1. **What is PPL Electric's Time-of-Use Program?**
   PPL Electric is sponsoring a program called the PPL Electric Time-of-Use Program. As part of the PaPUC’s Final Order on PPL Electric’s Default Service Plan III, PPL will continue to implement the PPL Electric Time-of-Use (TOU) Program for the period of June 1, 2015 through May 31, 2017. The intent of this program is to encourage customers who participate in the program to reduce electricity use during high cost and high demand hours of the day (called on-peak hours) and shift their usage to hours when the demand for electricity is lower and cheaper (called off-peak hours).

2. **How does a time-of-use program work?**
   The customer time-of-use rate is, generally, broken up into two different periods of hours: on-peak hours and off-peak hours. Customers participating in the PPL Electric Time-of-Use Program can pay a lower price for electricity used during times of the day when the demand for electricity is lower (called “off-peak hours”) and a higher price for electricity used during times of the day when the demand for electricity is higher (called “on-peak hours”). Most programs are constructed such that off-peak hours include weekday mornings, nights and weekends, while on-peak hours include hours during the weekday. As such, most hours during the week in a time-of-use program are off-peak hours.

3. **What is the difference between an Electric Distribution Company like PPL Electric and an Electric Generation Supplier?**
   As a result of Electric Choice in Pennsylvania, developed by the state's Public Utility Commission and the state's electric distribution companies in 1999, most PPL Electric customers have the opportunity to "shop" for generation and transmission service from a competitive Electric Generation Supplier. By choosing to enroll in PPL Electric’s Time-of-Use Program, you will choose from a list of participating Electric Generation Suppliers, which will charge you for these services instead of PPL Electric. Regardless of whether you decide to enroll in the program, PPL Electric will continue to serve as your Electric Distribution Company by safely delivering electricity, providing billing and customer support, and responding to outages and other emergencies.

4. **Why is PPL Electric working with retail Electric Generation Suppliers?**
   PPL Electric is seeking to offer its customers the best rates for their needs. The Pennsylvania Public Utility Commission recommended that Electric Distribution Companies, such as PPL Electric, partner with an Electric Generation Supplier to offer time-of-use pricing programs. In an effort to meet both the needs of customers and support retail competition in Pennsylvania, PPL Electric is working with the Electric Generation Supplier community to develop the PPL Electric Time-of-Use Program.
5. **What are the benefits of the PPL Electric Time-of-Use Program?**
   The PPL Electric Time-of-Use Program offers you:
   - The potential to save money on the generation component of your electric bill when you shift energy usage from on-peak hours to off-peak hours at a lower cost.
   - No cancellation fee, so you may choose to leave the program at any time.

6. **Are there any costs to enroll?**
   No, there are no costs to enroll.

7. **Who are the suppliers PPL Electric is working with to offer the PPL Electric Time-of-Use Program?**
   A listing of Electric Generation Supplier’s offering time-of-use rates under the PPL Electric Time-of-Use Program are located on the Company website [www.pplelectric.com/touoffers](http://www.pplelectric.com/touoffers).

8. **What is Smart Meter technology?**
   Our current system is equipped with Smart Meters which measures the total amount of energy you use – not the energy used by individual pieces of equipment within your property. Once you know more about how you are using energy, you can make changes in your home to take control of your energy use and save energy and money. Please visit our website at [www.pplelectric.com](http://www.pplelectric.com) and login to “My Account” (First time users must create a username and password and will need their PPL Electric customer account number). The Energy Analyzer tools will show you how much energy you use each day, and what steps you can take to lower your energy use and save more money.

9. **Do I need a new meter to participate in the PPL Electric Time-of-Use Program?**
   No. Time-of-use pricing plans work together with your existing meter.

10. **Why do prices vary during the day?**
    Electricity costs vary throughout the day depending on overall demand on the electric grid. For example, during the summer, there is a higher demand for electricity in the afternoon when temperatures are the highest, businesses are operating, and customers are awake. Because of this, the cost to generate and use electricity during these peak periods goes up. During times when electricity costs are higher, time-of-use programs establish on-peak hours, which incentivize the customer to reduce or shift usage during this time period to reduce costs and take advantage of lower rates during off-peak hours.

11. **How will my bill change if I choose a time-of-use rate?**
    You will continue to receive one monthly bill issued by PPL Electric. It will include the name of your Electric Generation Supplier, and separate lines for the on-peak and off-peak supply charges.
12. Who should I contact with questions about the program and distribution charges?
   For questions pertaining to the PPL Electric Time-of-Use Program, customers should call the Electric Generation Supplier directly. A listing of Electric Generation Suppliers offering time-of-use rates under the PPL Electric Time-of-Use Program, are located on the Company website www.pplelectric.com.

   As PPL Electric is still your distribution provider, direct all distribution-related questions to PPL Electric. PPL Electric will continue to provide customer support and respond to outages and other emergencies for ALL PPL Electric service territory customers.

13. How do I find the Electric Generation Suppliers participating in the PPL Electric Time-of-Use Program?
   A listing of Electric Generation Supplier’s offering time-of-use rates under the PPL Electric Time-of-Use Program are located at www.pplelectric.com/touoffers. Selecting an Electric Generation Supplier name will take you to the Electric Generation Supplier webpage with the details of the time-of-use offerings associated with the PPL Electric Time-of-Use Program. Each Electric Generation Supplier page will have details about how to sign up for the rate if you wish to enroll. PPL Electric will continue to provide you with distribution of electricity service.

14. How do I switch from my current billing program to the Time-of-Use Program?
   A listing of Energy Generation Suppliers offering time-of-use rates under the PPL Electric Time-of-Use Program can be found at www.pplelectric.com/touoffers. Selecting an Electric Generation Supplier name will take you to the Electric Generation Supplier webpage with the details of the time-of-use offerings associated with the PPL Electric Time-of-Use Program. Each Electric Generation Supplier page will have details about how to sign up for the rate, if you wish to enroll.

15. How do I know if PPL Electric’s Time-of-Use Program is right for me?
   Each customer’s electricity usage habits and patterns are unique. PPL Electric recommends you review your specific usage patterns by logging into your online account at www.pplelectric.com. You may evaluate your usage patterns with the time-of-use rate option in order to maximize your savings. (See also Question #26)

16. Are the time-of-use rates with the Electric Generation Supplier’s fixed?
   No, there may be differences between summer and winter time-of-use rates. The contract pricing may vary based upon the contract period you select.

17. Why is the supply price for on-peak hours higher?
During on-peak hours, electricity costs are typically higher due to higher demand. Off-peak hours make up the majority of the week, and you can adjust your usage patterns to take advantage of the off-peak rates as much as possible.

18. Can I enroll in Budget Billing if I am a Time-of-Use Program Customer?
Yes, you are still eligible to enroll in Budget Billing with PPL Electric if you are enrolled with an Electric Generation Supplier, regardless of whether you are participating in the PPL Electric Time-of-Use Program or shopping with an Electric Generation Supplier for another rate.

19. How can I minimize my on-peak electricity usage?
There are several easy steps that you can take to shift your usage from on-peak to off-peak periods:

- Heating your home accounts for more than 30 percent of an average home’s energy bill – the single biggest energy expense in your home.
  
  ✓ Set thermostats at 78 degrees Fahrenheit for cooling in the summer and 68 degrees Fahrenheit for heating in the winter, especially during on-peak hours.
  
  ✓ Turning the thermostat down about one degree saves about 2 percent on your heating bill. Turning it down five degrees saves about 10 percent.

- Installing timers on water heaters, pool pumps, dehumidifiers and other equipment to make sure they are off during on-peak times.
- Postponing laundry and other activities that use electricity until off-peak hours when demand and prices are lower.
- Shift use of non-essential electrical equipment to before or after on-peak hours.
- Turn off lights (ornamental or display lighting) when not in use during on-peak hours.
- Minimize the use of overhead lighting during on-peak pricing periods.

20. What happens at the end of my contract?
You will receive a notice between 45 to 60 days prior to the end of the contract from your Electric Generation Supplier explaining your renewal options. Your options may include:

- Remaining with the Electric Generation Supplier on a new time-of-use offer,
- Choosing a different electric generation supplier. You may review these offers by visiting www.papowerswitch.com,
- Returning to PPL Electric’s default service.
21. What happens if I don’t take any action at the end of my contract?
Each Electric Generation Supplier contract is different in what occurs at the end of the initial contract term. Contact your Electric Generation Supplier or look at your contract for details. You will receive a notice between 45 to 60 days prior to the end of the contract from your Electric Generation Supplier explaining your renewal options. Your options may include:
- Remaining with the Electric Generation Supplier on a new time-of-use offer,
- Choosing a different electric generation supplier. You may review these offers by visiting www.papowerswitch.com,
- Returning to PPL Electric’s default service.

22. How does PPL know when I am using electricity?
With our existing meter technology, PPL Electric captures daily detailed electric usage data. Unlike other utilities across the country who are moving from a manual system to a fully automated digital system, all of this information has been available to PPL Electric customers for more than a decade through our current automated metering technology.

Please visit our website at www.pplelectric.com, log in to your account, and review the Energy Analyzer tools that will show your energy usage and steps you can take to use less energy and save more money.

23. What is my “generation” or “supply” price?
Your generation price is the rate at which you pay PPL Electric (if you are on default service) or an Electric Generation Supplier (if you are shopping or participating in the PPL Electric Time-of-Use Program for the electricity you consume.

This is separate from the distribution price which is the rate you pay for PPL Electric to deliver the electricity you consume. When you participate in PPL Electric Time-of-Use Program, your Electric Generation Supplier provides pricing for your generation supply via kWh usage.

24. Is there a cancellation fee if I cancel my enrollment in this program?
No, there are no cancellation fees if you decide to cancel your enrollment in PPL’s Time-of-Use Program.

25. What if on-peak or off-peak prices are higher than the PPL Electric default rate?
As explained in the Electric Generation Supplier’s contract terms, your on-peak and off-peak supply prices are fixed during the contract period. PPL Electric’s Price-to-Compare changes quarterly, so it is possible that PPL Electric’s pricing may change during the term of your contract and be higher than your time-of-use rate or lower than your time-of-use rate. In general, on-peak pricing will be higher than PPL Electric’s Price-to-Compare, and off-peak pricing will be lower.
26. How can I view and download my energy usage information?

If you have not already created an online account with PPL Electric, please logon to www.pplelectric.com and register as a “First Time User”.

Logon to www.pplelectric.com and select “View Your Usage”. Select the “AMR Readings” tab and enter the date range you would like to review. Select “Interval Usage Readings” from the drop-down menu. You may export this data for further review and analysis.

Example:

<table>
<thead>
<tr>
<th>Date</th>
<th>Total Usage</th>
<th>12:00 PM</th>
<th>1:00 PM</th>
<th>2:00 PM</th>
<th>3:00 PM</th>
<th>4:00 PM</th>
<th>5:00 PM</th>
<th>6:00 PM</th>
<th>7:00 PM</th>
<th>8:00 PM</th>
<th>9:00 PM</th>
<th>10:00 PM</th>
</tr>
</thead>
<tbody>
<tr>
<td>7/13/2014</td>
<td>131.22</td>
<td>0.63</td>
<td>0.68</td>
<td>0.60</td>
<td>0.59</td>
<td>0.55</td>
<td>0.40</td>
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<tr>
<td>7/16/2014</td>
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<td>0.55</td>
<td>0.40</td>
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</tr>
<tr>
<td>7/19/2014</td>
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<td>0.40</td>
<td>0.40</td>
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<td>0.40</td>
</tr>
<tr>
<td>7/22/2014</td>
<td>131.22</td>
<td>0.63</td>
<td>0.68</td>
<td>0.60</td>
<td>0.59</td>
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<td>0.40</td>
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<td>0.40</td>
<td>0.40</td>
<td>0.40</td>
<td>0.40</td>
</tr>
</tbody>
</table>

Total Usage: 131.22

27. As an existing PPL Electric customer, how can I review and compare my current generation or supply charges with other options?

If you have not already created an online account with PPL Electric, please logon to www.pplelectric.com and register as a “First Time User”. We encourage you to logon to help you understand the tools available to assist you. You may view your usage and payment history, pay your bills online, view energy efficiency tips and more.
28. As a PPL Electric customer on the existing PPL Electric Time-of-Use rate, how do I compare my existing program energy costs with PPL Electric’s existing Price-to-Compare rate?

1. Obtain the current Price-to-Compare from the link on the home page of www.pplelectric.com. The Price-to-Compare is the total of the Transmission and Generation Charges per kWh.

2. Multiply your total usage (on-peak kWh + off-peak kWh) by the Price-to-Compare to identify the Transmission and Generation charges.

3. Compare the Price-to-Compare with the charges in your existing bill to determine if you may save money by switching from your existing program.

### Compare Existing TOU Rate Calculation with the Current Price-to-Compare

<table>
<thead>
<tr>
<th>Existing TOU Program Charges</th>
<th>Example: Using existing PTC</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Distribution Charge</strong></td>
<td><strong>Distribution Charge</strong></td>
</tr>
<tr>
<td>Customer Charge</td>
<td>$14.12</td>
</tr>
<tr>
<td>577 kWh at 3.231000000 c per kWh</td>
<td>18.04</td>
</tr>
<tr>
<td>System Improvement Charge at 2.79%</td>
<td>0.91</td>
</tr>
<tr>
<td>PA Tax Adj Surcharge at -0.085000000%</td>
<td>-0.03</td>
</tr>
<tr>
<td><strong>Transmission Charge</strong></td>
<td><strong>Price to Compare</strong></td>
</tr>
<tr>
<td>577 kWh at 1.073000000 c per kWh</td>
<td>6.18</td>
</tr>
<tr>
<td><strong>Generation Charge</strong></td>
<td><strong>Total Electric Utility Charges</strong></td>
</tr>
<tr>
<td>Capacity and Energy</td>
<td>$99.00</td>
</tr>
<tr>
<td>Summer On Pk: 110 kWh at 11.651000000 c per kWh</td>
<td>12.82</td>
</tr>
<tr>
<td>Summer Off Pk: 467 kWh at 9.508000000 c per kWh</td>
<td>46.36</td>
</tr>
<tr>
<td><strong>Total Electric Utility Charges</strong></td>
<td>$865.78</td>
</tr>
</tbody>
</table>
29. How do I compare the energy cost of the new Time-of-Use Program with PPL Electric’s existing Price-to-Compare?

1. Explore Time-of-Use Program offerings by selecting “Choose your Supplier” from the www.pplelectric.com home screen. Select the “Time of Use Rate” to learn more about the current programs available.

Example:

Time-of-Use Summer On-Peak  8.125 ¢ per kWh
Time-of-Use Summer Off-Peak  6.759 ¢ per kWh

2. Existing customers may logon to www.pplelectric.com and select “View Your Usage”. Select “AMR Readings” tab and enter date range you would like to review. Select “Interval Usage Readings” from the drop-down menu. Export this data for further review and analysis.

3. Based on downloaded usage data:

   a. Add all usage during On-Peak hours.

      Example: On-Peak hours 2:00pm – 6:00pm.
      Add from 3:00pm to 6:00pm since this interval includes the hour 2:00pm – 3:00pm

   b. Subtract the On-Peak kWh from the Total Usage kWh to obtain the Off-Peak kWh.

      Example:  577 Total kWh – 110 On-Peak kWh = 467 Off-Peak kWh
c. Based on the Time-of-Use Program offerings, calculate the Generation Charge of On-Peak and Off-Peak pricing.
   i. On-Peak kWh X On-Peak Time-of-Use Rate
   110 kWh X 8.125 $ = $8.94 On-Peak
   ii. Off-Peak kWh X Off-Peak Time-of-Use Rate
   467 kWh X 6.759 $ = $31.56 Off-Peak

d. Compare Generation Charges with/without the time-of-use pricing to determine the estimated difference in savings/cost.

<table>
<thead>
<tr>
<th>Generation Charge</th>
<th>Example: Current Residential Rate</th>
<th>Example using TOU Rates</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Charges for - PPL Electric Utilities</td>
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</tr>
<tr>
<td></td>
<td>Residential Rate: R5</td>
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<tr>
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<td>Distribution Charge:</td>
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<td></td>
<td>Customer Charge</td>
<td>$14.12</td>
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<tr>
<td></td>
<td>577 kWh at 3.23100000 $ per kWh</td>
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<td>System Improvement Charge at 2.79%</td>
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<td></td>
<td>PA Tax Adj Surcharge at -0.050000%</td>
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<td>Transmission Charge:</td>
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<td></td>
<td>577 kWh at 1.67100000 $ per kWh</td>
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<td>Generation Charge:</td>
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<td>577 kWh at 3.96500000 $ per kWh</td>
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<td></td>
<td>Total Electric Utility Charges</td>
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<td></td>
<td>(minus)</td>
<td></td>
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<tr>
<td></td>
<td>Transmission Service Charge</td>
<td>1.07100000 $ per kWh</td>
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<tr>
<td></td>
<td>Generation Service Charge</td>
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<tr>
<td></td>
<td>Total Electric Utility Charges</td>
<td>$86.32</td>
</tr>
</tbody>
</table>

30. If I am currently a Net Metering Customer enrolled on PPL Electric’s Current Time-of-Use rate (expiring in January 2015), what happens when the rate is concluded?

Net Metering customers on PPL Electric’s current Time-of-Use rate have the same responsibilities and options as those customers who are not net metering, but are still on PPL Electric’s current Time-of-Use rate (see question 30). Please see question 32 (below) for additional details regarding Net Metering customer participation in the Time-of-Use Program.

31. Does the Time of Use Program allow Net Metering Customers to participate?

Yes, Net Metering customers are eligible to participate in the PPL Electric Time-of-Use Program and receive service from an Electric Generation Supplier participating in the
program in accordance with the rates, terms and conditions established by the Electric Generation Supplier under the Time-of-Use Program.

Net Metering customers participating in the Time-of-Use Program will be deemed net metering by PPL Electric for distribution purposes and will receive distribution-related credits on their bill. PPL Electric is not responsible for compensation of excess generation produced by Net Metering customers on a monthly or annual basis beyond monthly distribution-related credits. Terms and conditions regarding compensation from Electric Generation Suppliers to Net Metering customers for monthly excess generation provided and/or annual excess generation compensation must be detailed in the service agreement between customer and Electric Generation Supplier. Electric Generation Suppliers are not mandated to provide net metering service as a responsibility of this program, but are also not prohibited from offering such terms to Net Metering customers.

PPL Electric recommends Net Metering customers contact Electric Generation Supplier's participating in the Time-of-Use Program to ascertain what terms and conditions they are willing to offer and that all agreed upon terms and conditions are part of the service agreement between Electric Generation Supplier and customer.