

When the going gets tough, Pennsylvanians band together. At PPL Electric Utilities, we're taking several steps to look out for our customers during these challenging times.

We're working day and night to continue safely and reliably delivering electricity to our customers.

We won't cut service to any customers for unpaid bills until further notice and we have waived all late payment fees, effective March 16.

We also have several programs available to help customers who are having a hard time paying their bills:

OnTrack offers a lower, fixed monthly bill and debt forgiveness for customers who make [150 percent of the poverty level](#) or less.

Operation HELP is funded by our company, employees and customers, and can assist customers who make [200 percent of the federal poverty level](#) or less. Grants help pay customer heating bills, including oil or gas heat. PPL Foundation recently donated an extra \$500,000 to Operation HELP. To apply for either Operation HELP or OnTrack visit www.pplelectric.com/billhelp or call 1-800-342-5775.

CARES can help customers who are experiencing a temporary hardship. Learn more or apply by calling 1-800-358-6623.

No matter what your situation is, if you're having trouble paying your bill contact us and we'll see what we can do to help. We're all in this together. Stay safe and healthy.