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**VIA EMAIL**

June 5, 2023

Rosemary Chiavetta, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street, 2<sup>nd</sup> Floor North  
P.O. Box 3265  
Harrisburg, PA 17105-3265

**Re: PPL Electric Utilities – Change of SOP Vendor**  
**Default Service Plan V – Docket No. P-2020-3019356**

Dear Secretary Chiavetta,

This letter is to inform the Pennsylvania Public Utility Commission (“Commission”) and interested parties in PPL Electric Utilities Corporation’s (“PPL Electric” or the “Company”) Default Service Plan V (“DSP V”) docket that PPL Electric intends on adding First Contact, LLC d/b/a iQor (“iQor”) as a customer service vendor for its Standard Offer Program (“SOP”).<sup>1</sup> iQor will provide SOP call handling services in addition to Hansen Solutions (“Hansen”), which is the Company’s current SOP vendor. The addition of iQor will begin on June 6, 2023. The Company is making this change because iQor will be able to assign more customer service representatives to respond to SOP requests which will provide for a better customer experience.

PPL Electric does not anticipate that there will be any material difference in how the SOP is operated. As mentioned earlier, this change is being made to improve the customer experience. With respect to participating Electric Generation Suppliers, the referral experience will remain the same. iQor has agreed to the same contractual terms and conditions as Hansen to provide SOP services. This includes the \$28 price per referral and using the approved customer call scripting. In advance of the change, PPL Electric will provide training to iQor on the SOP.

PPL Electric is notifying the Commission and interested parties of the intended change in SOP vendors in case there are any questions or concerns. Thank you for your attention to this matter.

Sincerely,

Michael J. Shafer  
Counsel for PPL Electric

cc via email: Certificate of Service

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<sup>1</sup> In the Company’s DSP V proceeding, the testimony of Michelle Lawall-Schmidt stated that PPL Electric would use Hansen for SOP vendor services during DSP V. See Docket No. P-2020-3019356, PPL Electric Utilities, Statement No. 4, pg. 6.

## CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing has been served upon the following persons, in the manner indicated, in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a participant) and the Pennsylvania Public Utility Commission's March 20, 2020 Emergency Order at Docket No. M-2020-3019262.

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Date: June 5, 2023

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