



## Benefits

### Lower monthly bill payment

Your reduced electric bill payment is based on family size, income and electric use, so it's different for everyone according to their circumstances. For the most up-to-date income eligibility chart, visit [www.ppelectric.com/billhelp](http://www.ppelectric.com/billhelp).

### Debt forgiveness

Pay the OnTrack payment amount in full each month by the due date. We pay the difference between your OnTrack payment amount and the amount you actually owe for your electric service.

### Annual benefit

The amount of assistance we can offer a customer in OnTrack in a year is capped and is based on whether you have electric heat or another heat source.

### Recertification process

We periodically review your account and keep you informed. If you remain eligible for the program, your OnTrack payment amount could increase or decrease.

# Behind on your electric bills? We can help!



## Who can I call with OnTrack questions?

Call us at 1-800-342-5775 (1-800-DIAL-PPL).

Visit [www.ppelectric.com/billhelp](http://www.ppelectric.com/billhelp) for information on all our helpful assistance programs.

Look for energy-saving tips at [www.ppelectric.com](http://www.ppelectric.com).



PPL Electric Utilities

**Dedicated people.  
Dependable energy.**





## You're behind on your electric bill. Now what?

If you qualify, our OnTrack program is available to help you get back on the right track.

OnTrack offers reduced monthly electric bill payments and a chance to erase any debt you owe.

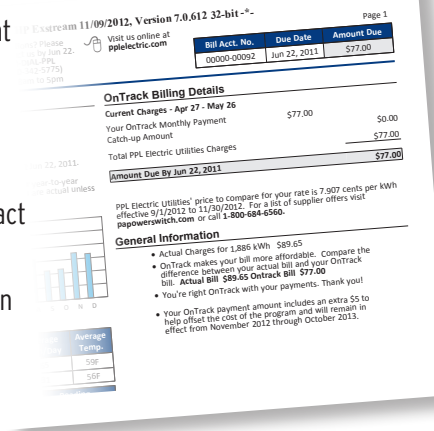
We know maintaining uninterrupted electric service is important to you and your family. After all, electricity powers just about every part of our lives at home, work or play.

We work with a network of local community agencies to offer OnTrack help to those whose incomes qualify them for assistance.

Applying is simple and program benefits can help give you peace of mind. Financial struggles are never easy. With OnTrack, we can help.

## How does OnTrack work?

- Apply for the program by mail. No meetings or office visits are necessary.
- The community agency working with you will need to verify your household income.
- Keep electric use at or below the amount before your OnTrack enrollment.
- Apply for WRAP assistance, if you qualify, to help you better manage your electric use.
- If you miss an OnTrack payment, your account enters our collection process, which may result in loss of electric service. However, we'll remind you that you missed your payment so you can catch up.
- Notify your agency contact person if your situation changes.



## More helpful programs

If you meet income guidelines, other available services include:

- **Winter Relief Assistance Program (WRAP)**  
Provides free home weatherization services to help you save energy and money. To find out if you qualify for WRAP, call toll-free 1-888-232-6302
- **Low-Income Home Energy Assistance Program (LIHEAP)**  
Provides grants to help pay heating costs.



Take the first step ...

Call us toll-free at **1-800-342-5775** (1-800-DIAL-PPL)  
or visit [www.pplelectric.com/billhelp](http://www.pplelectric.com/billhelp).

**OnTrack**  
from PPL Electric Utilities