

3/05/2024

Public Utility Commission
400 North Street
Keystone Bldg.
Harrisburg, PA 17120

John Quinn
216 Maple Ave
Quarryville PA 17566
PPL cust# [REDACTED]

Good afternoon,

I am sending this letter as an explanation for my E-file comments for M-2023-3038060.

I originally submitted the E-file form prior to the end date for submission, but received a rejection email stating that more information was needed and was advised to E-file again. I received that email on 2/29/2024.

I E-filed a new form with comments on 2/29/2024 and once again today I received another rejection stating that the deadline for filing had already passed.

The email I received came from Amanda N. Clouser (Legal assistant II) and after corresponding with her today, she advised me to E-file once again and include this letter so that it is understood that the original E-filing was prior to the 2/28/2024 deadline and within the allotted window.

As I explained to Amanda, my wife and I are retired so this billing error was a real burden to our budget since we are no longer working in our previous careers. The amount we were overcharged was approximately \$900.00 total for the months of 12/2022, 2/2023, 3/2023 & 4/2023. We did pay it assuming PPL would straighten it out at some point.

We never did receive any credit or reimbursement from PPL for this mistake. I am attaching the bill copies of the months that are still available on the PPL site, however the 12/2022 & 2/2023 copies are no longer accessible on the PPL site and we receive our bills electronically.

Please contact me if there is any additional information needed for this request.

Sincerely,

John Quinn



< Account Summary

Bills & Payments

216 Maple Ave Quarryvill...

My Bills		My Payments	
Bill Date ↑	Due Date	Energy Usage	Amount
Apr 21, 2023	May 15, 2023	935 kWh	\$635.91
Mar 22, 2023	Apr 12, 2023	1729 kWh	\$404.85
Feb 21, 2023	Mar 14, 2023	1566 kWh	\$368.15
Jan 23, 2023	Feb 13, 2023	938 kWh	\$226.99
Dec 27, 2022	Jan 17, 2023	Estimated @ 1986 kWh	\$459.61
Nov 18, 2022	Dec 12, 2022	927 kWh	\$222.52
Oct 20, 2022	Nov 10, 2022	700 kWh	\$171.70



kWh Delivered (to Customer)			
Meter Number	Reading Dates	Meter Reading	Kilowatt-Hours
300532353	Apr 20	58407	935
	Mar 21	57472	
Days Billed: 30		Avg. kWh/Day: 31	Total Delivered: 935
Date Range	Annual Total Usage	Avg Monthly	
May 2022 - Apr 2023	13597 kWh	1133 kWh	

Next meter reading on or about: May 19, 2023.

State taxes this bill: About \$4.53. PA Gross Receipts Tax: About \$27.59.

Supply Details



Generation & Transmission Charges for Mar 21-Apr 20	
Energy Charge (935KWH @ \$0.1799)	168.21
Gross Receipts Tax \$9.92	
Total IGS Energy Charges	\$168.21

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



1-888-993-0997



**IGS Energy
Customer Services**
PO Box 9060
Dublin, OH 43017

Sign up for MyAccount to view your plan and usage at www.igs.com/login

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

Billing Summary

Previous Balance	\$404.85
Balance as of Apr 21, 2023	\$404.85
Total Supply Charges	\$168.21
Total Delivery Charges	\$57.79
Other Charges	
Late Payment Charge	\$5.06
Total Other Charges	\$5.06

Amount Due By 5/15/23

\$635.91

Account Balance \$635.91

Delivery Details



Distribution Charges

Residential Rate: RS for Mar 21 - Apr 20

Customer Charge	15.90
935 kWh at 4.608¢ per kWh	43.09
Tax Cut and Jobs Act Credit at -8.23%	-3.88
System Improvement Charge at 5.00%	2.76
PA Tax Adj Surcharge at -0.134%	-0.08

Total Delivery Charges \$57.79

Understanding Your Bill

Act 129 Compliance Rider - Monthly charge to recover costs for energy efficiency and conservation programs approved by the PUC.

Customer Charge - The basic service charge to partially cover costs for billing, meter reading, equipment and service line maintenance. If you select a new supplier, the name, address and telephone number for both your distribution and supplier company will appear on your bill.

Distribution Charge (Delivery) - Part of the basic service charges on every customer's bill for delivering electricity from the electric distribution company to your home or business. The distribution charge is regulated by the Public Utility Commission. This charge will vary according to how much electricity you use.

Kilowatt-hour (kWh) - The basic unit of electric energy for which most customers are charged in cents per kilowatt-hour. A kilowatt-hour is the equivalent of using ten 100-watt light bulbs for one hour.

Late Payment Charge - Charge added if you do not pay your bill by the due date.

kWh Delivered - The amount of electricity we delivered to you for your use.

Storm Damage Expense Rider - Monthly charge to recover certain costs to make repairs after major storms.

System Improvement Charge - Monthly charge to recover costs for improving, repairing and replacing equipment that delivers electricity to your home or business.

Smart Meter Rider - Monthly charge to recover costs associated with the smart meter programs approved by the PUC.



Account Number	Due Date	Amount Due
██████████	5/15/23	\$635.91

Understanding Your Bill - Continued

State Tax Adjustment Surcharge - Monthly charge or credit to reflect changes in various 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 pay/manage your account, visit ppelectric.com.

Meter **300532353** Account **[REDACTED]**

Due Date	Amount Due
4/12/23	\$404.85

[Billing Details on Back](#)

Service to:
JOHN A QUINN
PATRICIA M QUINN
216 MAPLE AVE
QUARRYVILLE, PA 17566

Supply \$311.05	Usage from Feb 17 - Mar 21	\$93.80	Delivery
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IGS Energy
1-888-993-0997

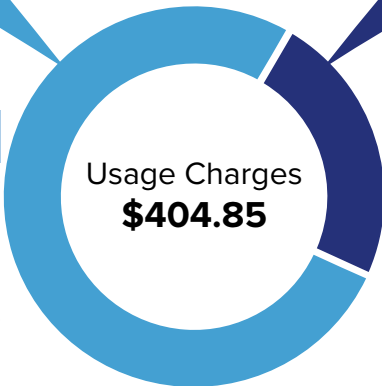
Effective Date
9/21/15

PPL Electric Utilities

Energy Charge (1729KWH @ \$0.1799)

PPL Electric Utilities Price to Compare

\$0.14612 Use this price when comparing supplier offers.



Consider making a monthly pledge to Operation HELP to assist those in need to heat their homes.

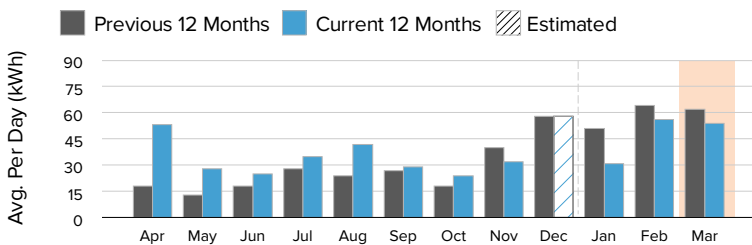
WANT TO SAVE?

Clean or replace furnace and air filters at least every 3 months. Dirty filters block air flow.

SHOP FOR ELECTRICITY

Visit PAPowerSwitch.com or www.oca.state.pa.us
If you're shopping, know your contract expiration date.
Account Number: [REDACTED]
The price to compare is updated June 1st and December 1st.
Rate: RS. View schedule at ppelectric.com/rates

Usage Summary



For usage and billing details, visit us online at ppelectric.com

March

Electricity Usage (kWh)	Avg. Temperature	Avg. Daily Cost
-1%	-3°	+13%
2022: 1743 2023: 1729	2022: 44° 2023: 41°	2022: \$11.17 2023: \$12.65

Questions/concerns? Contact us by 4/12/23

Sign back of bill stub to enroll in auto bill pay.

1-800-342-5775
Visit ppelectric.com for hours of operation.

Correspondence to:
PPL Customer Service
827 Hausman Road
Allentown, PA 18104-9392



Account Number	Due Date	Amount Due
[REDACTED]	4/12/23	\$404.85

Amount Enclosed:

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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JOHN A QUINN
PATRICIA M QUINN
216 MAPLE AVENUE
QUARRYVILLE, PA 17566

Please make check payable to: PPL ELECTRIC UTILITIES
2 NORTH 9TH STREET CPC-GENN1
ALLENTOWN, PA 18101-1175



kWh Delivered (to Customer)			
Meter Number	Reading Dates	Meter Reading	Kilowatt-Hours
300532353	Mar 21	57472	1729
	Feb 17	55743	
Days Billed: 32		Avg. kWh/Day: 54	Total Delivered: 1729
Date Range	Annual Total Usage	Avg Monthly	
Apr 2022 - Mar 2023	14241 kWh	1187 kWh	

Next meter reading on or about: Apr 20, 2023.

State taxes this bill: About \$0.90. PA Gross Receipts Tax: About \$5.53.

Supply Details



Generation & Transmission Charges for Feb 17-Mar 21	
Energy Charge (1729KWH @ \$0.1799)	311.05
Gross Receipts Tax \$18.35	
Total IGS Energy Charges	\$311.05

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



1-888-993-0997



IGS Energy
Customer Services
 PO Box 9060
 Dublin, OH 43017

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Kilowatt-hour (kWh) - The basic unit of electric energy for which most customers are charged in cents per kilowatt-hour. A kilowatt-hour is the equivalent of using ten 100-watt light bulbs for one hour.

Billing Summary

Previous Balance	\$368.15
Payment Received Mar 1, 2023 - Thank You!	-\$368.15
Balance as of Mar 22, 2023	\$0.00
Total Supply Charges	\$311.05
Total Delivery Charges	\$93.80

Amount Due By **4/12/23**

\$404.85

Account Balance \$404.85

Delivery Details



Distribution Charges

Residential Rate: RS for Feb 17 - Mar 21

Customer Charge	15.98
1,729 kWh at 4.608¢ per kWh	79.67
Tax Cut and Jobs Act Credit at -8.23%	-6.19
System Improvement Charge at 5.00%	4.47
PA Tax Adj Surcharge at -0.134%	-0.13

Total Delivery Charges \$93.80

Understanding Your Bill

kWh Delivered – The amount of electricity we delivered to you for your use.

Storm Damage Expense Rider - Monthly charge to recover certain costs to make repairs after major storms.

System Improvement Charge - Monthly charge to recover costs for improving, repairing and replacing equipment that delivers electricity to your home or business.

Smart Meter Rider - Monthly charge to recover costs associated with the smart meter programs approved by the PUC.

State Tax Adjustment Surcharge - Monthly charge or credit to reflect changes in various 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.

Enroll in Automatic Bill Pay

Enroll in Automatic Bill Pay (ABP) and your monthly electric payment will be automatically deducted from your bank checking account. To enroll, sign and date this form and return your check payment (voided check not required). Money orders, cashier and foreign checks do not qualify for enrollment.

I authorize PPL Electric Utilities to automatically deduct from the checking account as shown on my enclosed check, all future payments for the PPL Electric Utility bill account number listed on this payment stub. I will notify PPL Electric Utilities if I decide to cancel this authorization.

To enroll in automatic bill payment,
 Checking Account holder sign here

Date _____

Note: To enroll a savings account in automatic bill pay visit ppllectric.com/autopay.

\$404.85