



Office Use Only Complaint #	Investigator:	Code 1	Code 2	Bureau of Consumer Protection 15 <sup>th</sup> Floor, Strawberry Square Harrisburg, PA 17120 (717) 787-9707
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Christina Whitley  
YOUR NAME

23 Brunswicke Drive  
ADDRESS

Mount Pocono PA 18344 Monroe  
CITY STATE ZIP COUNTY

570-839-3893  
HOME PHONE NUMBER

PPL Utilities / Palmar Power PA  
NAME OF BUSINESS COMPLAINT IS AGAINST

Your Age:

18-29

30-44

45-59

60 or older

How did you find out about us:

Visited Office

Attended County/Senior Fair or Speaking Engagement

State Legislator/Agency

News Story

Internet

Other - Please Specify

NAME OF OWNER OR OTHER INDIVIDUAL TO WHOM YOU COMPLAINED

1350 60<sup>th</sup> Street  
ADDRESS

Brooklyn NY 11219 Kings  
CITY STATE ZIP COUNTY

877-726-5862  
PHONE

CLWhitley123@yahoo.com  
WEBSITE/E-MAIL ADDRESS

Exhibit A

Electricity Bill

(This information will be used for Statistical & Enforcement Purposes Only)

PRODUCT(S) OR SERVICE(S) PURCHASED	DATE OF PURCHASE	PURCHASE PRICE
<u>ELECTRICITY</u>	<u>FEB-MARCH 2011</u>	<u>\$854.00</u>

To what other agencies have you complained? \_\_\_\_\_

What action was taken? Telephone + email to PALMCO

Have you retained an attorney?  Yes  No

If yes, please provide your attorney's name, address and telephone number:

Have you filed a legal action?  Yes  No

If yes, please state WHEN, WHERE and WHAT decision was made?

**1-800-441-2555**

Please explain your complaint. You may use additional sheets if necessary. Please print or type clearly. Try to be brief, but be sure to tell WHAT happened, WHEN it happened and WHERE it happened. Be specific about any oral statements the business made to you, ESPECIALLY those that influenced you to deal with the company. Describe events in the order in which they happened. Attach COPIES of all contracts, letters, receipts, canceled checks (front & back), advertisements or any other papers that relate to your complaint.

I SWITCHED SUPPLIERS SEVERAL MONTHS AGO BECAUSE THEY ADVERTISED A LOWER RATE (\$0.0718 OR \$50.26 PER MONTH). MY BILLS HAVE BEEN CONSISTENTLY @ AROUND \$400.00 PER MONTH (ATTACHED) EXCEPT FOR THIS MONTH'S BILL FOR \$854.00. I AM A SENIOR (60) ON A FIXED INCOME, MAKING THIS BILL AN EXTREME HARSHIP FOR ME. PLEASE HELP.

WHAT WOULD YOU LIKE THE BUSINESS TO DO TO SETTLE YOUR COMPLAINT?

I WOULD APPRECIATE THEM REDUCING THE BILL TO A MORE REASONABLE AMOUNT THAT I WOULD AFFORD TO PAY.

PLEASE READ CAREFULLY

**The Attorney General cannot act as your private attorney.** As a law enforcement agency, the primary function of the Office of Attorney General is to represent the public at large by enforcing laws prohibiting fraudulent or deceptive trade practices that impact the public interest.

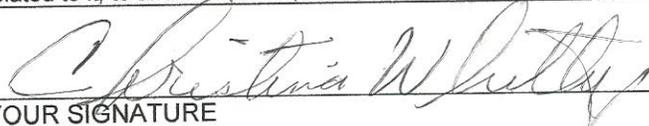
The Attorney General, through the Bureau of Consumer Protection ("Bureau"), provides a mediation service to consumers where an attempt may be made to mediate individual consumer complaints which fall within the Bureau's jurisdiction. The information you provide will be used in an attempt to resolve your complaint and will be shared with the party(ies) against which the complaint is filed. Additionally, your complaint may be shared with or referred to other Governmental Law Enforcement or Regulatory Agencies.

**NOTE that we cannot mediate a matter which is or has been the subject of legal action.**

Your complaint will be kept on file and may be used to establish violations of PA law.

By signing below:

1. I certify that the information provided in my complaint, including my identity and any factual statements or allegations, are true and correct to the best of my knowledge, information and belief.
2. I certify that I have read and understand the informational sheet about the mediation process; and, further certify my understanding that the Bureau cannot provide individual legal representation to me.
3. I certify that I have authorized the Bureau to contact the party(ies) against which I have filed a complaint; and, that I further authorize the party(ies) against which I have filed a complaint to communicate with and provide information related to my complaint to the Bureau.
4. I certify that I have authorized the Bureau to transfer my complaint, and any or all attachments related to it, to another federal, state, local or other agency which may have jurisdiction over this matter.

  
YOUR SIGNATURE

3/7/2014  
DATE

**BUREAU OF CONSUMER PROTECTION--MEDIATION PROCESS SUMMARY & CERTIFICATION**

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**NOTE: The Bureau cannot mediate a matter which is or has been the subject of legal action.**

Your complaint will be kept on file with our office and the information contained in it may be used to establish violations of Pennsylvania law.

**CERTIFICATION**

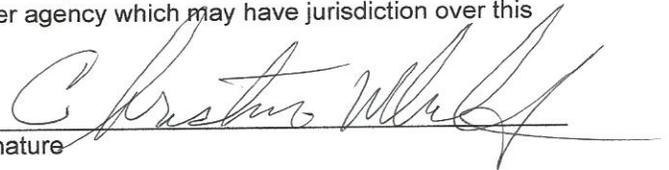
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4. I certify that I have authorized the Bureau to transfer my complaint, and any or all attachments related to it, to another federal, state, local or other agency which may have jurisdiction over this matter.

Date:

3/7/14

Signature



For Office Use Only:

BCP File No: \_\_\_\_\_



PPL Electric Utilities

Questions? Please contact us by Mar 26.  
**1-800-DIAL-PPL**  
 (1-800-342-5775)  
 M-F: 8am to 5pm

Visit us online at [ppllectric.com](http://ppllectric.com)

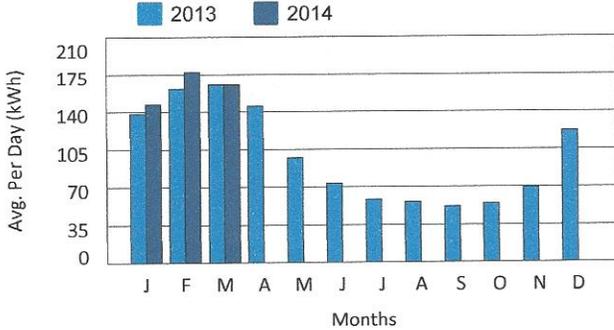
Bill Acct. No.	Due Date	Amount Due
72631-36006	Mar 26, 2014	\$854.00

### Your Electric Usage Profile

**Service to:**  
 CHRISTINA WHITLEY  
 23 BRUNSWICK DR  
 MOUNT POCONO, PA 18344

**Meter: 38718898**  
 Your next meter reading is on or about Apr 3, 2014.

This section helps you understand your year-to-year electric use by month. Meter readings are actual unless otherwise noted.



Monthly Comparison	Days Billed	kWh	Average kWh/Day	Average Temp.
Mar 2014	29	4824	166	25F
Mar 2013	31	5156	166	31F

Billing Period	Type	Reading
Mar 4	Actual	61070
Feb 3	Actual	56246
29 Days	kWh Billed	4824

Yearly Comparison	Total Use	Avg. Monthly
Apr 2013 - Mar 2014	37246	3104
Apr 2012 - Mar 2013	35493	2958

### Billing Summary

(Billing details on back)

<b>Balance as of Mar 5, 2014</b>	<b>\$0.00</b>
Charges:	
Total PPL Electric Utilities Charges	<u>\$854.00</u>
<b>Total Charges</b>	<b>\$854.00</b>
<b>Amount Due By Mar 26, 2014</b>	<b>\$854.00</b>
Account Balance	\$854.00

PPL Electric Utilities' price to compare for your rate is \$0.08754 per kWh. This changes the 1st of Mar, Jun, Sept, and Dec. Visit [papowerswitch.com](http://papowerswitch.com) or [www.oca.state.pa.us](http://www.oca.state.pa.us) for supplier offers.

### Your Message Center

- Budget Summary:**  
 We billed you \$4,217.00  
 Including this bill, you used \$6,037.14  
 After this payment, your budget is behind \$1,820.14
- Information about appliance energy use and tips on saving energy are available through the Energy Library on our Web site, [ppllectric.com/e-power](http://ppllectric.com/e-power)
- Clean the coils on the back or bottom of your refrigerator every 3 months. Dust covered coils waste energy.

### Payment Methods

Online at: [ppllectric.com](http://ppllectric.com)

By phone: **1-800-342-5775**  
 or call BillMatrix (service fee applies) at **1-800-672-2413** to pay using Visa, MasterCard, Discover or debit card.

By Mail:  
 2 North 9th Street  
 CPC-GENN1  
 Allentown, PA 18101-1175

Correspondence should be sent to:  
 Customer Services  
 827 Hausman Road  
 Allentown, PA 18104-9392

Other important information on the back of this bill →



PPL Electric Utilities

Return this part in the envelope provided with a check payable to PPL Electric Utilities.

Bill Acct. No.	Due Date	Amount Due
72631-36006	Mar 26, 2014	\$854.00

Amount Enclosed:

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CHRISTINA WHITLEY  
 PO BOX 463  
 MT POCONO, PA 18344

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

1 0200008540020000854001 7263136006

## Your Supplier Contact Information

For questions regarding the generation and transmission portions of this bill, please contact your supplier at:

✉ **PALMco Power PA** Phone: 1-877-726-5862  
**Customer Services**  
1350 60 STREET  
BROOKLYN, NY 11219

## Manage Your Account

Visit [ppllectric.com](http://ppllectric.com) for self-service options including:

- View your bill, payment, and usage history.
- Make a payment, set up a payment agreement.
- Start/stop service.
- Enroll in paperless billing, automatic bill pay, budget billing.
- Report an outage, check outage status, and more.

View your rate schedule at [ppllectric.com/rates](http://ppllectric.com/rates) or call 1-800-342-5775 to request a copy.

## 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.

PPL Electric Utilities uses about \$1.02 of this bill to pay state taxes and about \$50.38 is used to pay the PA Gross Receipts Tax.

## Understanding Your Bill

**Budget Billing** - Plan that provides for equal monthly payments.

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

**Distribution Charge** - Charge 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.

**System Improvement Charge** - A charge used to recover costs for repairing, improving, or replacing distribution facilities in order to provide safe, reliable, and efficient service.

**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.

## Billing Details - (Bill Acct. 72631-36006)

Page 2

Previous Balance	\$401.00	
Payment Received Mar 4, 2014 - Thank You!	-\$401.00	
<b>Balance as of Mar 5, 2014</b>		\$0.00
<b>Charges for - PALMco Power PA</b>		
Generation & Transmission Charges		
General Service Rate: PALMPA for Feb 3 - Mar 4		
Commodity Charge 4824 KWH @ 0.27791	1,340.64	
GROSS RECEIPTS TAX \$79.10		
<b>Total PALMco Power PA Charges</b>	<b>\$1,340.64</b>	
<b>Charges for - PPL Electric Utilities</b>		
Residential Rate: RS for Feb 3 - Mar 4		
Distribution Charge:		
Customer Charge	14.12	
4,824 kWh at 3.16500000¢ per kWh	152.68	
System Improvement Charge at 1.58%	2.64	
PA Tax Adj Surcharge at -0.08500000%	-0.14	
<b>Total PPL Electric Utilities Charges</b>	<b>\$169.30</b>	
Your Budget Plan Amount		\$854.00
<b>Amount Due By Mar 26, 2014</b>		<b>\$854.00</b>
Account Balance		\$854.00

\$854.00

**Rate RS** - Rate for service to a private home.

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

**Type(s) of Meter Readings:**

**Actual** - Reading by distribution company.



PPL Electric Utilities

Questions? Please contact us by Feb 27.  
**1-800-DIAL-PPL**  
 (1-800-342-5775)  
 M-F: 8am to 5pm

Visit us online at [ppllectric.com](http://ppllectric.com)

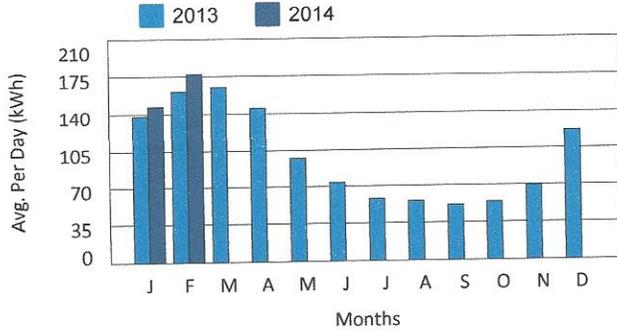
Bill Acct. No.	Due Date	Amount Due
72631-36006	Feb 27, 2014	\$401.00

### Your Electric Usage Profile

**Service to:**  
 CHRISTINA WHITLEY  
 23 BRUNSWICK DR  
 MOUNT POCONO, PA 18344

**Meter: 38718898**  
 Your next meter reading is on or about Mar 4, 2014.

This section helps you understand your year-to-year electric use by month. Meter readings are actual unless otherwise noted.



Monthly Comparison	Days Billed	kWh	Average kWh/Day	Average Temp.
Feb 2014	31	5509	178	23F
Feb 2013	29	4687	162	32F

Billing Period	Type	Reading
Feb 3	Actual	56246
Jan 3	Actual	50737
31 Days	kWh Billed	5509

Yearly Comparison	Total Use	Avg. Monthly
Mar 2013 - Feb 2014	37578	3132
Mar 2012 - Feb 2013	34863	2905

### Billing Summary

(Billing details on back)

Balance as of Feb 6, 2014	\$0.00
Charges:	
Total PPL Electric Utilities Charges	\$401.00
<b>Total Charges</b>	<b>\$401.00</b>
<b>Amount Due By Feb 27, 2014</b>	<b>\$401.00</b>
Account Balance	\$401.00

PPL Electric Utilities' price to compare for your rate is \$0.08754 per kWh. This changes the 1st of Mar, Jun, Sept, and Dec. Visit [papowerswitch.com](http://papowerswitch.com) or [www.oca.state.pa.us](http://www.oca.state.pa.us) for supplier offers.

### Your Message Center

- Budget Summary:**  
 We billed you \$3,363.00  
 Including this bill, you used \$4,527.20  
 After this payment, your budget is behind \$1,164.20
- Next month your budget amount will change to \$854.00.
- Information about appliance energy use and tips on saving energy are available through the Energy Library on our Web site, [ppllectric.com/e-power](http://ppllectric.com/e-power)

### Payment Methods

Online at: [ppllectric.com](http://ppllectric.com)

By phone: **1-800-342-5775** or call BillMatrix (service fee applies) at **1-800-672-2413** to pay using Visa, MasterCard, Discover or debit card.

By Mail:  
 2 North 9th Street  
 CPC-GENN1  
 Allentown, PA 18101-1175

Correspondence should be sent to:  
 Customer Services  
 827 Hausman Road  
 Allentown, PA 18104-9392

Other important information on the back of this bill →

Bill Acct. No.	Due Date	Amount Due
72631-36006	Feb 27, 2014	\$401.00

Amount Enclosed:

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Return this part in the envelope provided with a check payable to PPL Electric Utilities.

CHRISTINA WHITLEY  
 PO BOX 463  
 MT POCONO, PA 18344

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

1 6600004010060000401001 7263136006

## Your Supplier Contact Information

For questions regarding the generation and transmission portions of this bill, please contact your supplier at:

☒ **PALMco Power PA** Phone: 1-877-726-5862  
**Customer Services**  
1350 60 STREET  
BROOKLYN, NY 11219

## Manage Your Account

Visit [pplelectric.com](http://pplelectric.com) for self-service options including:

- View your bill, payment, and usage history.
- Make a payment, set up a payment agreement.
- Start/stop service.
- Enroll in paperless billing, automatic bill pay, budget billing.
- Report an outage, check outage status, and more.

View your rate schedule at [pplelectric.com/rates](http://pplelectric.com/rates) or call 1-800-342-5775 to request a copy.

## 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.

PPL Electric Utilities uses about \$0.48 of this bill to pay state taxes and about \$23.65 is used to pay the PA Gross Receipts Tax.

## Understanding Your Bill

**Budget Billing** - Plan that provides for equal monthly payments.

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

**Distribution Charge** - Charge 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.

**System Improvement Charge** - A charge used to recover costs for repairing, improving, or replacing distribution facilities in order to provide safe, reliable, and efficient service.

**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.

## Billing Details - (Bill Acct. 72631-36006)

Page 2

Previous Balance	\$400.97	
Payment Received Feb 3, 2014 - Thank You!	-\$400.97	
<b>Balance as of Feb 6, 2014</b>		<b>\$0.00</b>
<b>Charges for - PALMco Power PA</b>		
Generation & Transmission Charges		
General Service Rate: PALMPA for Jan 3 - Feb 3		
Commodity Charge 5509 KWH @ 0.21983119	1,211.05	
GROSS RECEIPTS TAX \$71.45		
<b>Total PALMco Power PA Charges</b>	<b>\$1,211.05</b>	
<b>Charges for - PPL Electric Utilities</b>		
Residential Rate: RS for Jan 3 - Feb 3		
Distribution Charge:		
Customer Charge	14.12	
5,509 kWh at 3.16500000¢ per kWh	174.36	
System Improvement Charge at 1.58%	2.98	
PA Tax Adj Surcharge at -0.08500000%	-0.16	
<b>Total PPL Electric Utilities Charges</b>	<b>\$191.30</b>	
Your Budget Plan Amount		\$401.00
<b>Amount Due By Feb 27, 2014</b>		<b>\$401.00</b>
Account Balance		\$401.00

**Rate RS** - Rate for service to a private home.

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

**Type(s) of Meter Readings:**

**Actual** - Reading by distribution company.



Questions? Please contact us by Jan 27.  
**1-800-DIAL-PPL**  
 (1-800-342-5775)  
 M-F: 8am to 5pm

Visit us online at [ppl electric.com](http://ppl electric.com)

Bill Acct. No.	Due Date	Amount Due
72631-36006	Jan 27, 2014	\$400.97

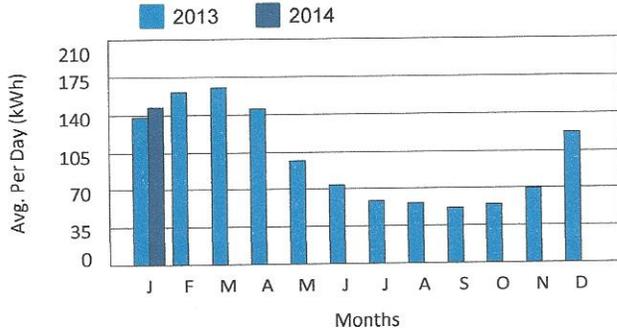
PPL Electric Utilities

### Your Electric Usage Profile

**Service to:**  
 CHRISTINA WHITLEY  
 23 BRUNSWICK DR  
 MOUNT POCONO, PA 18344

**Meter: 38718898**  
 Your next meter reading is on or about Feb 3, 2014.

This section helps you understand your year-to-year electric use by month. Meter readings are actual unless otherwise noted.



Monthly Comparison	Days Billed	kWh	Average kWh/Day	Average Temp.
Jan 2014	31	4592	148	32F
Jan 2013	31	4322	139	37F

Billing Period	Type	Reading
Jan 3	Actual	50737
Dec 3	Actual	46145
31 Days	kWh Billed	4592

Yearly Comparison	Total Use	Avg. Monthly
Feb 2013 - Jan 2014	36756	3063
Feb 2012 - Jan 2013	34412	2868

### Billing Summary

(Billing details on back)

Balance as of Jan 6, 2014	\$0.00
Charges:	
Total PPL Electric Utilities Charges	\$400.97
Total Charges	\$400.97
<b>Amount Due By Jan 27, 2014</b>	<b>\$400.97</b>
Account Balance	\$400.97

PPL Electric Utilities' price to compare for your rate is \$0.08754 per kWh. This changes the 1st of Mar, Jun, Sept, and Dec. Visit [papowerswitch.com](http://papowerswitch.com) or [www.oca.state.pa.us](http://www.oca.state.pa.us) for supplier offers.

### Your Message Center

- Budget Summary:**  
 We billed you \$2,962.00  
 Including this bill, you used \$3,124.85  
 After this payment, your budget is behind \$162.85
- Information about appliance energy use and tips on saving energy are available through the Energy Library on our Web site, [ppl electric.com/e-power](http://ppl electric.com/e-power)
- A fireplace can lose more heat up the chimney than it provides. Glass doors and tight fitting dampers help reduce heat loss when you are not using it.

### Payment Methods

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By Mail:  
 2 North 9th Street  
 CPC-GENN1  
 Allentown, PA 18101-1175

Correspondence should be sent to:  
 Customer Services  
 827 Hausman Road  
 Allentown, PA 18104-9392

Other important information on the back of this bill →



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Bill Acct. No.	Due Date	Amount Due
72631-36006	Jan 27, 2014	\$400.97

Amount Enclosed:

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CHRISTINA WHITLEY  
 PO BOX 463  
 MT POCONO, PA 18344

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

1 6500004009750000400971 7263136006

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**Customer Services**  
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BROOKLYN, NY 11219

☎ **Phone:**  
1-877-726-5862

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**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.

## Billing Details - (Bill Acct. 72631-36006)

Page 2

Previous Balance	\$400.92	
Payment Received Jan 2, 2014 - Thank You!	<u>-\$400.92</u>	
<b>Balance as of Jan 6, 2014</b>		<b>\$0.00</b>
<b>Charges for - PALMco Power PA</b>		
Generation & Transmission Charges		
General Service Rate: PALMPA for Dec 3 - Jan 3		
Commodity Charge 4592 KWH @ 0.14784625	678.91	
GROSS RECEIPTS TAX \$40.06		
Total PALMco Power PA Charges	<u>\$678.91</u>	
<b>Charges for - PPL Electric Utilities</b>		
Residential Rate: RS for Dec 3 - Jan 3		
Distribution Charge:		
Customer Charge	14.17	
4,592 kWh at 3.07196700¢ per kWh	141.06	
System Improvement Charge at 1.58%	2.45	
PA Tax Adj Surcharge at -0.07416000%	<u>-0.12</u>	
Total PPL Electric Utilities Charges	\$157.56	
Your Budget Plan Amount		\$401.00
<b>Other Charges for PPL Electric Utilities</b>		
Budget Bill Interest	<u>-0.03</u>	
Total of Other Charges		\$-0.03
<b>Amount Due By Jan 27, 2014</b>		<b>\$400.97</b>
Account Balance		\$400.97

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**Type(s) of Meter Readings:**

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 M-F: 8am to 5pm

Visit us online at [ppl electric.com](http://ppl electric.com)

Bill Acct. No.	Due Date	Amount Due
72631-36006	Dec 26, 2013	\$400.92

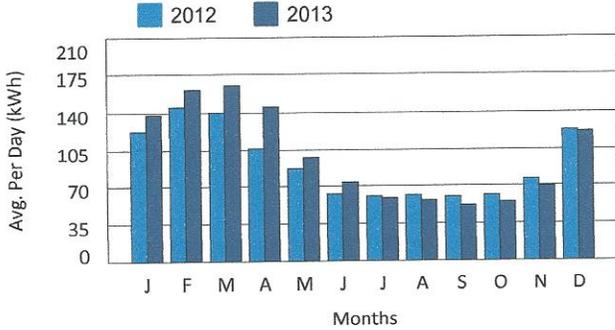
PPL Electric Utilities

### Your Electric Usage Profile

**Service to:**  
 CHRISTINA WHITLEY  
 23 BRUNSWICK DR  
 MOUNT POCONO, PA 18344

**Meter: 38718898**  
 Your next meter reading is on or about Jan 3, 2014.

This section helps you understand your year-to-year electric use by month. Meter readings are actual unless otherwise noted.



Monthly Comparison	Days Billed	kWh	Average kWh/Day	Average Temp.
Dec 2013	32	3892	122	40F
Dec 2012	32	3938	123	39F

Billing Period	Type	Reading
Dec 3	Actual	46145
Nov 1	Actual	42253
32 Days	kWh Billed	3892

Yearly Comparison	Total Use	Avg. Monthly
Jan 2013 - Dec 2013	36486	3041
Jan 2012 - Dec 2012	34133	2844

### Billing Summary

(Billing details on back)

Balance as of Dec 4, 2013	\$0.00
Charges:	
Total PPL Electric Utilities Charges	\$400.92
Total Charges	\$400.92
<b>Amount Due By Dec 26, 2013</b>	<b>\$400.92</b>
Account Balance	\$400.92

PPL Electric Utilities' price to compare for your rate is \$0.08754 per kWh. This changes the 1st of Mar, Jun, Sept, and Dec. Visit [papowerswitch.com](http://papowerswitch.com) or [www.oca.state.pa.us](http://www.oca.state.pa.us) for supplier offers.

### Your Message Center

- Budget Summary:**  
 We billed you \$2,561.00  
 Including this bill, you used \$2,288.38  
 After this payment, your budget is ahead \$272.62
- Information about appliance energy use and tips on saving energy are available through the Energy Library on our Web site, [ppl electric.com/e-power](http://ppl electric.com/e-power)
- 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.

### Payment Methods

Online at: [ppl electric.com](http://ppl electric.com)

By phone: **1-800-342-5775** or call BillMatrix (service fee applies) at **1-800-672-2413** to pay using Visa, MasterCard, Discover or debit card.

By Mail:  
 2 North 9th Street  
 CPC-GENN1  
 Allentown, PA 18101-1175

Correspondence should be sent to:  
 Customer Services  
 827 Hausman Road  
 Allentown, PA 18104-9392

Other important information on the back of this bill →



Return this part in the envelope provided with a check payable to PPL Electric Utilities.

Bill Acct. No.	Due Date	Amount Due
72631-36006	Dec 26, 2013	\$400.92

Amount Enclosed:

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CHRISTINA WHITLEY  
 PO BOX 463  
 MT POCONO, PA 18344

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

1 0300004009230000400921 7263136006

## Your Supplier Contact Information

For questions regarding the generation and transmission portions of this bill, please contact your supplier at:

✉ **PALMco Power PA**  
**Customer Services**  
1350 60 STREET  
BROOKLYN, NY 11219

📞 **Phone:**  
1-877-726-5862

## Manage Your Account

Visit [ppllectric.com](http://ppllectric.com) for self-service options including:

- View your bill, payment, and usage history.
- Make a payment, set up a payment agreement.
- Start/stop service.
- Enroll in paperless billing, automatic bill pay, budget billing.
- Report an outage, check outage status, and more.

View your rate schedule at [ppllectric.com/rates](http://ppllectric.com/rates) or call **1-800-342-5775** to request a copy.

## 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.

PPL Electric Utilities uses about \$0.48 of this bill to pay state taxes and about \$23.65 is used to pay the PA Gross Receipts Tax.

## Understanding Your Bill

**Budget Billing** - Plan that provides for equal monthly payments.

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

**Distribution Charge** - Charge 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.

**System Improvement Charge** - A charge used to recover costs for repairing, improving, or replacing distribution facilities in order to provide safe, reliable, and efficient service.

**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.

## Billing Details - (Bill Acct. 72631-36006)

Page 2

Previous Balance	\$408.47	
Payment Received Dec 3, 2013 - Thank You!	-\$408.47	
<b>Balance as of Dec 4, 2013</b>		<b>\$0.00</b>
<b>Charges for - PALMco Power PA</b>		
Generation & Transmission Charges		
General Service Rate: PALMPA for Nov 1 - Dec 3		
Commodity Charge 3892 KWH @ 0.13991	544.53	
GROSS RECEIPTS TAX \$32.13		
<b>Total PALMco Power PA Charges</b>	<b>\$544.53</b>	
<b>Charges for - PPL Electric Utilities</b>		
Residential Rate: RS for Nov 1 - Dec 3		
Distribution Charge:		
Customer Charge	14.17	
3,892 kWh at 3.06200000¢ per kWh	119.17	
System Improvement Charge at 1.06%	1.41	
PA Tax Adj Surcharge at -0.07300000%	-0.10	
<b>Total PPL Electric Utilities Charges</b>	<b>\$134.65</b>	
Your Budget Plan Amount		\$401.00
<b>Other Charges for PPL Electric Utilities</b>		
Budget Bill Interest	-0.08	
<b>Total of Other Charges</b>		<b>\$-0.08</b>
<b>Amount Due By Dec 26, 2013</b>		<b>\$400.92</b>
Account Balance		\$400.92

**Rate RS** - Rate for service to a private home.

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

**Type(s) of Meter Readings:**

**Actual** - Reading by distribution company.



PPL Electric Utilities

Questions? Please contact us by Oct 28.  
**1-800-DIAL-PPL**  
 (1-800-342-5775)  
 M-F: 8am to 5pm

Visit us online at [ppllectric.com](http://ppllectric.com)

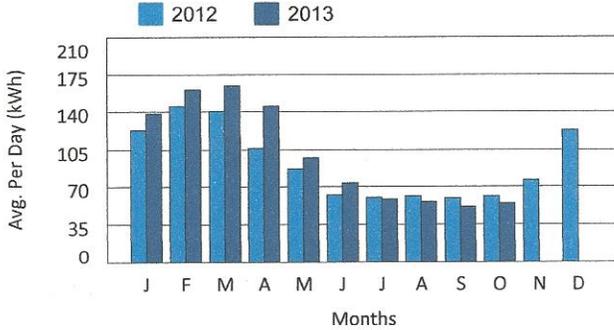
Bill Acct. No.	Due Date	Amount Due
72631-36006	Oct 28, 2013	\$412.98

### Your Electric Usage Profile

**Service to:**  
 CHRISTINA WHITLEY  
 23 BRUNSWICK DR  
 MOUNT POCONO, PA 18344

**Meter: 38718898**  
 Your next meter reading is on or about Nov 1, 2013.

This section helps you understand your year-to-year electric use by month. Meter readings are actual unless otherwise noted.



Monthly Comparison	Days Billed	kWh	Average kWh/Day	Average Temp.
Oct 2013	30	1637	55	62F
Oct 2012	33	2033	62	65F

Billing Period	Type	Reading
Oct 3	Actual	40233
Sep 3	Actual	38596
30 Days	kWh Billed	1637

Yearly Comparison	Total Use	Avg. Monthly
Nov 2012 - Oct 2013	36749	3062
Nov 2011 - Oct 2012	31967	2664

### Billing Summary

(Billing details on back)

<b>Balance as of Oct 7, 2013</b>	<b>\$0.00</b>
Charges:	
Total PPL Electric Utilities Charges	<u>\$412.98</u>
<b>Total Charges</b>	<b>\$412.98</b>
<b>Amount Due By Oct 28, 2013</b>	<b>\$412.98</b>
Account Balance	\$412.98

PPL Electric Utilities' price to compare for your rate is \$0.08777 per kWh. This changes the 1st of Mar, Jun, Sept, and Dec. Visit [papowerswitch.com](http://papowerswitch.com) or [www.oca.state.pa.us](http://www.oca.state.pa.us) for supplier offers.

### Your Message Center

- A new price for the quarterly distribution system improvement charge is effective from Oct. 1, 2013 through Dec. 31, 2013
- **Budget Summary:**  
 We billed you \$1,800.00  
 Including this bill, you used \$1,253.95  
 After this payment, your budget is ahead \$546.05  
 and \$48.54 remains from last year's Budget Plan settlement.
- Information about appliance energy use and tips on saving energy are available through the Energy Library on our Web site, [ppllectric.com/e-power](http://ppllectric.com/e-power)

### Payment Methods

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By phone: **1-800-342-5775**  
 or call BillMatrix (service fee applies) at **1-800-672-2413** to pay using Visa, MasterCard, Discover or debit card.

By Mail:  
 2 North 9th Street  
 CPC-GENN1  
 Allentown, PA 18101-1175

Correspondence should be sent to:  
 Customer Services  
 827 Hausman Road  
 Allentown, PA 18104-9392

Other important information on the back of this bill →



PPL Electric Utilities

Return this part in the envelope provided with a check payable to PPL Electric Utilities.

Bill Acct. No.	Due Date	Amount Due
72631-36006	Oct 28, 2013	\$412.98

Amount Enclosed:

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CHRISTINA WHITLEY  
 PO BOX 463  
 MT POCONO, PA 18344

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

1 4800004129880000412981 7263136006

## Your Supplier Contact Information

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✉ **PALMco Power PA**      📞 **Phone:**  
**Customer Services**      1-877-726-5862  
1350 60 STREET  
BROOKLYN, NY 11219

## Manage Your Account

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## 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.

PPL Electric Utilities uses about \$0.43 of this bill to pay state taxes and about \$21.50 is used to pay the PA Gross Receipts Tax.

## Billing Details - (Bill Acct. 72631-36006)

Page 2

Previous Balance	\$408.49	
Payment Received Oct 3, 2013 - Thank You!	-\$408.49	
<i>Balance as of Oct 7, 2013</i>		\$0.00
<b>Charges for - PALMco Power PA</b>		
Generation & Transmission Charges		
General Service Rate: PALMPA for Sep 3 - Oct 3		
Commodity Charge 1637 KWH @ 0.12886378	210.95	
GROSS RECEIPTS TAX \$12.45		
Total PALMco Power PA Charges	\$210.95	
<b>Charges for - PPL Electric Utilities</b>		
Residential Rate: RS for Sep 3 - Oct 3		
Distribution Charge:		
Customer Charge	14.17	
1,637 kWh at 3.06400000¢ per kWh	50.16	
System Improvement Charge at 1.06%	0.68	
PA Tax Adj Surcharge at -0.07300000%	-0.05	
Total PPL Electric Utilities Charges	\$64.96	
Your Budget Plan Amount		\$360.00
<b>Other Charges for PPL Electric Utilities</b>		
Budget Bill Interest	-0.05	
Late Payment Charge	4.50	
Budget Settlement Installment Amount	48.53	
Total of Other Charges		\$52.98
<b>Amount Due By Oct 28, 2013</b>		<b>\$412.98</b>
Account Balance		\$412.98

## Understanding Your Bill

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**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** - Charge added if you do not pay your bill on time.

**Rate RS** - Rate for service to a private home.

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

**Type(s) of Meter Readings:**

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