# M-2023-3038060 

02/27/2024

# DATE OF DEPOSIT 

| Dolores Yanolko |  |
| :--- | :---: |
| 2333 S. 3rd St. | FEB 272024 |
| Allentown, PA 18103 | PA PUBLIC UTILITY COMMISSION |
| Account $\ddagger$ | SECRETARY'S BUREAU |

Account $\ddagger$

As a 93 year old widow I found it upsetting to receive greatly inflated electric bills. My daughter who is my POA called the PUC but was told that I had to get on the phone. I was told that she could only accept the complaint if I had 2 complaints with PPL.

My daughter has contacted PPL several times about the high bills because I live on the upper level of my home and have the heat on in only 4 areas. A variety of suggestions were given to lower my bill. I finally decided to get the meter tested and of course the results confirmed that the meter is reading accurately.

Hopefully, PPL will find their errors and correct my account.

Enclosed are previous bills and meter readings.

Thank you,
Solive Yanoths
Dolores Yanolko

1-800-342-5775
For hours of operation and to pay/manage your accoumt, visit pplelectrlc.com.

Meter 300550355 Account

| Auto Pay Date | Amount Due |
| :---: | :---: |
| $2 / 12 / 24$ | $\$ 407.00$ <br> (Auto Pay) |

Billing Details on Back
Because you are on Budget Bllling, your amount due does not equal your

Usage Charges.


Rate: RS. Vew schedule at pplelectric.com/rates
Monthly Budget Plan vs. Actual Charges


About thils graph: A green budget balance means you've used less than your budget. Black means you've used more. Your plan is reviewed every 3 months.
Questions/concerns? Contact us by $2 / 7 / 24$
1-800-342-5775
Visit pplelectric.com for hours of operation.
Correspondence to:
PPL Customer Service
827 Hausman Road Allentown, PA 18104-9392

## DATE OF DEPOSIT

DOLORES YANOLKO
2333 S 3RD ST
ALLENTOWN, PA 18103

SECRETARY'S BUREAU

FEE 272024
PA PUBLIC UTILITY COMMISSION

| Account Number | Auto Pay Date | Amount Due |
| :---: | :---: | :---: |
|  | $\mathbf{2 / 1 2 / 2 4}$ | Auto Pay |

PPL ELECTRIC UTILITIES
2 NORTH 9TH STREET CPC-GENN1
ALLENTOWN, PA 18101-1175

| EWhDalvered(\%)Customer) |  |  |  |
| :---: | :---: | :---: | :---: |
| Mater Number | Reading Dates | Meter Reading | KllowattHours |
| 300550355 | Jan 19 | 78809 | 5350 |
|  | Dec 15 | 73459 |  |
| Days Blled: 35 | Avg. kWh/Day: 153 |  | Total Delivered: 5350 |
| Dranang | Annuoltor0 0389 |  | Avg Monthy |
| Feb 2023 - Jan 2024 | 28047 kWh |  | 2337 kWh |

Next meter reading on or about: Feb 16, 2024.
State taxes this bill: About $\$ 3.94$. PA Gross Receipts Tax About $\$ 24.01$.

## January



Genteration \& Transmission Charges for Dec 15-Jan 19
energy FES 108
harbor Electric Chg: 5350 KWH © $\$ 0.10680 \quad 571.38$ State Sales Tax
Gross Recelpts Tex $\$ 33.71$
Total ENERGY HARBOR Charges $\$ 574.38$

For questions on these charges, please contact thls supplier at:
888-254-6359


ENERGY HARBOR.
Customer Senvices 168 E MARKET STREET AKRON, OH 44308

General Information: Generation prices and charges are set by the electric generation suppller you have chosen. The Public Utlity Commission regulates distribution rates and services. The Federal Energy Regulatory Commission regulates transmission prices and services.

Billing Summary


Act 129 Complance Rider - Monthly charge to recover costs for energy efficlency and conservation programs approved by the PUC.
Budget Eilling - 'Most suppliers offer budget bliling, which allows you to pay a fixed amount each month. Budget billing averages bills out over 12 months, so each monthly bill will be the same amount untll the total bill is paid. The company may adjust the bill four times a year, up or down, depending on the customer's use. Residential customers may contact their electric utility and/or suppller and request budget billing at any time.
Customer Charge - The basic service charge to partlally cover costs for blling, meter reading, equipment and service line malntenance. If you select a new suppiler, the name, address and telephone number for both your distribution and supplier company will appear on your bill.
Distribution Charge (Dallvary) - Part of the basic senvice charges on every customer's bill for delivering electricity from the electrlc distribution company to your home or business. The distribution charge is reguiated by the Public Utility Commission. This charge will vary according to how much electricity you use.
Kliowatt-hour (kWh) - The basic unit of electric energy for which most customers are charged In cents per kllowatt-hour. A kllowatt-hour Is the equlvalent of using ten 100 -watt light bulbs for one hour.
KWh Dellvered - The amount of electricity we dellvered to you tor your use.
Storm Damage Expense Rlder - Monthly charge to recover certaln costs to make repalrs after major storms.

Understanding Your BIII - ContInued
System Improvement Charge - Monthly charge to recover costs for Improving, repairing and repiacing equipment that delivers electricity to your home or business.
Smart Meter Rider - Monthly charge to recover costs assoclated with the smart meter programs epproved by the PUC.
State Tax Adjustment Surcharge - Monthly charge or credit to refiect changes In varlous state taxes. The surcharge may vary by bill component.
Tax Cut and Jobs Act Credit - Monthly adjustment for federal tax changes.
Type(s) of Meter Readings:
Actual - Measures your monthly electricity use based on an actual reading. Estimated = Determines your monthly electricity use based on the weather and your past usage.

We deliver.
1-800-342-5775
For hours of operation and to poy/manage your account, vislt pplelectric.com.

PPL Electric Yotluties

Service to:
DOLORES YANOLKO 2333 S 3RD ST ALLENTOWN, PA 18103

| Auto Pay Date | Amount Due |
| :---: | :---: |
| $1 / 8 / 24$ | $\$ 407.00$ <br> (Auto Pay) |

Billing Detalls on Back
Because you are on Budget Billing, your amount due does not equal your Usage Charges.


VIsit PAPowerSwitch.com or www,oca,state.pa.us
If you're shoppling, know your contract expiration date. Account Numbel
The price to compare is updated June $4^{5 t}$ and December ${ }^{5 s}$. Rate; RS. Vlew schedule at pplefectric.com/rates

Monthly Budget Plan vs. Actual Charges

About this graph: A green budget balance means you've used less than your budget. Black means you've used more. Your plan is reviewed every 3 months.
Questlons/concerns? Contact us by $1 / 3 / 24$

1-800-342-5775
Vlsit pplelectric.com for hours of operation.
Correspondence to:
0 (1): PPL Customer Service
827 Hausman Road
PFI Doctice Unylues : Allentown, PA 18104-9392

| Account Number | Auto Pay Date | Amount Due |
| :---: | :---: | :---: |
| $51330-10004$ | $1 / 8 / 24$ | Auto Pay |

dolores yanolko
2333 S 3RD ST
ALLENTOWN, PA 18103

PPL ELECTRIC UTILITIES
2 NORTH 9TH STREET CPC-GENN1
ALLENTOWN, PA 18101-1175


Next meter reading on or about: Jan 19, 2024.
State" taxes thls bill: About \$3.94: PA Gross Recelpts Taxc About \$24.01.
December

| Electricity Usage (kWh) | Avg. Temperature | Avg. Daily Cost |
| :---: | :---: | :---: | :---: |
| $+3 \%$ | $+2^{\circ}$ | $-18 \%$ |

Generation \& Transmission Charges for Nov 14-Dec 15 energy fes 108
harbor Electric Chg: 3931 KWH © $\$ 0.10680$
State Sales Tax
Gross Recelpts Tax $\$ 24.77$
Total ENERGY HARBOR Charges $\$ 419.83$

For questlons on these charges, please contact this supplier at:



Act 129 Compliance Ridar - Monthly charge to recover costs for energy efficlency and conservation programs approved by the PUC.
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KWh Dellvered - The amount of electricity we dellvered to you for your use. Storm Damage Expense Rider - Monthly charge to recover certaln costs to make repalrs after major storms.


| Account Number | Auto Pay Date | Amount Due |
| :---: | :---: | :---: |
|  | $1 / 8 / 24$ | Auto Pay |

## Understanding Your Bill - Continued

System Improvement Charge - Monthly charge ta recover costs for Improving repaling and repiacing equipment that delvers electricity to your home or business.
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State Tax Adjustment Surcharge - Monthly charge or credit ta reflect changes in varlous state taxes. The surcharge may vary by bill component.
Tax Cut and Jobs Act Credit - Monthly adjustment for federal tax changes.
Type(s) of Mater Readings:
Actual - Measures your monthly electricity use based on an actual reading Estimated - Determines your monthly electriclty use based on the weather and your past usage.

# DOLORES YANOLKO 

2333 S 3RD ST
ALLENTOWN, PA 18103

February 8, 2024
Bill Account Namber:
"

## Dear DOLORES YANOLKO:

On 01/23/2024, you contacted us about the amount of your bill for electric use through 01/22/2024.

At that time, we asked you questions about the size of your home, the number of residents, heating, air conditioning, and appliances, to better understand your usage.

We also confirmed this bill was based on actual electric use and verified the meter data.
You still had some concerns with the amount of the bill, so we offered to test the accuracy of the electric meter at your home. You accepted and paid $\$ 35$ for this service.

We tested your meter on 02/08/2024, and have included the results with this letter. Our test confirmed that your meter was accurately recording your electric use and your bill is correct.

If you'd like to monitor your daily usage, you can do so on our website. Sign into your online account at pplelectric.com or create a new one in three easy steps. This can help you track trends or spikes in your electric use and find ways to save energy.

We have enclosed a statement of your account as a reference. Your account balance is $\$ 407.00$ and will become past due on 02/24/2024.

If you're unable to pay your full account balance by the due date, we can set up a payment arrangement to spread the cost out over time. It's easy and quick to set up a payment arrangement online at pplelectric.com/billhelp, over our automated system or by speaking with a representative at 1-800-342-5775.

You can also make payments at plelectric.com, at an authorized bill payment center, or mail a check to PPL Electric Utilities, P.O Box 419054, St. Louis, MO 63141.

Thank you for being a valued customer.

## Sincerely,

## PPL Electric Utilities

1

Your electric bill is determined by the amount of energy you use in your home, as well as the rate you pay for that energy. YOU are in control of your electric bill by conserving energy and shopping for the best rate.

Things to keep in mind...

- Many households have computers, large screen TVs, cell phones, video games and many other appliances that we didn't have even five years ago, which accounts for higher usage
- Usage in every household varies
- When using electric heat or air conditioning, you will see seasonal swings in your usage
- When comparing usage, remember to look at the kilowatt hours used, not the dollars billed

Tips to reduce your energy consumption

## General Heating and Cooling:

- Install newer, programmable thermostat
- Set thermostat at 68 in winter and 78 in summer
- Turn your thermostat back when sleeping or away from home for four or more hours
- Reducing thermostat in winter and increasing thermostat in summer will result in a savings on your heating/cooling costs of $2 \%$ for each 1 degree change
- Make sure vents, registers and radiators are clean
- Add insulation, caulk and seal drafty areas

Heat Pumps:

- Do not increase temperature more than two degrees at one time
- Clean or replace filters monthly
- Keep outside unit free of snow and ice
- Make sure auxiliary/emergency heat is not on when it is not needed
- Set thermostat fan to 'auto'

Laundry:

- Dry full loads
- Dry loads consecutively
- Clean the lint filter after each load
- Hang laundry instead of using dryer
- Wash in cold water
- Use timers
- Use compact fluorescent bulbs
- Keep fixtures and bulbs clean
- Be sure your dishwasher is full when running it


## Refrigeration:

- Refrigerator should be set between 36 and 40 degrees
- Freezer should be set between 0 and 5 degrees
- Make sure door seals are airtight
- Allow one inch of space on each side for good circulation
- Keep your refrigerator out of sunlight not in a hot garage
- Clean the cooling coils in the back of refrigerator often
- Refrigerator and freezers operate more efficiently when full, not overloaded


## Other;

- Turn off TVs when no one is watching
- Lower the setting on your dehumidifier
- Use sleep mode when computer is not in use
- Buy Energy Star rated appliances
- Use the sleep function on devices when available
- Air dry dishes instead of using cycle in dishwasher

Cooling:

- Keep window units out of the sun and unobstructed
- Seal gaps alongside of the window


## Water Heating:

## Cooking:

- Use smaller electric pans or toaster oven for small meals
- Don't open oven when cooking
- Reheat food in microwave or toaster oven
- -m


## mperature to 120 degrees

- Lower the temperature to 120
- Repair leaky faucets
- Install low flow showerheads
- Take a short shower instead of a bath
- Do not let the water run
- Run dishwasher with full loads only

Visit papowerswitch.com for options to shop for another generation supplier Visit pplelectric.com to see your daily and hourly usage to help find ways to conserve

## Understanding Your Rights

The Pennsylvania Public Utility.Commission (PUC) is a regulatory agency that balances the needs of consumers and utilities to ensure safe and reliable utility service at reasonable rates. Additionally, the PUC establishes the rules and regulations with which utilities must comply.

If you do not agree with this report, you may file an informal complaint with the PUC by calling toll-free in PA at 1-800-692-7380. If you prefer, you may write the PUC, P.O. Box 3265, Harrisburg, PA 17105-3265.

The PUC will ask you to provide the following information.

- The customer's name and phone number.
- The customer's address, and if different, the service address.
- The utility company's name and the customer's account number, if there is one.
- -A brief statement of the dispute and the relief sought.
- Whether the company has already investigated and reported the dispute.
- Whether the same formal or informal complaint was filed with the PUC in the past.
- The proposed shut-off date, if any.

If you need additional information or have other concerns, please call PPL toll-free at 1-800-DIAL-PPL (1-800-342-5775).

# Metering Support Laboratory 

## Laboratory Test Results

| Customer Name: | Dolores Yanolko |
| :--- | :--- |
| Customer Billing Account: | $51330-10004$ |
| Meter Manufacturer: | Landis and Gyr |
| Meter Serial Number: | 300550355 |
| Meter Test Date: | $2 / 8 / 2024$ |
| Meter Test Results: |  |
| - Full Loud Test: | $100.02 \%$ |
| - Light Load Test: | $100.04 \%$ |
| - Average Accuracy: | $100.02 \%$ |

PPL Electric Utilities Metering Laboratory is certified by the Pennsylvania Public Utility Commission. Meters are tested in accordance with Chapter 57.20 . Full load meter testing is conducted at $100 \%$ of rated nameplate test current. Light Load meter testing is conducted at $10 \%$ of rated nameplate test current. Average Result is a weighted average of the two test points using $80 \%$ full load and $20 \%$ light load.

All meter accuracy results and equipment used are traceable to the National Institute of Standards and Technology (NIST) in Gaithersburg, Maryland.

Certified meter test results for Meter Serial number 300550355 were obtained using a WECO Model 4150 test system with serial number 7753301545.

Additional testing notes:
Certified:
Joseph Chunko
Supervising Engineer, Métering Süpport

| *** Account Information *** |  |  |
| :---: | :---: | :---: |
| Account Number: | Mall Ta: <br> DOLORES YANOLKO <br> 2333 S 3RD ST <br> ALIENTOWN, PA 18103 | Service Address: <br> DOLORES YANOLKO <br> 2333 S 3RD ST <br> ALLENTOWN, PA 18103 |
| Date/The Retrieved: 2/9/2024 8:3I AM | ALLENTOWN, PA 18103 | ALLENTOWN, PA 18103 |

*** Current Account Satus ***

| Balance <br> Forward | Actual <br> Billed | Deferred <br> Balance |
| ---: | ---: | ---: |
| $\$ 0.00$ | $\$ 0.00$ | $\$ 0.00$ |
| $\$ 0.00$ | $\$ 514.93$ | $\$ 348.57$ |
| $\$ 0.00$ | $\$ 0.00$ | $\$ 0.00$ |
| $\$ 0.00$ | $\$ 0.00$ | $\$ 0.00$ |
| $\$ 0.00$ | $\$ 492.82$ | $\$ 572.39$ |
| $\$ 0.00$ | $\$ 0.00$ | $\$ 0.00$ |
| $\$ 0.00$ | $\$ 0.00$ | $\$ 0.00$ |
| $\$ 0.00$ | $\$ 331.16$ | $\$ 634.55$ |
| $\$ 0.00$ | $\$ 0.00$ | $\$ 0.00$ |
| $\$ 0.00$ | $\$ 0.00$ | $\$ 0.00$ |
| $\$ 0.00$ | $\$ 273.79$ | $\$ 639.34$ |
| $\$ 0.00$ | $\$ 0.00$ | $\$ 0.00$ |
| $\$ 0.00$ | $\$ 0.00$ | $\$ 0.00$ |
| $\$ 0.00$ | $\$ 155.09$ | $\$ 525.43$ |
| $\$ 0.00$ | $\$ 0.00$ | $\$ 0.00$ |
| $\$ 0.00$ | $\$ 0.00$ | $\$ 0.00$ |
| $\$ 0.00$ | $\$ 175.65$ | $\$ 451.08$ |
| $\$ 0.00$ | $\$ 0.00$ | $\$ 0.00$ |
| $\$ 0.00$ | $\$ 0.00$ | $\$ 0.00$ |
| $\$ 0.00$ | $\$ 375.73$ | $\$ 576.81$ |
| $\$ 0.00$ | $\$ 0.00$ | $\$ 0.00$ |
| $\$ 0.00$ | $\$ 0.00$ | $\$ 0.00$ |
| $\$ 0.00$ | $\$ 430.15$ | $\$ 756.96$ |
| $\$ 0.00$ | $\$ 0.00$ | $\$ 0.00$ |
| $\$ 0.00$ | $\$ 0.00$ | $\$ 0.00$ |
|  |  |  |

Payment Agreement:
Installment:
Budget Bill Amortization:
Instaliment:

Balance:

Balance:

| Date | Transaction Type | Due Date | Transaction Amount |
| :---: | :---: | :---: | :---: |
| 1/21/2022 | BUDGET BILLING |  | \$269.00 |
| 1/21/2022 | Regular Bill | 02/14 | \$269.00 |
| 1/28/2022 | Payment |  | \$-269.00 |
| 2/18/2022 | BUDGET BILLING |  | \$269.00 |
| 2/18/2022 | Regular Bill | 03/14 | \$269.00 |
| 3/3/2022 | Payment |  | \$-269.00 |
| 3/21/2022 | BUDGET BLLING |  | \$269.00 |
| 3/21/2022 | Regular Bill | 04/11 | \$269.00 |
| 4/13/2022 | Payment |  | \$-269.00 |
| 4/20/2022 | BUDGET BILIING |  | \$269.00 |
| 4/20/2022 | Regular Bill | 05/11 | \$269.00 |
| 5/9/2022 | Paytuent |  | \$-269.00 |
| 5/19/2022 | BUDGET BILLING |  | \$269.00 |
| 5/19/2022 | Regular Bill | 06/09 | \$269.00 |
| 6/7/2022 | Payment |  | \$-269.00 |
| 6/20/2022 | BUDGET BILLING |  | \$250.00 |
| 6/20/2022 | Regular Bill | 07/11 | \$250.00 |
| 7/7/2022 | Payment |  | \$-250.00 |
| 7/20/2022 | BUDGET BLILING |  | \$250.00 |
| 7/20/2022 | Regular Bill | 08/10 | \$250.00 |
| 8/8/2022 | Payment |  | \$-250.00 |
| 8/18/2022 | BUDGET BILLING |  | \$250.00 |
| B/18/2022 | Regular Bill | 09/08 | \$250.00 |
| 9/6/2022 | Payment |  | \$-250.00 |
| 9/19/2022 | BUDGET BILLING |  | \$392.00 |



## PPL Electric Utilties

| Date | Transaction Type | Due Date | Transaction Amount | Balance Forward | Actual Billed | Deferred Balance | $\begin{gathered} \text { Deg Day } \\ \mathbf{H / C} \end{gathered}$ | $\begin{aligned} & \text { RDG } \\ & \text { Type } \end{aligned}$ | $\begin{aligned} & \text { Days } \\ & \text { Used } \end{aligned}$ | KWH | Billed |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 6119/2023 | BUDGET BLIING |  | \$490.00 | \$0.00 | \$0.00 | \$0.00 |  |  | 0 | 0 | 0 |
| 6/19/2023 | Regular Bill | 07/10 | \$490.00 | \$0.00 | \$102.63 | \$565.61 | 0079/0042 | 60796A | 30 | 573 | 0 |
| 7/6/2023 | Payment |  | \$-490.00 | \$0.00 | \$0.00 | \$0.00 |  |  | 0 | 0 | 0 |
| 7/19/2023 | budget blling |  | \$490.00 | \$0.00 | \$0.00 | \$0.00 |  |  | 0 | 0 | 0 |
| 7/19/2023 | Regular Bill | 08/09 | \$490.00 | \$0.00 | \$316.80 | \$392.41 | 0002/0269 | 62775A | 32 | 1979 | 0 |
| 7/25/2023 | Miscellaneous |  | \$-1.61 | \$0.00 | \$0.00 | \$0.00 |  |  | 0 | 0 | 0 |
| 877/2023 | Payment |  | 5-488.39 | \$0.00 | 50.00 | \$0.00 |  |  | 0 | 0 | 0 |
| 8/17/2023 | BUDGET BLLING |  | \$490.00 | \$0.00 | \$0.00 | \$0.00 |  |  | 0 | 0 | 0 |
| 8/17/2023 | Regular Bill | 09/07 | \$490.00 | \$0.00 | \$302.67 | \$205.08 | 0000/0245 | 64637A | 29 | 1862 | 0 |
| 9/5/2023 | Payment |  | \$-490.00 | \$0.00 | \$0.00 | \$0.00 |  |  | 0 | 0 | 0 |
| 9/18/2023 | BUJGET BRLING |  | \$403.00 | \$0.00 | \$0.00 | \$0.00 |  |  | 0 | 0 | 0 |
| 9/18/2023 | Regular Bill | $10 / 10$ | \$403.00 | \$0.00 | \$282.13 | \$84.21 | 0006/0196 | 66348A | 30 | 1711 | 0 |
| 10/6/2023 | Payment |  | \$-403,00 | \$0.00 | \$0.00 | \$0.00 |  |  | 0 | 0 | 0 |
| 10/17/2023 | BUDGET BLLLING |  | \$403.00 | \$0.00 | \$0.00 | \$0.00 |  |  | 0 | 0 | 0 |
| 10/17/2023 | Regular Bill | 11/07 | \$403.00 | \$0.00 | \$188.89 | 5-129.90 | 0213/0012 | 67461A | 31 | 1113 | 0 |
| 11/3/2023 | Paytant |  | \$-403.00 | \$0.00 | \$0.00 | \$0.00 |  |  | 0 | 0 | 0 |
| 11/15/2023 | Budget Bill Int Only |  | \$-0.47 | \$0.00 | \$0.00 | \$0.00 |  |  | 0 | 0 | 0 |
| 11/15/2023 | BUDGET BLLING |  | \$207.71 | \$0.00 | \$0.00 | \$0.00 |  |  | 0 | 0 | 0 |
| 11/15/2023 | Regular Bill | 12/06 | \$207.24 | \$0.00 | \$337.61 | \$0.00 | 0478/0000 | 69528A | 29 | 2067 | 0 |
| 12/4/2023 | Payment |  | \$-207.24 | \$0.00 | \$0.00 | \$0.00 |  |  | 0 | 0 | 0 |
| 12/18/2023 | BUDGET BILLING |  | \$407.00 | \$0.00 | \$0.00 | \$0.00 |  |  | 0 | 0 | 0 |
| 12/18/2023 | Regular Bill | 01/08 | \$407.00 | \$0.00 | \$628.25 | \$221.25 | 0833/0000 | 73459A | 31 | 3931 | 0 |
| 1/4/2024 | Payment |  | \$-407.00 | \$0.00 | \$0.00 | \$0.00 |  |  | 0 | 0 | 0 |
| 1/22/2024 | BUDGET BILLING |  | \$407.00 | \$0.00 | \$0.00 | \$0.00 |  |  | 0 | 0 | 0 |
| 1/22/2024 | Regular Bill | 02/12 | \$407.00 | \$0.00 | \$842.71 | \$656.96 | 1048/0000 | 78809A | 35 | 5350 | 0 |
| 2/8/2024 | Payment |  | \$-407.00 | \$0.00 | \$0.00 | \$0.00 |  |  | 0 | 0 | 0 |
| Page 3 |  |  |  |  |  |  |  |  |  |  |  |



