energy bills, including their electric bill. The program is funded by donations from customers, PPL and its employees. Customers who have the means and want to help can visit ppllectric.com/operationhelp to make a one-time donation or set up a recurring donation as part of their monthly bill.

The PPL Foundation recently donated \$500,000 to Operation HELP to support customers dealing with temporary hardships as a result of the coronavirus outbreak.

"We want our customers to know we'll always be there for them. That not only means providing safe, reliable power, but increasing our ability to help those who are struggling financially," Mueller said.

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.

#

Note to Editors: Visit our media website at www.pplnewsroom.com.

For further information: Joe Nixon, 610-774-5997, jcnixonjr@pplweb.com PPL Electric Utilities

