

(1)

DATE OF DEPOSIT

February 14, 2024

FEB 14 2024

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

To: Secretary, Public Utility Commission

From: Jane Auricchio - Phone # 570-698-8013  
315 The Hideout / 1891 Timberlane Court  
Lake Ariel, Pa. 18436

Account # : PPL Electric Utilities

Subject: Sweeping Billing Errors

Reference: PUC docket number M2023-303 8060

Clean Sky Energy - Secondary Supplier 8/3/2021 -  
888-3556025 2/20/2023

I have been a PPL customer since 1991 on the budget plan and never had a problem. When I called PPL in December, 2022 about my bill being much higher I was told there was a billing error and it would be taken care of in next months bill. When I called PPL they said Clean Sky Energy raised their rates and this is why my rates are so high, and out of control. Clean Sky Energy never

February 14, 2024

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Jane Auricchio

told me they were raising my rates. When I tried calling Clean Sky their phone was always busy and could not get through to talk to someone.

I also had PPL's billing errors and have been paying astronomical rates. I have made several calls to PPL to try to get this straightened out. I spoke to Joel PPL. I wanted my meter checked to see if that was the problem for such bills. I sent a check for \$35.00 on December 11, 2023. Check was cashed.

No one called me back and never received results. The rates that I have paid caused a tremendous hardship on me, I am a widow on a fixed income and I cannot afford to keep paying such high payments. My budget for January was \$419.00 (still high).

I am looking for reimbursement from PPL for billing errors and Clean Sky Energy for not informing me of rate increases.

Thanking you in advance for your immediate attention pertaining to this matter.

Encs. 2

Jane Auricchio

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PPL Electric Utilities

Account Activity Statement

\*\*\* Account Information \*\*\*

\*\*\* Current Account Status \*\*\*

Account Number:

Mail To:

Service Address:

Payment Agreement:

127004

JANE AURICCHIO  
315 THE HIDE OUT  
LAKE ARIEL, PA 18436

JANE AURICCHIO  
1891 TIMBERLAND CT  
LAKE ARIEL, PA 18436

Installment: 0

Balance: 0

Date/Time Retrieved:  
12/20/2023 1:02 PM

Budget Bill Amortization:

Installment: 0

Balance: 0

Current Rate: RS

Date	Transaction Type	Due Date	Transaction Amount	Balance Forward	Actual Billed	Deferred Balance	Deg Day H/C	RDG Type	Days Used	KWH	Billed KW
11/29/2021	Payment		\$-332.87	\$0.00	\$0.00	\$0.00			0	0	0
12/7/2021	Budget Bill Int Only		\$-0.05	\$0.00	\$0.00	\$0.00			0	0	0
12/7/2021	BUDGET BILLING		\$301.00	\$0.00	\$0.00	\$0.00			0	0	0
12/7/2021	SPECIAL AGREEMENT - BB SETTLE		\$31.90	\$0.00	\$0.00	\$0.00			0	0	0
12/7/2021	Regular Bill	12/28	\$332.85	\$0.00	\$453.73	\$-423.06	0820/0000	93443A	32	3940	0
12/21/2021	Payment		\$-332.85	\$0.00	\$0.00	\$0.00			0	0	0
1/7/2022	Budget Bill Int Only		\$-0.04	\$0.00	\$0.00	\$0.00			0	0	0
1/7/2022	BUDGET BILLING		\$301.00	\$0.00	\$0.00	\$0.00			0	0	0
1/7/2022	SPECIAL AGREEMENT - BB SETTLE		\$31.90	\$0.00	\$0.00	\$0.00			0	0	0
1/7/2022	Regular Bill	01/31	\$332.86	\$0.00	\$513.04	\$-211.02	0855/0000	97928A	31	4485	0
1/27/2022	Payment		\$-332.86	\$0.00	\$0.00	\$0.00			0	0	0
2/7/2022	Budget Bill Int Only		\$-0.02	\$0.00	\$0.00	\$0.00			0	0	0
2/7/2022	BUDGET BILLING		\$301.00	\$0.00	\$0.00	\$0.00			0	0	0
2/7/2022	SPECIAL AGREEMENT - BB SETTLE		\$31.93	\$0.00	\$0.00	\$0.00			0	0	0
2/7/2022	Regular Bill	02/28	\$332.91	\$0.00	\$607.06	\$95.04	1248/0000	03269A	29	5341	0
2/28/2022	Payment		\$-332.91	\$0.00	\$0.00	\$0.00			0	0	0
3/8/2022	BUDGET BILLING		\$301.00	\$0.00	\$0.00	\$0.00			0	0	0
3/8/2022	Regular Bill	03/29	\$301.00	\$0.00	\$506.31	\$300.35	1004/0000	07700A	31	4431	0
3/18/2022	Payment		\$-301.00	\$0.00	\$0.00	\$0.00			0	0	0
4/6/2022	BUDGET BILLING		\$301.00	\$0.00	\$0.00	\$0.00			0	0	0
4/6/2022	Regular Bill	04/27	\$301.00	\$0.00	\$344.28	\$343.63	0671/0000	10668A	29	2968	0
4/18/2022	Payment		\$-301.00	\$0.00	\$0.00	\$0.00			0	0	0
5/6/2022	BUDGET BILLING		\$301.00	\$0.00	\$0.00	\$0.00			0	0	0
5/6/2022	Regular Bill	05/31	\$301.00	\$0.00	\$245.15	\$287.78	0424/0002	12743A	30	2075	0
5/19/2022	Payment		\$-301.00	\$0.00	\$0.00	\$0.00			0		

DATE OF DEPOSIT

FEB 14 2024

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

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Jane Auricchio

## PPL Electric Utilities

Date	Transaction Type	Due Date	Transaction Amount	Balance Forward	Actual Billed	Deferred Balance	Deg Day H/C	RDG Type	Days Used	KWH	Billed KW
6/7/2022	BUDGET BILLING		\$268.00	\$0.00	\$0.00	\$0.00			0	0	0
6/7/2022	Regular Bill	06/28	\$268.00	\$0.00	\$101.00	\$120.78	0080/0091	13516A	32	773	0
6/14/2022	Payment		\$-268.00	\$0.00	\$0.00	\$0.00			0	0	0
7/8/2022	BUDGET BILLING		\$268.00	\$0.00	\$0.00	\$0.00			0	0	0
7/8/2022	Regular Bill	08/01	\$268.00	\$0.00	\$48.66	\$-98.56	0013/0164	13817A	30	301	0
7/19/2022	Payment		\$-268.00	\$0.00	\$0.00	\$0.00			0	0	0
8/5/2022	Budget Bill Settlement		\$-38.27	\$0.00	\$0.00	\$0.00			0	0	0
8/5/2022	Budget Bill Int Only		\$-0.01	\$0.00	\$0.00	\$0.00			0	0	0
8/5/2022	BUDGET BILLING		\$0.00	\$0.00	\$0.00	\$0.00			0	0	0
8/5/2022	Regular Bill	08/29	\$-38.28	\$0.00	\$60.29	\$0.00	0000/0337	14226A	29	409	0
9/6/2022	BUDGET BILLING		\$267.00	\$0.00	\$0.00	\$0.00			0	0	0
9/6/2022	Regular Bill	09/27	\$228.72	\$0.00	\$104.35	\$-162.65	0000/0263	14699A	29	473	0
9/15/2022	Payment		\$-228.72	\$0.00	\$0.00	\$0.00			0	0	0
10/5/2022	Budget Bill Int Only		\$-0.02	\$0.00	\$0.00	\$0.00			0	0	0
10/5/2022	BUDGET BILLING		\$267.00	\$0.00	\$0.00	\$0.00			0	0	0
10/5/2022	Regular Bill	10/26	\$266.98	\$0.00	\$158.17	\$-271.48	0142/0068	15370A	32	671	0
10/19/2022	Payment		\$-266.98	\$0.00	\$0.00	\$0.00			0	0	0
11/3/2022	Budget Bill Int Only		\$-0.03	\$0.00	\$0.00	\$0.00			0	0	0
11/3/2022	BUDGET BILLING		\$267.00	\$0.00	\$0.00	\$0.00			0	0	0
11/3/2022	Regular Bill	11/28	\$266.97	\$0.00	\$427.92	\$-110.56	0384/0000	17131A	29	1761	0
11/18/2022	Payment		\$-266.97	\$0.00	\$0.00	\$0.00			0	0	0
12/5/2022	Budget Bill Int Only		\$-0.01	\$0.00	\$0.00	\$0.00			0	0	0
12/5/2022	BUDGET BILLING		\$308.00	\$0.00	\$0.00	\$0.00			0	0	0
12/5/2022	Regular Bill	12/27	\$307.99	\$0.00	\$727.32	\$308.76	0639/0008	19917A	30	2786	0
12/21/2022	Payment		\$-307.99	\$0.00	\$0.00	\$0.00			0	0	0
1/10/2023	BUDGET BILLING		\$308.00	\$0.00	\$0.00	\$0.00			0	0	0
1/10/2023	Regular Bill	01/31	\$308.00	\$0.00	\$1,480.64	\$1,481.40	1057/0000	24981E	35	5064	0
1/25/2023	Payment		\$-308.00	\$0.00	\$0.00	\$0.00			0	0	0
2/3/2023	BUDGET BILLING		\$308.00	\$0.00	\$0.00	\$0.00			0	0	0
2/3/2023	Regular Bill	02/27	\$308.00	\$0.00	\$1,106.08	\$2,279.48	0849/0000	28758A	27	3777	0

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Jane Auricchio

PPL Electric Utilities

Date	Transaction Type	Due Date	Transaction Amount	Balance Forward	Actual Billed	Deferred Balance	Deg Day H/C	RDG Type	Days Used	KWH	Billed KW
2/16/2023	Payment		\$-308.00	\$0.00	\$0.00	\$0.00			0	0	0
4/5/2023	BUDGET BILLING		\$996.00	\$0.00	\$0.00	\$0.00			0	0	0
4/5/2023	Regular Bill	04/26	\$996.00	\$0.00	\$1,253.04	\$2,536.52	1090/0000	35083A	61	4095	0
4/17/2023	Payment		\$-500.00	\$0.00	\$0.00	\$0.00			0	0	0
5/5/2023	BUDGET BILLING		\$498.00	\$0.00	\$0.00	\$0.00			0	0	0
5/5/2023	Regular Bill	05/30	\$994.00	\$496.00	\$157.00	\$2,195.52	0360/0029	36086A	30	1003	0
5/8/2023	Payment		\$-150.00	\$0.00	\$0.00	\$0.00			0	0	0
5/30/2023	Payment		\$-150.00	\$0.00	\$0.00	\$0.00			0	0	0
6/6/2023	Payment		\$-196.00	\$0.00	\$0.00	\$0.00			0	0	0
6/6/2023	BUDGET BILLING		\$802.00	\$0.00	\$0.00	\$0.00			0	0	0
6/6/2023	Regular Bill	06/27	\$1,300.00	\$498.00	\$73.16	\$1,466.68	0165/0036	36495A	32	409	0
6/7/2023	Late Payment Charge		\$6.23	\$0.00	\$0.00	\$0.00			0	0	0
6/13/2023	Payment		\$-500.00	\$0.00	\$0.00	\$0.00			0	0	0
7/3/2023	Payment		\$-400.00	\$0.00	\$0.00	\$0.00			0	0	0
7/6/2023	BUDGET BILLING		\$802.00	\$0.00	\$0.00	\$0.00			0	0	0
7/6/2023	Regular Bill	07/27	\$1,208.23	\$400.00	\$64.61	\$729.29	0047/0126	36843A	30	348	0
7/10/2023	Payment		\$-406.23	\$0.00	\$0.00	\$0.00			0	0	0
8/4/2023	BUDGET BILLING		\$803.06	\$0.00	\$0.00	\$0.00			0	0	0
8/4/2023	Regular Bill	08/28	\$1,605.06	\$802.00	\$73.77	\$0.00	0000/0239	37255A	29	412	0
8/15/2023	Payment		\$-400.00	\$0.00	\$0.00	\$0.00			0	0	0
8/30/2023	Payment		\$-400.00	\$0.00	\$0.00	\$0.00			0	0	0
9/5/2023	BUDGET BILLING		\$469.00	\$0.00	\$0.00	\$0.00			0	0	0
9/5/2023	Regular Bill	09/26	\$1,274.06	\$805.06	\$82.51	\$-386.49	0004/0146	37718A	29	463	0
9/6/2023	Payment		\$-503.00	\$0.00	\$0.00	\$0.00			0	0	0
9/22/2023	Payment		\$-66.00	\$0.00	\$0.00	\$0.00			0	0	0
10/4/2023	Budget Bill Settlement		\$-312.53	\$0.00	\$0.00	\$0.00			0	0	0
10/4/2023	BUDGET BILLING		\$0.00	\$0.00	\$0.00	\$0.00			0	0	0
10/4/2023	Late Payment Charge		\$8.81	\$0.00	\$0.00	\$0.00			0	0	0
10/4/2023	Regular Bill	10/25	\$401.34	\$392.53	\$73.96	\$0.00	0110/0088	38122A	32	404	0
10/9/2023	Credit		\$-8.81	\$0.00	\$0.00	\$0.00			0	0	0

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Jane Arricchio

PPL Electric Utilities

Date	Transaction Type	Due Date	Transaction Amount	Balance Forward	Actual Billed	Deferred Balance	Deg Day H/C	RDG Type	Days Used	KWH	Billed KW
10/10/2023	Payment		\$-392.53	\$0.00	\$0.00	\$0.00			0	0	0
11/2/2023	ELECTRIC SERVICE		\$66.32	\$0.00	\$0.00	\$0.00			0	0	0
11/2/2023	VERDE ENERGY USA		\$99.54	\$0.00	\$0.00	\$0.00			0	0	0
11/2/2023	Regular Bill	11/27	\$165.86	\$0.00	\$0.00	\$0.00	0329/0012	39160A	29	1038	0
11/16/2023	Payment		\$-165.86	\$0.00	\$0.00	\$0.00			0	0	0
12/5/2023	ELECTRIC SERVICE		\$179.91	\$0.00	\$0.00	\$0.00			0	0	0
12/5/2023	VERDE ENERGY USA		\$321.36	\$0.00	\$0.00	\$0.00			0	0	0
12/5/2023	Regular Bill	12/26	\$501.27	\$0.00	\$0.00	\$0.00	0809/0000	42511A	33	3351	0

February 14, 2024

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**PPL Electric Utilities**  
827 Hausman Road  
Allentown, PA 18104-9392  
Tel. 800.342.5775 Fax 484.634.3484  
www.pplelectric.com



JANE AURICCHIO  
315 THE HIDE OUT  
LAKE ARIEL, PA 18436

**Service Address:**  
1891 TIMBERLAND CT  
LAKE ARIEL, PA 18436

December 20, 2023

**DATE OF DEPOSIT**

**Bill Account Number:** 0001 07014

FEB 14 2024

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Dear Jane Auricchio:

On 12/20/2023, you contacted us to discuss the following issues:

- Account Inquiry

We've included some helpful information below to help you understand these issues better.

**Account Inquiry:**

When a customer contacts us about an issue, we will conduct an investigation using methods reasonable for the situation. Most times, we can complete the investigation while on the initial call.

When we are unable to resolve that issue to the customer's satisfaction, we will provide a summary of our findings, along with our position on the matter.

To help address your concern, we reviewed the following:

- Bills have been higher. Customer did have questions about the meter test ordered, Advised that the payment for it was received and the test would be carried out. Customer would receive test results of test.
- The customer's Budget billing went way higher than usual due to increase in Supplier charges. Throwing off budget billing budget, overall increasing amount paid. Supplier issue was resolved, but Budget billing still affected.

Based on our research and review, the balance is correct and is your responsibility.

We hope you found this report helpful.

Your account balance is \$501.27. This amount will become past due on 01/05/2024. If you currently have a payment plan, please make payments as per the terms of the agreement.

You can make payments online at [www.pplelectric.com](http://www.pplelectric.com), take them to a bill payment center, mail payments to PPL Electric Utilities, PO Box 25239, Lehigh Valley, PA 18002-5239, or pay over

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the phone by calling 1-800-DIAL-PPL (1-800-342-5775).  
If you cannot pay the bill in full or as agreed, please contact us at 1-800-DIAL-PPL (1-800-342-5775) for a payment arrangement.

Sincerely,  
PPL Electric Utilities





PRESS FIRMLY TO SEAL

Retail



17120

U.S. POSTAGE PAID  
PME 1-Day  
HAMLIN, PA 18427  
FEB 14, 2024

\$30.45

R2305K141031-01

RDC 07



PRIORITY  
MAIL  
EXPRESS®



EJ 860 387 495 US

CUSTOMER USE ONLY

FROM: (PLEASE PRINT)

PHONE ( )

Jane Turicchio  
315 The Hideout  
Lake Erie, Pa 18436

DELIVERY OPTIONS (Customer Use Only)

SIGNATURE REQUIRED Note: The mailer must check the "Signature Required" box if the mailer: 1) Requires the addressee's signature; OR 2) Purchases additional insurance; OR 3) Purchases COD service; OR 4) Purchases Return Receipt service. If the box is not checked, the Postal Service will leave the item in the addressee's mail receptacle or other secure location without attempting to obtain the addressee's signature on delivery.

Delivery Options

- No Saturday Delivery (delivered next business day)
- Sunday/Holiday Delivery Required (additional fee, where available)  
"Refer to USPS.com® or local Post Office™ for availability."

TO: (PLEASE PRINT)

PHONE ( )

Secretary, Public Utility Commission  
Commonwealth Keystone Bldg  
400 North Street  
Harrisburg, Pa. 17120

ZIP+4 (U.S. ADDRESSES ONLY)

17120-

- For pickup or USPS Tracking™, visit USPS.com or call 800-222-1811.
- \$100.00 Insurance Included.



PEEL FROM THIS CORNER

PAYMENT BY ACCOUNT (if applicable)

USPS® Corporate Acct. No.

Federal Agency Acct. No. or Postal Service™ Acct. No.

ORIGIN (POSTAL SERVICE USE ONLY)

1-Day

2-Day

Military

DPO

PO ZIP Code

Scheduled Delivery Date (MM/DD/YY)

Postage

18427

2/15/24

\$ 30.45

Date Accepted (MM/DD/YY)

Scheduled Delivery Time

Insurance Fee

COD Fee

2/14/24

8:00 PM

\$

\$

Time Accepted

AM

PM

Return Receipt Fee

Live Animal Transportation Fee

2:21

\$

\$

Special Handling/Fragile

Sunday/Holiday Premium Fee

Total Postage & Fees

\$

\$

Weight

Retail Rate

Acceptance Employee Initials

2.2

ozs.

JG

\$ 30.45

DELIVERY (POSTAL SERVICE USE ONLY)

Delivery Attempt (MM/DD/YY)

Time

AM

PM

Employee Signature

Delivery Attempt (MM/DD/YY)

Time

AM

PM

Employee Signature

RECEIVED

LABEL 11-B, MAY 2021

PSN 7890-02-000-9999

FEB 16 2024

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU