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**FEDERAL EXPRESS**

INDEPENDENT REGULATORY  
REVIEW COMMISSION

COPY

April 20, 2009

James J. McNulty, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street  
Harrisburg, Pennsylvania 17120

**Re: Rulemaking to Amend the Provisions of 52 Pa. Code,  
Chapter 56 to Comply with the Provisions of  
66 Pa. C.S. Chapter 14, General Review of Regulations  
Docket No. L-00060182**

Dear Mr. McNulty:

Enclosed for filing on behalf of PPL Electric Utilities Corporation ("PPL Electric" or the "Company") are an original and fifteen (15) copies of the Company's comments regarding its e-billing program. The Company is filing these comments pursuant to a Secretarial Letter dated March 31, 2009, requesting comments from utilities on their e-billing programs. Also enclosed for filing is a diskette that provides the Company's comments in electronic format. PPL Electric has forwarded copies of these comments by electronic mail to Terrence J. Buda, Patti Wiedt, Cyndi Page and Daniel Mumford.

Pursuant to 52 Pa. Code § 1.11, the enclosed document is to be deemed filed on April 20, 2009, which is the date it was deposited with an overnight express delivery service as shown on the delivery receipt attached to the mailing envelope.

In addition, please date and time-stamp the enclosed extra copy of this letter and return it to me in the envelope provided.

If you have any questions, please call me at (610) 774-4254 or Timothy R. Dahl, PPL Electric Utilities' Manager-Regulatory Programs & Business Services, at (484) 634-3297.

Very truly yours,

Paul E. Russell

Enclosures

cc: Terrence J. Buda, Esquire  
Patricia Wiedt, Esquire  
Cyndi Page  
Daniel Mumford

RECEIVED

APR 20 2009

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Re: Rulemaking to Amend the :  
Provisions of 52 Pa. Code, Chapter :  
56 to Comply with the Provisions of : Docket No. L-00060182  
66 C.S., Chapter 14; General Review :  
of Regulations :

**PROPOSED RULEMAKING ORDER**

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**Comments of  
PPL Electric Utilities Corporation  
Regarding E-Billing Issues**

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**RECEIVED**

APR 20 2009

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

I. Introduction

On March 31, 2009, the Pennsylvania Public Utility Commission ("PUC" or the "Commission") issued a Secretarial Letter directing utilities that have already adopted electronic billing ("e-billing") programs to file comments in the above-captioned rulemaking regarding the successes and failures of their individual e-billing programs. The purpose of the comments is to help the Commission in promoting the greater use of technology while, at the same time, ensuring adequate safeguards for consumers and promoting best practices among utilities. This information is important for two reasons: 1) it will help the Commission fashion effective regulations, and 2) it can serve as the basis for a blanket waiver until the Commission promulgates final regulations.

PPL Electric Utilities Corporation ("PPL Electric" or the "Company") appreciates the opportunity to provide comments regarding its e-billing program, which has been in place since 2002. PPL Electric agrees with the Commission that

technology, especially e-billing, can provide benefits to both customers and utilities (reduced costs, less environmental impact, convenience, etc.). The Company has promoted its e-billing option to residential customers through a variety of methods.

Pursuant to its Secretarial Letter, the Commission requested that utilities' comments, *inter alia*, address the following elements of e-billing:

- 1) The scope and description of current e-billing programs;
- 2) The current levels of participation in current e-billing programs;
- 3) Any changes to tariffs made or which should be made to tariffs to implement e-billing;
- 4) Describe any changes you have made to your e-billing programs since the inception of the programs;
- 5) Information that was or will be contained in bill inserts and other communications to customers explaining e-billing along with copies of those documents; and
- 6) Any other concerns regarding e-billing that the PUC should consider.

PPL Electric's comments, observations and recommendations regarding the above aspects of e-billing are as follows.

## II. Specific Comments

### ▪ **Scope and Description**

PPL Electric began its paperless billing program in October 2002. The program is available to all 1.2 million residential customers, and they can enroll by using PPL Electric's Web site or by calling the customer contact center and speaking with a Customer Service Representative ("CSR"). Currently, about five (5) percent of the

Company's residential customers participate in the e-billing program. After enrolling in paperless billing, which is PPL Electric's term for e-billing, customers will receive one additional paper bill. After that, the Company provides all bills electronically. Paperless billing customers also receive an e-mail from PPL Electric each month when their bill is available to be viewed online. There is no fee to participate in the paperless billing program, and customers can cancel their participation at any time either by calling PPL Electric or by using the Company's Web site. After doing so, they will receive a paper copy of their bill the next month.

Paperless billing customers cannot request a duplicate paper copy of their electric bill. If customers have more than one account that they would like to sign up for paperless billing, they can do so but must enroll each account separately. A paperless billing customer can view up to six (6) previous monthly bills online. After a paperless billing customer makes a payment online, he or she receives an electronic notification indicating a successful receipt of the payment, the amount and the date and time PPL Electric received the payment. As a security measure, there is no private information in the e-mail notice that the Company sends to the customer. In addition, PPL Electric stores all account information on a secure server.

▪ **Current Level of Participation**

As of April 10, 2009, there were 62,555 customers participating in PPL Electric's e-billing program, or approximately five (5) percent of its residential customers. The Company tracks the number e-billing enrollments and, year-to-date as of April 10, 2009, an average of 397 customers have enrolled weekly in the program. From January 1, 2008 through April 10, 2009, the number of customers enrolled in PPL

Electric's e-billing program has gone from 49,569 to 62,555 – an increase of 26.2 percent.

Nearly all customers who sign up for the paperless billing do so by using PPL Electric's self-service application on its Web site. In fact, the Company deliberately directs customers to its Web site in an effort to encourage them to take advantage of the innovative and informative Energy Analyzer. By using the Energy Analyzer, customers can learn a lot about how and where they use electricity in their homes. In addition to allowing customers to see how they use electricity hour-by-hour, the Energy Analyzer provides many useful tips on how customers can reduce their electricity usage.

- **Changes to Tariffs**

In PPL Electric's current PUC-approved tariff, there are no references or specific information regarding the Company's e-billing program. Although PPL Electric would certainly prefer that more customers enroll in its e-billing program, including information in the tariff does not seem to be necessary. The Company's experience shows that the tariff is not an effective communications tool for most residential customers. Few, if any, residential customers actively access the tariff for information.

If the Commission believes that it is important to include information about e-billing in a utility's tariff, PPL Electric would recommend a general description of the program's components and requirements. That description could be similar to the scope and description of PPL Electric's program set forth in these comments above. For example, the Commission has determined through various actions that budget billing is an important payment option for residential customers, especially those who

may have bill-payment problems. As a result, PPL Electric has provided a general description of its budget billing program in its current tariff.

- **Changes to E-Billing**

Since 2002, there have been no fundamental changes in the procedures for customers to enroll in paperless billing. PPL Electric has attempted to keep the process as user-friendly as possible. The one key change, which occurred in June 2007, was to shift the responsibility for managing the e-billing program from an outside vendor (DST, Inc. in Eldorado Hills, CA) to PPL Electric. The Company made this change to coincide with the introduction of its new Web site. Directing the program internally helps to manage costs and to strengthen the day-to-day management of the program. Administering the program internally allows the Company more flexibility and timeliness in making improvements or correcting problems.

- **Customer Information and Communications**

PPL Electric has primarily promoted its paperless billing program through bill inserts. Since the start of the program in 2002, PPL Electric has used periodic bill inserts to encourage customers to enroll in the paperless program. (See Exhibit 1 for copies of recent bill inserts). The Company also provides information about the paperless billing program on its Web site ([www.pplelectric.com](http://www.pplelectric.com)). (See Exhibit 2 for a copy of the Web pages). PPL Electric has also relied on television ads to promote enrollment in e-billing. From July through December 2007, the Company ran a paperless billing ad campaign in Allentown, Wilkes-Barre, Scranton, Lancaster and Harrisburg markets. During this period the ad ran approximately 2,800 times.

PPL Electric's CSRs have access to information about the program and encourage customers to use this convenient billing option. The Company's Customer Services Dial Directory, an extensive electronic repository of information regarding various programs and processes, includes information about paperless billing. The CSRs use this information routinely to answer customers' questions and inquiries.

PPL Electric promotes paperless billing monthly by including the following message on the back of both the billing envelope and the customer remittance envelope:

"Never miss a payment or write another check.

Go paperless today at [www.pplelectric.com](http://www.pplelectric.com)."

The front of both envelopes encourages customers to learn more about ways to save energy by visiting PPL Electric's Web site. (See Exhibit 3 for copies of the billing and remittance envelopes).

The Company has conducted periodic special promotions to increase enrollment in the paperless billing program and will continue do so in the future. For example, PPL Electric sent an e-mail to customers who had created web profiles on the Company's Web site encouraging them to sign up for paperless billing. PPL Electric informed these customers that if they enrolled in paperless billing, the Company would provide an additional discount of \$5 at its E-Store and contribute \$1 to the Wildlands Conservancy. As a result of this promotion, a total of 1,232 customers signed up for the paperless billing program.

- **Other E-Billing Concerns**

In the future, PPL Electric certainly would like to increase participation in its paperless billing program. A customer participation level of five (5) percent is much lower than PPL Electric's expectations for the program. Many customers may still have security concerns about the security of payment transactions over the Web.

Nevertheless, the Company will continue its efforts to promote paperless billing through its Web site, bill inserts and special promotions.

### III. Conclusion

From PPL Electric's perspective and experience, e-billing is a safe and convenient payment method for customers. E-billing reduces costs, helps protect the environment and offers customers another payment option. Offering choices to customers is a key strategy in giving them more control over how they use and pay for electricity. PPL Electric's challenge is to continue its efforts in encouraging more customers to sign up for this beneficial payment option.

The Company supports the Commission's efforts to gather more information in order to expand its knowledge about the successes and concerns associated with e-billing. PPL Electric looks forward to working collaboratively with the Commission on this issue.



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# connect



January 2008

## Five reasons to go paperless

Saying goodbye to your old bill's a good thing

### 1. It's quick and convenient.

Bill notices arrive by e-mail, and with a few clicks, you can view and pay bills online. You can schedule payments at your convenience or enroll in our Automatic Bill Payment program.

### 2. It's secure.

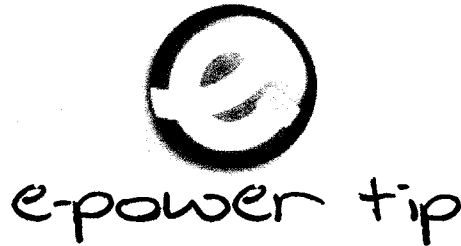
There's no private information in the e-mail bill notice we send. A link lets you access your bill through myPPL, which requires a user name and password for security. All account information is stored on a secure server.

### 3. It saves trees.

If just half of our customers went paperless, it would save more than 68 tons of paper — or more than 1,600 mature trees — each year.

### 4. It saves money.

When customers go paperless, it improves efficiency and lowers the



Ceiling fans can help you reduce your energy bills and stay comfortable this winter.

During winter, reverse your fan so that it spins in a clockwise direction. Most fans have a switch that allows you to do this. This forces warm air down from the ceiling into the living space.

Operate your fan at low speed to avoid creating a drafty condition, and turn off your fan when you leave the room.

If your ceiling fan has light fixtures, switch to compact fluorescent light bulbs to save even more energy.

costs to process bills and payments. In the end, that saves everyone money.

### 5. It's free.

There's no fee to participate, and you can cancel at any time by calling 1-800-342-5775.

**For other payment options and how to get started on myPPL, see the back page.**

## how to get in touch

**Customer service:**  
1-800-342-5775  
1-800-DIAL PPL  
Automated phone lines  
are open 24 hours a day,  
seven days a week.

**Customer service**  
**representatives are available**  
**Monday through Friday,**  
**8 a.m. to 5 p.m.**

Telecommunications Device for  
the Deaf: 1-800-231-7288 TTY

Write to us at:  
**Connect**  
**827 Hausman Road**  
**Allentown, PA 18104-9392**

Visit us on the Internet at:  
**[www.pplelectric.com](http://www.pplelectric.com)**

## Getting started on myPPL is quick, easy

Whether you want to save energy, sign up for budget billing, understand why a bill went up or down, or pay bills online, myPPL is the place to get help conveniently and on your schedule.

### Steps to get started:

1. Visit [www.pplelectric.com](http://www.pplelectric.com) and select "myPPL" at the top of the page.
2. Click the link for "first-time user."
3. Create a user name and password.  
Once you do this, a confirmation e-mail will be sent to your e-mail address.
4. Activate your new user name and password by clicking on the link in your confirmation e-mail. This step must be completed within 24 hours.
5. Link a PPL Electric Utilities account to your user name. You'll need a copy of your most recent bill to complete this step.

### Want to share access to your account?

Sharing access is easy with myPPL. This is convenient if a spouse or family member wants to view usage information or pay bills for the account.

To share, click "Select a different account" on your myPPL pages. On the "My Account List" page, select "Share." The person you're sharing with must have a user profile.

## Variety of payment options available

For your convenience, we offer a variety of ways to pay your electric bill. You can mail your payment or choose one of the following payment options:

### Automatic bill payment

Payments are made automatically from your bank account on the due date. To enroll, visit [www.pplelectric.com](http://www.pplelectric.com) or call toll-free 1-800-342-5775.

### Scheduled payment directly from your bank account

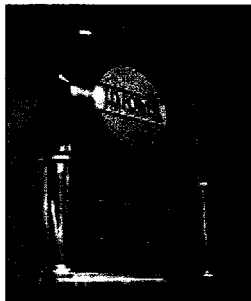
Using myPPL at [www.pplelectric.com](http://www.pplelectric.com), you can arrange to have a current bill paid directly from your bank account. You can designate the payment date.

### By credit card

You can pay by credit or debit card 24 hours a day by calling BillMatrix toll-free at 1-800-672-2413. Bill Matrix is an independent company and charges a fee of \$4.95. PPL Electric Utilities does not receive any part of this fee.

### In person

Payments can be made at one of the many independently operated payment centers across our service area. Payment centers charge a \$1 fee. PPL Electric Utilities does not receive any part of this fee. Visit [www.pplelectric.com](http://www.pplelectric.com) to locate a payment center in your area.



### "Highest in Customer Satisfaction with Residential Electric Service in the Eastern U.S. Seven Years in a Row."

PPL received the highest score in the East in the proprietary J.D. Power and Associates 2001-2007 Electric Utility Residential Customer Satisfaction Study<sup>SM</sup>. 2007 based on 29,042 total responses ranking the 14 largest providers in the East. Visit [jdpower.com](http://jdpower.com).



[www.pplelectric.com](http://www.pplelectric.com)



PPL Electric Utilities

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# connect



Summer 2007

## New look, new options Web site gets makeover

Whether you're looking to save energy, pay bills online or find tips to keep your family safe, our new Web site can help.

Easier to use, the site offers access to all of our online services through a single, secure user name and password. It also gives you more of the options and resources you want.

Like options for:

- Managing your account.
- Scheduling a payment.
- Seeing how you use energy.
- Understanding why a bill went up or down.

The new site also gives businesses access to many of the same payment options residential customers have enjoyed.

Why change? Because you've asked us for more options. We recognize that our business is about more than just delivering electricity. It's about listening to what you have told us, delivering tools you can use and giving you choices.

We've also changed Connect to match the look and feel of our Web site. Each issue in the future will share an energy-saving tip.

For more details, see the back page or visit [www.pplelectric.com](http://www.pplelectric.com).

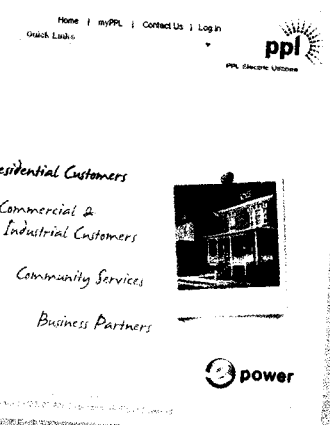


e-power

We understand how important energy efficiency is. When you use energy efficiently, it helps protect the environment and saves you money.

To share information that can help you save, we'll be using Connect, tools on our new Web site, presentations to community groups and other opportunities.

Watch this space in future issues of Connect for energy-saving tips and look for our new e-power symbol.



## how to get in touch

**Customer service:**  
**1-800-342-5775**  
**1-800-DIAL PPL**  
 Automated phone lines  
 are open 24 hours a day,  
 seven days a week.

**Customer service**  
**representatives are available**  
**Monday through Friday,**  
**8 a.m. to 5 p.m.**  
 Telecommunications Device for  
 the Deaf: **1-800-231-7288 TTY**

**Write to us at:**  
**Connect**  
**827 Hausman Road**  
**Allentown, PA 18104-9392**  
 Visit us on the Internet at:  
**[www.pplelectric.com](http://www.pplelectric.com)**

## Pay the easy way

Never miss a payment or write another check to us when you sign up for automatic bill payments. Payments are deducted automatically from your bank account when due.

Not ready for automatic? Our Web site will let you schedule when you want a payment to be made from your checking or savings account.

## Analyze your home

Ever wonder where you use the most electricity? Complete our home energy profile online. Using information you provide and data from our automatic meters, we'll help you find ways to save and tell you how your home's energy use stacks up to homes like yours.

Find more, like tips for lowering your cooling bills or information about compact fluorescent lights, in our energy library. Or use one of our many calculators to see what you can save by replacing an appliance.

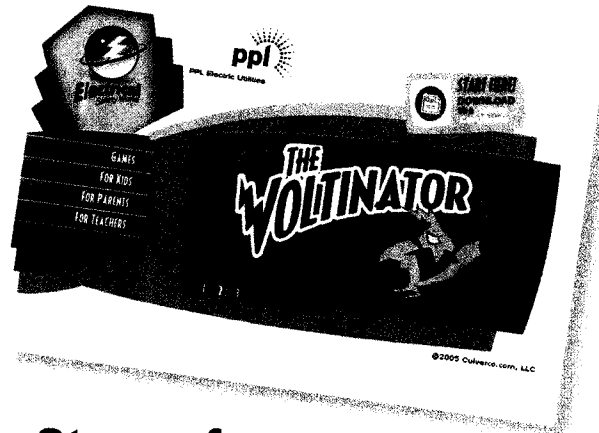
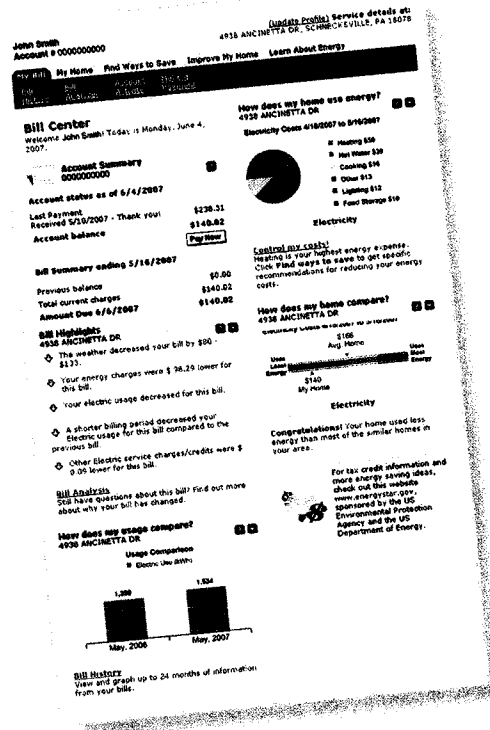
## Compare bills

Take a closer look at why one bill was higher than another with our Bill Analyzer. Understand how much of a factor weather or changes in your home may have played in the differences you see.

## Go paperless

Save a tree and discover what nearly 100,000 of our customers already know — paperless is the way to go.

When you go paperless, old-fashioned bills are a thing of the past. Instead, you receive e-mail notices when new bills are issued. You can then view and pay your bills online.



## Stay safe

Check out the new safety section of our Web site and challenge your kids with our interactive safety quiz. Learn how you can do a safety audit to keep the little ones, and yourself, safe at home. Find games, experiments and information that can prevent injuries and help save lives.



[www.pplelectric.com](http://www.pplelectric.com)



PPL Electric Utilities

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# connect



July 2008

## New online store offers energy-efficient items at 20% discount

If you're like most homeowners, you could save as much as 30 percent on your energy bills by improving your home's energy efficiency. One way to cut energy costs is by using energy-efficient products.

PPL Electric Utilities is partnering with the EFI Energy Store to let you shop for quality, brand-name products that save energy and money without sacrificing comfort or convenience.

Energy Store products include compact fluorescent light bulbs, air cleaners, ceiling fans, items to weatherize your home, programmable thermostats, low-flow showerheads, other water-saving devices and more.

The store is run independently by EFI. PPL Electric Utilities customers receive a 20 percent discount on all purchases. PPL Electric Utilities does not profit from these purchases. Deliveries must be sent to cities or towns within our service territory.

To shop online, visit [www.pplelectric.com](http://www.pplelectric.com), click the e-power logo and select "Energy Store." If you don't have Internet access, you can order over the phone by calling EFI toll-free at 1-866-807-1317.



### e-power tip

Clotheslines have become a thing of the past in many neighborhoods, and yet they are a great, old-fashioned way to dry clothes and save electricity.

To reduce your energy usage, consider hanging your clothes out to dry, as well as slow-to-dry items like bath towels.

Also, wash your clothes in cold water whenever possible, and always rinse with cold.

## Thanks for making pplelectric.com a success

Last summer, we gave our Web site a fresh look with new options. Our goals were simple: make the site easier to use, give you more choices and offer tools to help you save.

Since then, visits to our Web site are up, and we've continued to add new features. See the back of this Connect for more, and thanks for making *pplectric.com* a success.

## how to get in touch

**Customer service:**  
**1-800-342-5775**  
**1-800-DIAL PPL**  
**Automated phone lines**  
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 Visit us on the Internet at:  
**[www.pplelectric.com](http://www.pplelectric.com)**

# ppelectric.com at a glance

Whether you're looking to save energy or pay bills online, our Web site has tools that can help:

## Energy Analyzer

Track your daily use and find out how your home uses electricity. Complete a home profile online and get personalized tips to save. See how your home's energy use stacks up to similar homes.

## Bill payment options

Pay your electric bill online, or sign up for automatic bill payment. This way, you never have to worry about missing a payment or writing a check. Payments are made directly from your checking or savings account.

## Special programs

Sign up for budget billing, which spreads your annual electricity costs evenly over 12 months. Or go green by enrolling in paperless billing. When you do, you receive e-mail notices, instead of paper bills. You can then view and pay bills online.

## New features

Since we launched our redesigned Web site last summer, we've added a number of features:

### Energy Store

Shop for energy-efficient products from the comfort of your living room. Our customers receive a 20 percent discount.

### Daily usage information

View graphs of your daily electric use on our Energy Analyzer. Experiment with changes, like adjusting your thermostat, to see the difference.

## Outage Center

Report and track outages online. Works great for customers with laptops, wireless devices or the ability to quickly access the Internet at work.

## Start and stop service

Start, stop or transfer electric service to a new address. In most cases, we can process your request the next day.

## Future improvements

We're committed to giving you even more choices. Improvements we're planning include:

### Hourly usage information

By the end of 2008, this information will let

you see like never before how activities in your home affect usage. It will also help you evaluate whether new time-of-use rate options we're planning for 2010 make sense for you.

### Bill-to-date

Soon our Energy Analyzer will give you the ability to track electricity costs between bills. If you're on a tight budget, this can help you monitor your charges to date and adjust your usage, if desired.

## Web buzz

- Weekly visits to our Web site are up 520 percent over the past year.
- More than 200,000 different users have visited the Energy Analyzer.
- Over 80,000 customers received energy-saving tips by completing an Energy Analyzer home profile.

## No Web access. No problem.

We know the Web isn't for everyone. That's why we're here from 8 a.m. to 5 p.m. Monday through Friday to help. Whether you have questions about your bill, want energy-saving tips or need other information, you can call us at 1-800-342-5775.

Each year, we handle more than 2 million calls from customers like you. We want to understand your needs and satisfy you the first time, every time.



[www.ppelectric.com](http://www.ppelectric.com)

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# connect



January 2009

## Watts up with new LCD and plasma TVs

LCD and plasma TVs are a big hit. With their dazzling pictures, it's no wonder. But what you may not know is that these flat-panel phenoms of the TV world are big energy users.

Consider this: a new 42-inch plasma TV can draw as much as three times the power of a traditional 27-inch TV, or about as much as a full-size refrigerator. A 42-inch LCD can draw about twice as much as a traditional 27-inch model.

Those numbers add up to higher electricity bills. Add in other home electronics, like high-definition cable boxes, digital recorders and more, and you could be in for a big surprise. You could also be wiping out any energy savings you might otherwise realize from steps like switching to compact fluorescent light bulbs.

To reduce your electricity use and save money, consider how much electricity those new appliances will use. Look for the most energy efficient models. Our e-power program will help you use energy wisely.



### e-power tip

This February, analog televisions with "rabbit-ear" antennas will lose their signal as the U.S. shifts to digital-only TV broadcasts. If you do not subscribe to a cable or satellite service, you will need to buy a digital-to-analog converter box.

When you do, be aware that as long as these converter boxes are plugged in, they are using electricity. Look for converters with the federal government's ENERGY STAR label. By purchasing an ENERGY STAR qualified model, you'll save energy, spend less on electricity, and help protect the environment.

### Look for the STAR

Thanks to new, tougher requirements, ENERGY STAR® qualified TVs now use about 30 percent less energy than conventional models. The ENERGY STAR label can be found on everything from standard TVs to flat screen plasma TVs, and many other appliances.

## how to get in touch

#### Customer service:

**1-800-342-5775**

**1-800-DIAL PPL**

**Automated phone lines are open 24 hours a day, seven days a week.**

#### Customer service

**representatives are available**

**Monday through Friday, 8 a.m. to 5 p.m.**

Telecommunications Device for the Deaf: **1-800-231-7288 TTY**

#### Write to us at:

**Connect**

**827 Hausman Road  
Allentown, PA 18104-9392**

Visit us on the Internet at:  
**[www.pplelectric.com](http://www.pplelectric.com)**

## Energy-efficiency demonstration project highlights way schools can save energy, money

PPL Electric Utilities and Lutron Electronics Co., Inc. are shining a light on one way school districts can save energy, control electricity costs and help protect the environment.

The companies recently sponsored energy-efficient lighting demonstration projects in 50 school districts in eastern and central Pennsylvania. The projects involved installing high-efficiency lighting systems in select classrooms and gymnasiums.

Lighting accounts for more than half of electricity use in the nation's schools. Today's technology offers schools an opportunity to control lighting costs and achieve long-term savings.

School districts were offered the opportunity to run a demonstration project in two classrooms or a gymnasium. They split evenly on their choices.

Lutron is a leading manufacturer of lighting controls worldwide and says its lighting systems can cut lighting electric use in gymnasiums 50-80 percent and as much as 50 percent or more in classrooms.

We're encouraged that so many schools accepted the offer to give these energy-efficient lighting systems a try. The project is part of our e-power campaign to help customers understand how they can save energy and money.

## Variety of payment options available

For your convenience, we offer a variety of ways to pay your bill. Mail your payment or choose one of these options:

### Automatic bill payment

Payments are made automatically from your bank account on the due date. Receive bill notices by e-mail or regular mail. To enroll, visit [www.pplelectric.com](http://www.pplelectric.com) or call 1-800-342-5775.

### Scheduled payment directly from bank

Using myPPL at [www.pplelectric.com](http://www.pplelectric.com), you can arrange to have a current bill paid directly from your bank account. You can designate the payment date each month or better yet, sign up for our autopay program to have your payments made automatically.

### By credit card

You can pay by credit or debit card 24 hours a day by calling BillMatrix at 1-800-672-2413. Bill Matrix is an independent company that provides this service and charges a fee of \$4.95. PPL Electric Utilities does not receive any part of this fee.

### In person

Payments can be made at one of the many independently operated payment centers across our service area. Payment centers charge a \$1 fee. PPL Electric Utilities does not receive any part of this fee. Visit [www.pplelectric.com](http://www.pplelectric.com) to locate a payment center in your area.

## Third-party notification available for shutoff notices

This free service can help you avoid having your electricity shut off because you missed a late payment notice.

If we have to send you a shutoff notice, we also send a copy to a third party that you choose. This could be a relative, friend, agency or clergy member. You're still

responsible for paying the bill, and the service doesn't prevent a shutoff if you don't pay.

To request third party notification, call 1-800-DIAL-PPL (1-800-342-5775) from 8 a.m. to 5 p.m. Monday through Friday.



PPL Electric Utilities



PPL Electric Utilities - Pay My Bills - Microsoft Internet Explorer

File Edit View Favorites Tools Help


Address http://www.pplelectric.com/Residential+Customers/Pay+My+Bills/

Home | myPPL | Contact Us | Outage Center | Log In  
 Residential | Commercial and Industrial | Business Partners | Community Services  
 Quick Links

**ppl**

## Residential Customers

| Analyze My Home | Pay My Bills | Service Center | Learning Center



*Margaret & Angie  
Harrisburg, PA*

*Make A Payment*

*Go Paperless!*

*Sign Up For Automatic Payment*

*Sign Up For Budget Billing*

*Eliminate paper bills & help the environment by having notices arrive by e-mail instead.*

**Go Paperless**

- »** Phase-In Option
- »** View My Bill
- »** Bill History/Analysis
- »** Need Help Paying Your Bill?
- »** Pay by Credit Card
- »** Payment Locations

Connect Non-Order | Privacy Policy | Search | Site Map | Terms & Conditions | ©2009 PPL Corporation. All Rights Reserved

Discussions not available on http://www.pplelectric.com/

https://self.serv.pplelectric.com/EISelfServ/Secured/EnrollPaperlessBill.aspx

Local Intranet

Start | Inbox - Microsoft Outlook | PPL Electric Utilities - ... | 10:08 AM



## Residential Customers

myPPL

### Welcome,

Let us help you:  
- Find out about our services  
- Pay your bill online  
- Manage your account

Account ID:  
123456789012345

Address:  
12345 Main St  
PPL 1234567890

Rate type:  
Residential  
Standard Rate

- myPPL Energy Analyzer
- View My Bill
- Make a Payment
- Phone-in Options
- Enroll in Automatic Bill Payment
- Enroll in Paperless Billing
- Enroll in Budget Billing
- Stop Service
- Start Service

### Enroll in Paperless Billing

Account: 80200 09015

**Current Bill Due Date:** 05/04/2009    **Total Balance:** \$356.19  
**Bill Amount as of 04-13-2009:** \$356.19    [View Your Current Bill](#)

#### How it Works

After you enroll, you'll be able to see your most recent bill online. You'll also receive one more paper bill in the mail. After that, all of your bills will be online. We'll send you an e-mail each time a new bill is ready.

When you view your bill online, you'll find the same information that's on your paper bills - including a summary of your monthly electricity usage and a breakdown of your charges.

You can also view recent bills - up to six months since you've been enrolled that long.

There's no cost to participate, and you can stop paperless billing at any time.

Click "Enroll" to sign up. Please wait for confirmation before exiting this application.

**Also, please note that enrolling in paperless billing will not prevent your account from being shut off if you have an overdue balance and have received a shut-off notice. If you are behind in your payments, call PPL Customer Service at 1-800-DIAL-PPL (1-800-342-5775). Customer service representatives are available from 8 a.m. to 5 p.m. Monday to Friday.**

Address correspondence in a separate envelope to:  
Customer Service, 827 Hausman Rd., Allentown, PA 18104-9392

**For your protection and better service, please:**

- Do not mail cash, coins or stamps.
- Do not use staples, tape or paper clips.
- Include your payment stub with your signed check.
- Write your customer number on your check or money order.



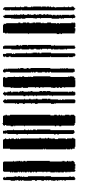
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