

[Operator] Good morning and welcome to the PPL Electric webinar. Your conference has now been joined.

[Don] Good morning. On behalf of PPL Electric Utilities, welcome to the Roadmap to 2010 webinar for mid-sized businesses. My name is Don Frazier. I'm the manager of Marketing Research for PPL Electric Utilities and I'll be the moderator for today's webinar. A few housekeeping items as we start. First, everyone's phone should automatically be put on mute. You should be able to hear the presentation over your phone and see the slides on your computer screen. If you have any problems with either viewing the slides or hearing the presentation, please dial *0 on your phone after you've connected to the conference telephone number. If at anytime during the presentation you have a question, just type your question in the chat box that appears in the message section in the bottom right area of your screen and hit Enter. If you have any issues or technical difficulties with your slides advancing and the audio, the slides are available at our website at ppllectric.com under the Commercial Industrial Customer button and then check under Information Center and scroll to the Midsize Business Roadmap. Following the formal presentation as time allows, questions will be read and answered. We'll be posting responses to all questions as well as the entire presentation on our website. Finally after today's session, you will receive a short survey from PPL Electric via E-mail. Your input will be valuable in planning for future sessions. Please take just a few moments to complete and submit your thoughts to us via this survey.

Now onto the presentation. It gives me great pleasure to introduce our speakers. Many of you may be familiar with our business account team formerly known as ICS. They answer your questions when you call our business help line and will be today's presenters. We'll start the presentation with an overview of electric competition in Pennsylvania by Corinne Ronomous, Supervisor, Business Accounts for PPL Electric Utilities. Corinne.

[Corinne] Thank you John and good morning participants. I'm going to quickly review our objectives for today's webinar. Our objectives are to increase your understanding of electric competition, increase your understanding of 2010 rate and bill component and tax, increase your understanding of the shopping process and finally increase your understanding of resources available to help you. I will be walking you through the first part of the presentation entitled Increasing Your Understanding of Electric Competition. So, let's go to the first slide and get started.

Prior to 1997, the electricity marketplace was made up of vertically integrated utilities. The company that I worked for, PPL, formerly referred to as Pennsylvania Power and Light was one such entity. It held the monopoly on the supply of electricity and its franchise service territory. Electricity was generated at PPL owned power plants, transported over PPL transmission lines and delivered over the PPL distribution system. Effective January 1, 1997, the electricity market in Pennsylvania deregulated. At that time, Pennsylvania's electric rates were significantly higher than the national average. The regulation was designed to help encourage the building of cost efficient and energy efficient generation facilities by removing generation from the rate base. Electric rates were separated into the three components: generation, distribution and transmission. At that time, PPL's generation assets were placed into a separate PPL generation company. This company today is the legally and financially separate entity from PPL Electric

Utilities. Additionally, this act gave customers in the state the ability to choose an alternative electric generation supplier.

Turning to the next slide, we'll talk about why shopping did not originally work as desired. In return for allowing distribution companies the ability to recover a portion of the cost that would be shared by deregulation, generation rate caps were put in place to help reduce the amount of costs passed onto the customers. These gen costs are included in the competitive transition charge portion of your bill. Deregulation happened in 1997. Since then the cost of fuel used to generate electricity increased. Additionally, there were increased cost and environmental compliance. This put costs above the generation rate caps hindering competition. Had generation caps not been in place, there may have been increased competition in shopping however you have to ask yourself would you rather have paid higher prices over the last 11 years or would you rather have kept the money and now only pay higher market prices going forward.

Let's advance to the next slide and talk about the current state of shopping in Pennsylvania. To date, generation caps have expired in the Duquesne and Penn Power Service territories. Duquesne's expired in 2002 and Penn Power's in 2006. On January 1, 2010, PPL Electric Utilities generation rate caps will expire. Expiration of rate caps on generation is expected to increase the competitive marketplace and the PPL Electric Utilities service territory. This is because PPL will be paying market price for generation as do alternative suppliers. You can see by the below graph customers in the Duquesne and Penn Power service territories are shopping. Just looking at the commercial segment, you can see over half of their load is served by an alternative generation supplier.

Moving onto the next slide, we'll further explore the division of generation, transmission and distribution. Let's now look at these three parts of electric service as they exist today. On the left side, you'll notice many competing suppliers and if you look closely, you'll notice that some represent windmills and solar panels and a variety of sources that are available so that customers can choose not only their source of generation but also their type of generation. In the middle remains the transmission system, which is regulated by the Federal Energy Regulatory Commission. Think of the transmission system as the large wires and powers along interstate highway systems. It provides a path for electricity and high voltages to its distribution centers and ultimately the end user. On the far right is the distribution system, the remaining monopoly. Today, PPL Electric Utilities provides electric distribution service to customers in 29 counties of Central Eastern Pennsylvania. PPL also stands ready to provide generation service to those customers should they not have another source of generation. This goes by the name of Default Service or Provider as a Last Resort Service. This structure has existed since 1997.

The next slide will help illustrate how the PPL company has transitioned since deregulation. Let's look briefly at how PPL looks today. PPL is a large corporation consisting of five basic companies. Working from right to left, I'll briefly describe each of those. PPL Electric Utilities is the utility company, the distribution company that provides service in Central Eastern Pennsylvania. PPL also has a global affiliate. The global affiliate primarily owns and operates a business in the UK. It's a distribution company much like the PPL Electric Utilities distribution company in Pennsylvania. It provides service to slightly more than 1.5 million customers in Wales and southern England. Moving over, PPL Energy Services consists of a group of

mechanical contracting companies who provide energy management services and facilities maintenance services and also supports the development of renewable energy facilities. The next box to the left is PPL Generation. PPL Generation owns and operates generating facilities in Pennsylvania, Maine, Montana and Illinois. Finally on the far left, PPL Energy Plus is a marketing and trading company. It's also a wholesale and retail electricity supply company supplying energy and energy services in deregulated markets.

Let's move to the next slide. Let's talk about what PPL Electric Utilities is doing to competitively purchase your default electric supply for 2010. As we previously discussed, PPL Electric Utilities does not own generation. Therefore, we must obtain generation supply for default service customers from the competitive market. Generation charges for Default Service are passed through to customers without profit to PPL. While we pay for your generation supply is what you pay for your generation supply. PPL Electric is purchasing electric supply for 2010 through a series of six scheduled competitive solicitations. By spreading out the purchases, we reduce the price risk of buying all at once. To date, five rounds of solicitations are complete for residential and small to midsize business customers. The sixth round for residential and small to midsize business customers is scheduled for October 2009. This auction is supervised by an independent consultant who reports to the Pennsylvania Public Utility Commission. For 2010, nonresidential customers on power rates GS1, GS3, GH1 or GH2 who do not shop will default to PPL's sixth price supply option.

Now that I have provided you with an overview of electric competition in Pennsylvania and how PPL is preparing for 2010, I will turn the presentation over to Janet Gegroen, Business Account Specialist for PPL Electric.

[Janet] Thank you, Corinne and good morning everyone. I'd like to spend the next few minutes reviewing with you the rate and bill component changes for 2010. Several of what we call legacy rates will be restructured in 2010. These changes will be effective on your January 2010 meter reading date and include our G3T time of day rate and our G3C off peak space heating rate. In 2010, these rates will be billed on their maximum demand for the billing cycle just as a regular GS3 customer will be. There will no longer be an on and off peak demand. Customers on these sub rates will be receiving a letter over the next several weeks from PPL Electric Utilities with further information. If you are on these rates, your projected increase could be above the average for this rate class. You're strongly encouraged to shop and to call upon the business account group to provide further guidance. PPL Electric Utilities has requested approval from the Pennsylvania Public Utility Commission to offer a new time of use option. As proposed the new rate would be year round with an on peak period of 7 a.m. to 7 p.m. Pricing would be different in summer and non-summer months. At this time, this new rate option is under review and pending PUC approval.

With this slide, I'll now give an overview of the major components of your 2010 electric bill. The distribution charge is the price for delivering electricity to your business. This rate is approved by the PUC and is billed by PPL Electric Utilities for delivery of generation supply. A transmission charge is the cost of moving electricity from the generating plant to the PPL distribution system. This rate is set by FERC. If you purchase your generation through an alternate generation supplier or EGS it is determined by your generation supplier and billed by

either your generation supplier or by PPL Electric if using the consolidated billing option. If not shopping, your transmission charges are billed by PPL Electric Utilities in accordance to the tariff. The generation charge is the amount your generation supplier charges for producing your electricity. If you purchase your generation through an alternate generation supplier, it is determined by your EGS and billed by either your generation supplier or by PPL Electric if using a consolidated billing option. If not shopping, your generation charges are billed by PPL Electric Utilities in accordance to the tariff. The transmission and generation components are used to calculate your price to compare. More detailed information on price to compare will be provided later in this presentation. Lastly, the competitive transition charges are the costs PPL would have been able to collect in a regulated environment but have been unable to as a result of competition. These charges are billed by PPL Electric Utilities to all customers and are scheduled to expire sometime during 2010. There is a possibility that some rate classes may see CPC charges as a credit in 2010.

With the next slide, I'd like to review some other additional changes to your 2010 GS3 bill. The declining block for generation kWh charges will disappear. You will be charged a flat price per kWh versus receiving the declining price steps as your usage increases. Economic development initiative and industrial development initiative contracts, EDI/IDI, are expiring. These programs were developed in the 1980's and 1990's to encourage job creation and business expansion and to meet the region's economic needs at the time. Both EDI and IDI options were designed to phase out over time. Under terms of the restructuring agreement in 1998 between PPL and the State, these credits were locked in as long rate caps remained in place. That means the last of these credits are set to expire December 31, 2009. For the generation portion of the bill, there will be no demand or kW component. Generation will be calculated based upon usage alone or kWh. Your usage is the total amount of energy you consumed during the bill cycle. Finally the last major change is there will be no usage or kWh component for distribution charges. Distribution charges will be determined by your maximum demand only or kW. Demand is measured every 15 minutes and the billed demand is the highest recorded demand during the bill cycle.

Now that I've reviewed major impacts to your rate class and 2010 bills, I will turn the presentation over to Teresa Bubeck, Business Account Specialist for PPL.

[Teresa] Thank you, Janet. Good morning everyone. I'd like to spend the next few minutes talking to you about the process for shopping for electric generation supply. PPL electric utilizes encourages all of our customers to shop. PPLEU does not profit from generation. It is a pass-through charge and we want to see our customers get the best deal possible for their energy supply.

The question in many of your minds is why would I want choice or why would I want to shop? Choice in Pennsylvania means you can shop for the price and type of service that best suits your business needs. For example, when you go shopping for a car, you don't want to buy the same car as everyone else. You want the car that meets your specific travel needs. If you have a low risk tolerance, you may choose a safer car versus a faster car. If you have a large family, you may need a larger vehicle. All customers can shop for a generation supplier but those who can benefit most from shopping include businesses with any or all of the following characteristics:

High energy usage. If your business consumes large amounts of electricity like a supermarket, for example, you have great leverage. You have a predictable load curve meaning your energy usage is relatively constant without sharp peaks and valleys much like an office. Another beneficial characteristic is having a favorable timing of load. If much of your electric usage occurs during off peak hours such as night or weekend like a manufacturing facility, you may get a lower price. This is because during periods of lower demand, the price for electricity will decrease. Finally, curtailable or interruptible load is a good candidate for shopping. If your business has the ability to voluntarily curtail its electric load during periods of high system level peak demand, you may benefit from credits for load shedding abilities.

I will now review the roles of PPL Electric Utilities and, you, the customer in the shopping process. PPLEU's role includes making your usage information available to you and/or suppliers, making the price to compare available for each of your accounts, providing default generation service for customers who choose not to shop, providing distribution service, providing and supporting billing options to shopping customers such as the one bill option versus the two bill option. One important point you need to keep in mind is that PPLEU will continue to provide the same reliable service to you no matter who is supplying the generation portion of your service. Our philosophy is and continues to be that service is restored to our customers as quickly and as safely as possible. Your role as the customer is to review the Pennsylvania Public Utility Commission's approved qualified generation player list that can be found on the PUC's website. Please be aware that it is against the law in Pennsylvania to offer generation service without being licensed by the Pennsylvania Public Utility Commission. Another role of the customer is to provide authorization for generation suppliers to obtain electric usage information from PPLEU. By completing the form on our website, PPLEU will be authorized to provide your usage data to all interested suppliers. Another action you can take is talking to your local chamber of commerce and relevant industry organizations to evaluate pooling options for smaller loads. Pooling loads may help increase your buying power. Finally, it is the customer's role to evaluate generation suppliers. Compare PPLEU's price to compare to the price to compare from each of the generation suppliers. Price to compare will be further defined on the next slide. Carefully review the supplier offers and contract language. Be aware of fees, penalties, etc. Later in the presentation, I will be presenting questions you should ask your supplier to ensure you understand their offer.

I'm now going to give you a greater understanding of price to compare. Price to compare is the price per kilowatt hour you should use to compare prices and potential savings among generation suppliers. PPLEU encourages you to shop. Therefore, we want you to know how to compare our price to prices you will receive from suppliers. Price to compare is calculated as follows: Generation charges plus transmission charges divided by kilowatt hours. The price to compare figure quoted by PPLEU always includes the following miscellaneous generation and transmission charges: Gross receipts tax. Gross receipts tax is a tax levied on PPLEU's gross revenues. PPLEU recovers that charge through a line item on your invoice. State tax adjustment surcharge or STAS. This is a charge that allows PPLEU to recover various state taxes that change from time to time. Ancillary charges reflect various miscellaneous charges for generating and transmitting electricity and are included in the generation and transmission portion of your current bill. When comparing PPL's price to compare to the generation supplier's price to compare, ensure their quotes include these miscellaneous charges as well. To estimate your

potential savings, subtract the generation supplier's price to compare from PPLEU's price to compare then multiply the difference by the average number of kilowatt hours you would use in a month. The current projected 2010 price to compare for all GS3 customers is 10.81 cents per kilowatt hour. An updated price to compare will be available following the sixth price solicitation.

This slide presents key questions to ask a supplier. Is the supplier licensed by the Public Utilities Commission? What are the lengths and other terms of the agreement? Will the price offered by the supplier remain the same throughout that time? Is there a penalty for canceling an agreement before its term is up? Will I pay a fee or penalty to switch suppliers? Are there restrictions on how much electricity I use and when I use it? Are taxes included in the supplier's price for generation supply? Do I need a special meter and is there an added charge for that meter? Is there a basic or limited service rate that is less expensive? Will I still get service from a supplier if I have an outstanding balance or bad payment history? Does the supplier offer a budget billing plan? Will I receive one bill or two? If you decide to shop, once you have chosen your new supplier, contact them and let them know of your decision. The generation supplier will then notify PPL Electric Utilities who will send you a letter confirming your choice. Generation suppliers must submit enrollment 16 days before your next meter reading date. Therefore depending on where you are on the meter cycle, it may take at least 45 days from the time you sign the contract with your new generation supplier until you see the first bill with the supplier charges. You will have the choice of receiving either one or two bills. With the one bill option, you would receive a single monthly bill from PPLEU that would include charges from your new generation supplier. With the two bill option, you would receive a monthly bill from PPLEU for the distribution charges and a separate monthly bill from your generation supplier for the generation and transmission charges. Also please keep in mind that if you choose to drop your generation supplier depending on where you are on the meter cycle, it may take at least 45 days for that transaction to complete, so you may receive one or possibly two more bills from the supplier before that transaction is finalized. Now that I have reviewed the shopping process with you, I will turn the presentation over to Carol Seitzinger, Business Account Specialist for PPL Electric Utilities.

[Carol] Thank you, Teresa. Good morning everyone. Just a quick reminder that questions can be submitted throughout the presentation using the message function on the lower right side of your screen. Thank you. Now I'd like to spend the next few minutes talking to you about resources available to you.

PPL Electric Utilities developed two unique phasing plans to help customers reduce the amount of increase they will realize come January 2010. The first option offered was the Phase In Plan. With this plan, customers make additional payments on their electric bill through December 2009. Those payments plus 6 percent interest from PPL Electric Utilities are applied to their electric bills in 2010 and 2011. This program is still open for enrollment. However since there are only a few remaining months to earn interest, catch up payments will need to be made. The second plan developed is the Deferral Plan. This plan will enable eligible customers to defer payment of any increase on their 2010 electric bill that is expected to be greater than 25 percent based on the company's current estimates. Enrollment will begin in October. Please visit pplelectric.com to learn more about payment options. There are several recommended steps you

may take. Offset higher market based pricing by using and managing your energy use wisely. Make informed decisions about available pricing options. Use PPL's Electric Utilities' energy analyzer to help you manage your energy and make these important decisions. Shop for electricity supply and start now if you haven't already. Shop around by contacting various generation suppliers for competitive pricing. Contact PPL Electric Utilities if you need help obtaining usage data or your price to compare. Finally, participate in eligible renewable energy and energy efficiency funding programs. There are many government programs available that you can take advantage of. Later in the presentation, you will find a list of helpful websites that will provide information on available funding options. Throughout the presentation we stress the importance of taking advantage of PPL's free online energy analyzer tool. This tool can help you to manage your usage, understand how you use energy and identify opportunities to save money. A customer can access daily, hourly and interval electric use as well as their bill history. Additionally, customers have the ability to export data in an Excel format for further analysis. PPL's Electric website has demos for signing up your account, creating your profile and accessing your usage data. An important bookmark is a list of Pennsylvania Public Utility Commission suppliers. This list can be found at the web address highlighted on this slide. A new energy efficiency and conservation regulation referred to as Act 129 has been passed. This regulation encourages energy efficiency and conservation by requiring you to at least offer customer programs to help reduce usage. PPL Electric Utilities filed their proposed programs with the Pennsylvania Public Utility Commission in July and now it is before the PUC for approval, which is expected this November. Key features are customers are projected to save over 1.3 billion kilowatt hours per year by May of 2013. There is a portfolio of 14 energy efficiency and demand response programs and customer participation is voluntary. Several incentives, grants, matching funds, etc. are available. For more information, you can review the plan online at www.pplact129.com. There is projected to be no less than 5 programs available to each customer segment. The plan reflects significant stakeholder inputs.

This slide is a listing of helpful websites we encourage you to visit. These websites provide information on assistance programs, Act 129 programs and overall education on electric choice. To conclude, electric competition will benefit our customers. Energy costs have increased but rate caps have shielded customers. PPL Electric Utilities will help you prepare and understand your electric usage and opportunities, improve efficiency, conserve where possible, shop for electricity supply. Thank you so much everyone for your time and I will now turn the presentation back over to Don Frazier, our moderator.

[Don] Thank you, Carol. We've now completed the formal portion of today's webinar. If you have further questions, please submit them now. We have seen several questions come through the chat box and it looks like there are some very good questions that are being asked. So, please submit questions if you still have them. Doug Crawl, Manager of Regulatory Strategy for PPL Electric Utilities is now going to answer your questions that you already submitted. Remember you can ask your questions through the message box on the lower right hand corner of your screen. Doug, will you please start with the first question?

[Doug] Thank you, Don. We've been getting quite a few questions and I certainly appreciate the interest all of you are showing in the information we've provided. The first question I've got is, "Will you be projecting the amount our bills will increase when then G3T rate is eliminated?" As

we described earlier, the G3T rate is a time of day rate available to GS3 customers. The answer is yes. At this point in time, you need to call because the G3T rate is somewhat complex and is dependent upon month to month billing components. We would have to do the calculation for you. We are working to have up on our website in a few weeks a calculator that would be available for customers to use so that you could take recent bills, put in the billing components and get a sense of what that increase would be. That's a great question. That G3T rate is somewhat complex and you're going to need to be careful about how you interpret that and how you shop from that. We have some other questions later on related to that as well.

Another question is related to the choice of using one bill or two bills we had referenced earlier that suppliers may be doing the invoicing directly or you may receive a consolidated bill that includes the supplier charges and the question is, "Are there any savings available by choosing one bill or two bills?" The answer is no. There is no credit associated with becoming a one bill or a two bill customer. Customers and suppliers have different views on this issue. Some suppliers like to send their own bill and provide information to customers and you may find suppliers who will only do business that way. Some customers prefer the one bill option because they don't want to receive twice as much paper. It's a matter of differentiation of the product and you need to be careful about that as you shop and you need to understand if you have a preference for one way or another.

Several questions related to the upcoming sixth solicitation. The first is, "What's your best guess as to when in October the new price will be known?" It should be in the first week of October. I believe the solicitation is scheduled to be conducted on the second. There's several days built into the schedule for our independent consultant to review the results, certify them to the Public Utility Commission and for the Public Utility Commission to review the results, assure that they're consistent with the process that they approved and then allow us to release them. I'm guessing that many of you have followed the press releases that we've done following each of the solicitations that project the price going forward. You can anticipate that as soon as we're able to sometime in that first week, we will have a similar press release that will announce the results and the resultant price.

Another question related to the October solicitation is, "Do you think the price to compare will go up or down with the October purchase?" I don't know is the simple answer and I probably shouldn't speculate but let me offer you a couple of thoughts. There are publications that project utility prices forward and if you compare the price that's projected forward today to the price that was projected forward say when we began the solicitations, you'll find that the price is lower which might suggest that the price could come down a little bit. Remember though that we're dealing with only 1/6 of the supply and the 10.81 cents per kilowatt hour that we quoted earlier reflected 5/6 of the supply already being purchased and locked in at that price. So even if the price changes... If the price of this solicitation were to be significantly different from the average to date, the average result would be watered down by the fact that there are existing purchases but it's a good question and it tells me that people are actively looking at offers and actively considering what their bills are going to be doing.

We discussed some in the presentation the fact that the company is proposing a new time of use rate and it is pending before the Commission and a question in regard to the time of use rate is,

“Will customers need a new meter to use PPL’s new time of use rate.” The answer to that is no. We have deploying meters that meet the Commission’s definition of advanced meters. They’re capable of bringing down actual usage in every hour. In fact, you yourself can see that usage on our website. That usage would be used in billing and the meter that you have now provides that information. In fact, we have a pilot program underway since December of last year involving about 8- to 900 residential customers that have been using existing residential meters to bill a time of use account. It could be a confusing point to people who are familiar with prior days where you had to have a special meter that recorded usage into on peak and off peak periods but that’s no longer the case with PPL.

A question related to service. “If I do nothing, will service and invoicing continue?” and the answer is yes. As was described earlier, the technical term for what happens is you become a default generation service customer of PPL. We will always be providing your distribution service. There’s no question about that but if you choose to do nothing and choose not to shop, you will receive generation service from PPL. You will shift to the new rate that reflects default service, the 10.81 cent rate if you’re a GS3 customer and invoicing will continue. You’re free to shop at any point after that. Nobody should go away with the understanding that shopping has to happen before January 1. Shopping can happen at any time. So, don’t feel rushed. Feel free to review offers and understand them before committing.

Have another list of questions that have come down. Let me pause for a moment to read them and make sure that I don’t end up posing a question that I’ve already posed.

A service related question. “If I go to a third party provider and we have issues with the transformer at my facility or other service issues, who do I contact and who takes care of those?” The third party provider is providing your generation service. Your distribution service, the delivery of generation, whether it be from the default service generator, us or a competitive supplier remains PPL Electric Utilities. If you have a service problem, you need to call us, the same phone number that you called before. Our people will respond in the same way and the response will not depend upon whether you have a third party supplier or not. When there’s an outage among our customers, we respond to that outage as quickly as we can. We try to get the most customers back at the earliest possible time and that will remain our philosophy going forward.

Question regarding shopping. “Will there be any penalty if we shop and choose to come back to PPL?” The answer is no. There will be no penalty if you shop and come back. The price that you will pay will be the default service price that’s in place at that time. If you were to say, make a 5 month contract and return during 2010, the price would be the price that we talked about before, the 10.81, as it will be updated by the sixth solicitation. If you choose to come back in 2011 or some other date, we’re in the process of doing the solicitations to provide that generation service now. So, there’s no price that we can quote you but rest assured that there will be default generation service and there will be no penalty associated with your return.

I’ve been handed a few more questions. Let me take a moment to go... and I appreciate all of these questions. In some ways not so fulfilling to do these and have no questions come in. This tells me people are interested and engaged and that’s what we want.

As I read through this list of questions, I may have already partially addressed the question about 2011. The question reads, "When will we know more about 2011?" And as I said, we've done one solicitation for 2011 thus far. It's for products that extend five months into 2011. The next solicitation for 2011 that we'll be running in a couple of weeks is for eight month products. It won't be till sometime in 2010 that we will have procured all of the supply for 2011. So, it won't be until that time that we'll be able to give a definitive price for 2011. Again in terms of doing forecasting and budgeting for your facility and your electric use, you may want to consider either engaging a consultant or investigating some of those published sources that provide forward prices and beginning to do your own forecast of where prices are going relative to where they are today.

One of our participants ask the question, "Can PPL put something place for the customer to pull all of their information to one report for all accounts?" Certainly, that's something that we're striving to do. Right now unfortunately, you have to go account by account and when the question is all information, that's pretty inclusive. So, we have a separate place for billing information or it's your paper bills. We have a separate place on the website for usage information hour by hour if that's what the question is. ICS personnel can help you navigate the websites if you're having difficulty but we're sensitive to the need and we continue to try to develop systems to allow you to access information in an easier way. Another point in that regard is that your electric generation suppliers know what information you may need or what they need in order to serve you and as you work with them, they may actually be a source of the information that's going to be used in calculating your price.

Another question, "Is PPL's current price to compare only applicable to the GS3 rate class or does it apply to the GS1 class also?" The answer is yes, it applies to both. In doing the procurements for 2010, we're procuring in fundamentally three large classes of customers. There's a solicitation for the residential rate schedules that's separate from those for the small commercial and industrial rate schedules but GS3 and GS1 are both within the small commercial and industrial group. There's a third solicitation that's going to be done for large customers, rate schedules LP4 and above.

Question similar to one that we answered before, "Can I assume that PPL will not charge a switching fee?" and the answer is yes. There is no switching fee. If you choose an alternate supplier, the alternate supplier will notify us via an electronic data interchange transaction that your account should be switched to him for supply following the conclusion of the current billing period. On receipt of that transaction, we'll send you a letter telling us... telling you that we've received this notification asking you to let us know if that's not correct but if it is correct, you need to do nothing and supply will begin to flow from the alternate supplier automatically following the next meter read. Need to be aware that that next bill will still show PPL supply because if you think of it as being in the grocery store, you have to kind of clear out the conveyer belt past the register before you can put more electricity on. So, sometimes people will call us and say, "Hey, I switched. Why doesn't it show up in my bill?" It's because electrons begin to flow after that bill and it's the following bill that will show your first supplier charges.

Some of you may have shopped back in the early part of this transition period back in 1999 or 2000. We had 70,000 of our customers shopping in those days and some of you may remember some of these rules from those days and some of us may have to even relearn some of those rules.

Here's a question not regarding restrictions on shopping or coming back but on restrictions for staying with PPL. "If you return to default service, will there be any requirements to stay on default for a minimum number of months before being able to switch to another supplier?" We have in the past had a requirement for a one year stay or a make whole charge and I guess you could call it an exit fee if we were going to be harmed by your staying during, say, the high cost summer months and then shopping during lower cost fall months. We do have a provision in 2010 in our agreement with... in parties providing our wholesale generation supply to track that but we have yet to work out with them exactly how that would be administered. In the past and we've administered what was called the generation rate adjustment since 1999 or 2000, we've done the calculation a number of times but very rarely do we find that there's a charge to be applied. We will provide you more details about that as the discussions with suppliers work out.

Have a few more questions but we're closing in on the end of our window here and again, I appreciate your interest.

"If we want our new supplier rate in effect by January 1, how soon must we sign a contract with the new supplier?" Supplier changes occur on your meter read date as we described meters are still at this point read for billing purposes once a month and the process of rendering a bill is still a once a month process. So if you call today to get supply, that would become effective as I described before once the cash register is cleared out and the next billing cycle begins. So, switching runs on billing cycle. So if your bill is rendered if your meter is normally read mid-month then that's when the switch would take place. So, there would be a couple of days in the case of a meter that's read on January 15 where you would get default generation service at the new rates from PPL. You have two options then. One would be to begin service in December, forego a few days or weeks of capped rates for the new supplier rates in which case you would need to get your supplier decision... Your supplier would need to get your decision to us prior to that December read so that it could become effective on that date and then your January bill would reflect your supplier charges for that entire period. The other option would be to wait, make sure that the switch happens with the January bill. You would incur a few weeks or days of higher default service charges. Your supplier rates would become effective following the January read and your first supplier charges would show up on the February bill. We have a few customers who are read right on the first of the year and those customers would have the new rate, could have the switch take place on the first of the year.

Question asks, "Should we investigate pooling options that might move us into a larger rate class and save us money?" We spoke some in the presentation about pooling options and really what those are is aggregating yourself with similarly situated customers but there are lots of aggregation possibilities available and there's nothing to prevent you from engaging in a pooling group that takes your GS3 or GS1 account, combines it with large customer LP4 accounts or residential accounts and then parses out the electricity purchase to the individual parties. It could be a way to get a little bit more buying power. In my experience however the thing that's crucial

to shopping is load shape. Prices in the wholesale electricity market vary hour to hour, day to day and season to season. So when you use your electricity ends up being perhaps very much more important factor than how much you use. So, often people look for aggregation groups where there's a similar load shape so that they can benefit from their exact buying patterns. If you want a better understanding of how electricity prices vary, we do have a website available that tracks hourly prices and includes historical information about how prices have varied over the years. Very good question again. Another one that indicates that people are thinking about this and looking to understand ways that shopping and the markets can work to their advantage.

I guess maybe this is our final question since we are running close to the deadline, "Since G3T is expiring, will those customers go back to GS3?" And the answer is yes and in some ways you lose the benefit that you may have had from being able to switch the time of your peak to an off peak period. It's one of the reasons why we're proposing before the Commission a time of use rate. Electricity markets have changed such that it's the price of electricity and an individual hour that matters more than when the demand occurs. So, that's why we're phasing out the demand based G3T and proposing to replace it with a time of use option for GS3 customers. But I encourage you to explore similar options with competitive suppliers because they may be... We will be offering... We are proposing to offer a single rate to all customers who would want that option. Suppliers are going to be in a position to tailor their rate to you and your particular need. I'm being reminded that we don't have too many minutes left. I'm going to turn it back over to Don for a few closing remarks and on behalf of PPL Electric Utilities, let me thank you for your participation and your interest in this effort.

[Don] Thanks, Doug, and thanks to all of you again for joining us for the Roadmap to 2010 webinar. On behalf of all of us at PPL Electric Utilities, we hope that you found the material and resource information a value today. Your satisfaction with our service and this information is extremely important to us. Remember to respond to the short survey that you'll be receiving later today as well. Your input will help us improve these webinar in the future. This presentation will be posted on the pplelectric.com website within a few days. Answers to all the questions will also be found at this site. Have a good afternoon and again, thank you very much.