

PPL Electric Utilities makes it easier than ever for customers to get bill assistance

Revamped web experience makes it easier for struggling customers to find the help they need

ALLENTOWN, Pa. (Mar. 29, 2022) – PPL Electric Utilities’ recently updated website and online self-service options make it easier than ever for customers who are struggling to pay their utility bills to get the help they need.

With an updated design and intuitive navigation, ppllectric.com allows customers to handle everyday transactions — like making a payment, starting and stopping service, reporting an outage, managing energy use, and much more — without having to pick up the phone. In addition to those features, customers who are falling behind on their monthly bill can find, apply, and qualify for assistance programs and payment arrangements to get them back on course.

To get started, customers will need to sign up for an online account by visiting PPL Electric’s website and clicking on “Sign in.” From there, customers choose “Create new web profile” and follow the prompts. In three quick steps, they’ll be up and running.

Once signed in, customers can click, “Get Help Paying.” And, after answering a few questions about their household and financials, they’ll be given recommendations on the programs that will benefit their family most and information on how to apply online.

Customers who meet income eligibility requirements can apply for the following programs online: the OnTrack payment plan, Operation HELP, and WRAP, a program that offers free energy-efficiency products and services. Through other online resources, customers can also find information and application instructions for the Low Income Home Energy Assistance Program (LIHEAP), the federal Emergency Rental Assistance Program (ERAP) and the Pennsylvania Homeowner Assistance Fund (PAHAF).

In addition, all customers — regardless of income — can take advantage of other bill help services online, like signing up for budget billing, which evens out monthly bill payments, or setting up a payment agreement to pay down bills over time.

While logged into their online account, customers can also sign up for paperless billing to save time and money by skipping the stamps and paying online in just a few clicks. Plus, PPL Electric’s website is mobile friendly, so it can be accessed from a phone, tablet or laptop.

PPL Electric wants customers to know it’s here to help those who are struggling. Whether falling behind, or even facing a shut-off, PPL Electric has multiple programs and payment arrangements — as well as easier ways to sign up for them — to help you catch up.

For more information on customer-assistance programs, including more on how you can apply, visit 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 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 for additional news and background about PPL Corporation.

Contact: For news media: Russ Hryvnak, 570-807-2229, rhryvnak@pplweb.com
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