

F-2011-2279310

This is a letter on the case I just had with ppl. This is Christina's final bill before I open up an account with ppl in May of 2011. When I open up that account, I opened it of with a balance around 572.00. As you can see there are two different account numbers, inside the envelope you will find, Christina's final bill with the account number, and the final date and bill on the bill. If You can go back and look at her billing history and mine, you will find there is a big mistake.

RECEIVED

2012 AUG 23 PM 3:29

PA P.U.C.
SECRETARY'S BUREAU



Your Bill Account Number
65128-80041
Use when calling or writing

Electric Service

Summary Page

For:
CHRISTINA FAYE
2128 N 3RD ST UNIT 5
HARRISBURG PA 17110

Balance as of Dec 28, 2010 **\$3,045.72**

Charges:
Total PPL Electric Utilities Charges \$146.89

Total Charges **\$3,192.61**

Pay This Amount No Later than Jan 18, 2011	\$3,192.61
Account Balance	\$3,192.61

Questions about this bill? Please contact us by Jan 18 at 1-800-342-5775 (1-800-DIAL-PPL)

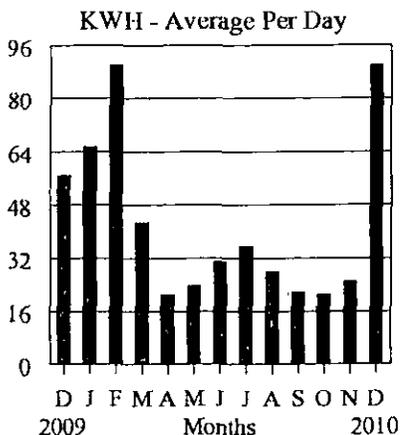
or write to:
Customer Service
827 Hausman Rd.
Allentown, PA
18104-9392
www.pplelectric.com

Electric Use

This graph shows your electric use over the last 13 months.

Types of Meter Readings:

- Actual
- Adjusted
- Estimated
- Customer



Meter Reading Information

Meter #98992278		
Dec 28	Actual	70752
Nov 24	Actual	67703
34 Days	KWH Billed	3049

Average - Dec	2009	2010
Temperature	36F	32F
KWH Per Day	57	90
Yearly Use:	Total Use	Average Monthly
Jan 2010 - Dec 2010	15234	1270

Other important information on back →

Return this part to address below with a check payable to PPL Electric Utilities Corporation

Your Bill Account Number
65128-80041

Please Pay By
Jan 18, 2011

Pay This Amount
\$3,192.61

AV 01 001433 60060 B 6 A**5DGT
CHRISTINA FAYE
PO BOX 13011
HARRISBURG PA 17110-5011

Amount Enclosed

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PPL ELECTRIC UTILITIES
2 NORTH 9TH STREET RPC-GENNI
ALLENTOWN PA 18101-1175



1 0700031926170003192617 6512880041

Understanding Your Bill

Bill Account Number - 65128-80041

Budget Billing - A plan which provides for equal monthly payments.

Customer Charge - A monthly basic distribution charge to cover costs for billing, meter reading, equipment, maintenance, and advanced metering when in use.

Distribution Charge - Charges for the use of local wires, transformers, substations, and other equipment used to deliver electricity to end-use consumers from the high voltage transmission lines.

Generation Charge - Charges for the production of electricity.

KWH (Kilowatt-hour) - The basic unit of electric energy for which most customers are charged. The amount of electricity used by ten 100-watt lights left on for 1 hour. Consumers are usually charged for electricity in cents per kilowatt-hour.

Late Payment Charge - A charge added if you do not pay your bill on time.

State Tax Adjustment Surcharge - A charge, or a credit, on electric rates to reflect changes in various state taxes included in your bill. The surcharge may vary by bill component.

Rate RS - The rate for service to a private home.

Transmission Charge - Charges for moving high voltage electricity from a generation facility to the distribution lines of an electric distribution company.

Types of Meter Readings:

Actual - A reading by distribution company.

Adjusted - We determine your usage from an actual reading we got close to the billing date.

Customer - A reading you give distribution company.

Estimated - Charges based on the weather and your past energy use.

* View your rate schedule at www.pplweb.com or call Customer Service at 1-800-342-5775 to request a copy.

* Mail payments to: 2 North Ninth Street RPC-GENN1, Allentown, PA 18101-1175.

* Mail notes and letters in a separate envelope to: Customer Service, 827 Hausman Road, Allentown, PA 18104-9392.



Your Bill Account Number
65128-80041
Use when calling or writing

Electric Service

Total from Last Bill **\$3,045.72**

For:
CHRISTINA FAYE
2128 N 3RD ST UNIT 5
HARRISBURG PA 17110

Billing Details

Amount You Still Owe as of Dec 28, 2010 **\$3,045.72**

PPL Electric Utilities Customer Service
827 Hausman Rd.
Allentown, PA
18104-9392
1-800-342-5775
(1-800-DIAL-PPL)
www.pplelectric.com

Current Charges

Charges for - PPL Electric Utilities

Residential Rate: RS for Nov 24 - Dec 28

Distribution Charge:

Customer Charge	8.44
200 KWH at 2.90600000¢ per KWH	5.81
600 KWH at 2.64000000¢ per KWH	15.84
2,249 KWH at 2.48700000¢ per KWH	55.93
PA Tax Adj Surcharge at 0.10300000%	0.09

Transmission Charge:

3,049 KWH at 0.31600000¢ per KWH	9.63
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Generation Charge:

Capacity and Energy	
200 KWH at 10.13300000¢ per KWH	20.27
600 KWH at 10.13300000¢ per KWH	60.80
2,249 KWH at 10.13300000¢ per KWH	227.89
PA Tax Adj Surcharge at -0.01400000%	-0.04

Total PPL Electric Utilities Charges **\$404.66**

Your Budget Plan Amount **\$117.00**

Other Charges for PPL Electric Utilities

Late Payment Charge **29.89**

Total of Other Charges **\$29.89**

Pay This Amount No Later Than Jan 18, 2011 **\$3,192.61**

Account Balance **\$3,192.61**

General Information

Next meter reading on or about Jan 26

Budget Summary:

We billed you	\$1,629.00
Including this bill, you used	1,444.61
After this payment, your budget is ahead	\$184.39

The \$3,045.72 balance includes \$84.73 in prior late payment charges.

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

PPL Electric Utilities uses about \$15.00 of this bill to pay state taxes. In addition, about \$188.36 of this bill pays the PA Gross Receipts Tax.

For your convenience, you can now pay your bill using your Visa, MasterCard, Discover, or ATM Card. Call **BillMatrix** at 1-800-672-2413. **BillMatrix** will charge your credit and ATM card a service fee for making this payment.

Before digging around your home or property, you should always call the state's One Call notification system to locate any underground utility lines. You can do this by simply dialing 811, which will connect you to the One Call system. Be safe and call 811 before you dig.

With paperless billing, you can receive and pay your PPL Electric Utilities bills online. The process is free, quick, convenient and secure. To learn more or sign up, visit www.pplelectric.com.

Brighten your holidays safely. Check light strings before using to make sure cords and plugs are intact. Turn off inside holiday lights before you go to bed.

Save postage and late charges - sign up for Automated Bill Payment.

Information about appliance energy use and tips on saving energy are available through the Energy Library on our Web site, www.pplelectric.com.



Isaac Blount
2128 N 3rd St
Harrisburg, PA

17110
RECEIVED
2012 AUG 23 PM 3:27

PA P.U.C.
SECRETARY'S BUREAU

22 AUG 2012 PM 7 L

Secretary of the Commission and
FI
Keystone building
400 North Street
Harrisburg, PA
17105

1712080211

