

**CHARGES****Technical Support and Assistance Charge****AVAILABILITY/APPLICABILITY**

Technical Support and Assistance is defined as support and assistance that may be provided by the Company to a licensed EGS in connection with questions raised, and research requests, by the EGS in support of its energy supply business. The Company is under no obligation to provide any such support and assistance, with the exception of the services described in the "Conditions" section below. Such support and assistance is categorized in three general areas:

1. Explanation of the Company's communications related to information posted to the website and /or sent via the Alternative Supplier Coordination Internet e-mail address;
2. Manual verification and confirmation of Customer account data beyond the information and messages available through the standard automated process; and
3. Explanation and definition of PP&L filings, PUC rulings and FERC orders

Such Technical Support and Assistance may include time spent by Company personnel conducting research in connection with an EGS inquiry.

**TABLE OF CHARGES**

First 10 hours ("Allowed Hours") per month per EGS:

No charge.

Any time beyond Allowed Hours:

\$53/hour

**CONDITIONS**

There will be no time recorded against an EGS's Allowed Hours in connection with inquiries covering required business interactions, specifically:

1. Normal daily forecasting and scheduling;
2. Standard automated processing of EGS data files by the Company;
3. Website availability and access; and
4. Erroneous data communicated by PP&L via the Internet address and the website.