

# PPL Electric Utilities helps customers receive more than \$11 million from Emergency Rental Assistance Program

## ERAP and other assistance programs are still available to help eligible customers

ALLENTOWN, Pa. (Dec. 12, 2022) – PPL Electric Utilities customers have received more than \$11 million in utility payments through the Emergency Rental Assistance Program (ERAP). Additional ERAP funding, as well as many other customer assistance programs, remain available for eligible customers.

ERAP, a federal program administered by the state, helps renters affected by financial hardships associated with the COVID-19 pandemic. The program provides qualifying households with money for monthly rent, utility bills, fees and past-due balances.

Since the program launched in 2021, more than 16,100 PPL Electric customers in eastern and central Pennsylvania have received assistance through ERAP. PPL Electric has been informing and communicating directly with eligible customers since the program's inception and continues to encourage those who are eligible to apply.

With ERAP, no bill is too large or too small to receive assistance. To qualify, a household must meet specific eligibility criteria and must have an income at or below 80% of the county's median income. With funding controlled at the county level, as well as the availability of funds becoming limited, those who need assistance should reach out to their respective county agency as soon as possible. For a list of county agencies administering the ERAP program, visit [ppllectric.com/ERAP](https://ppllectric.com/ERAP).

Another federal program available to eligible customers is the Low Income Home Energy Assistance Program (LIHEAP), which provides grants to households to help with home energy bills or to pay off past-due balances. The most-recent LIHEAP program season began on November 1 and customers can now apply if they need assistance.

"With energy supply costs on the rise and colder weather causing more energy use, we understand our customers could face financial struggles in the coming months," said PPL Electric Utilities Manager of Regulatory Programs Yvette Belfort. "We want to assure our customers that we're here to help. There are multiple programs available to those who qualify, and we want to encourage those who need assistance to take advantage of the resources available to them."

PPL Electric also offers these programs to income-eligible customers:

- **OnTrack payment plan** — a program that makes managing energy bills easier with lower fixed monthly payments and debt forgiveness.
- **Operation HELP** — a fund supported by donations from PPL Electric, its employees, and customers that provides grants to help with energy bills.
- **WRAP** — a program that offers free energy-efficiency products, such as LED bulbs, to customers to assist them in saving both energy and money.

All customers, regardless of income, can take advantage of other bill help services like budget billing, which helps make monthly payments more predictable, and choosing a payment due date that works for their budget.

For more information on ERAP, LIHEAP and all of PPL Electric's other bill help initiatives, including how to apply, visit [ppllectric.com/billhelp](https://ppllectric.com/billhelp).

PPL Electric Utilities delivers safe, reliable and affordable electricity to more than 1.4 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 [ppllectric.com](https://ppllectric.com) or connect on social media via [Facebook](#), [Twitter](#) and [Instagram](#) for energy efficiency tips,

bill help information, guidance on shopping for an electricity supplier, storm updates and more.

***Note to Editors: Visit our media website at [www.pplnewsroom.com](http://www.pplnewsroom.com) for additional news and background about PPL Corporation.***

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