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File #: 140074

November 24, 2015

***VIA ELECTRONIC FILING***

Rosemary Chiavetta, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street, 2nd Floor North  
P.O. Box 3265  
Harrisburg, PA 17105-3265

**Re: Jay Larry Moyer v. PPL Electric Utilities Corporation**  
**Docket Nos. C-2015-2511904**

Secretary Chiavetta:

Enclosed for filing please find the Preliminary Objections of PPL Electric Utilities Corporation to the Complaint of Jay Larry Moyer in the above-referenced proceeding. Copies will be provided as indicated on the Certificate of Service.

Respectfully submitted,

Christopher T. Wright

CTW/jl  
Enclosures

cc: Certificate of Service

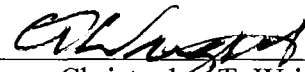
**CERTIFICATE OF SERVICE**

I hereby certify that true and correct copies of the foregoing have been served upon the following persons, in the manner indicated, in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a participant).

**VIA FIRST CLASS MAIL**

Jay Larry Moyer  
370 West Johnson Street  
Apartment C-1  
Philadelphia, PA 19144

Date: November 24, 2015



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Christopher T. Wright

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Jay Larry Moyer, Complainant	:	
	:	
	:	
v.	:	Docket No. C-2015-2511904
	:	
PPL Electric Utilities Corporation, Respondent	:	


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**NOTICE TO PLEAD**

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YOU ARE HEREBY ADVISED THAT, PURSUANT TO 52 PA. CODE § 5.101, YOU MAY ANSWER THE ENCLOSED PRELIMINARY OBJECTIONS WITHIN TEN (10) DAYS OF THE DATE OF SERVICE HEREOF. YOUR ANSWER TO THE PRELIMINARY OBJECTIONS MUST BE FILED WITH THE SECRETARY OF THE PENNSYLVANIA PUBLIC UTILITY COMMISSION, P.O. BOX 3265, HARRISBURG, PA 17105-3265. A COPY SHOULD ALSO BE SERVED ON THE UNDERSIGNED COUNSEL FOR PPL ELECTRIC UTILITIES CORPORATION.

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Date: November 24, 2015

Attorneys for PPL Electric Utilities Corporation

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Jay Larry Moyer,	:	
Complainant	:	
	:	
v.	:	Docket No. C-2015-2511904
	:	
PPL Electric Utilities Corporation,	:	
Respondent	:	

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**PRELIMINARY OBJECTIONS OF  
PPL ELECTRIC UTILITIES CORPORATION  
TO THE COMPLAINT OF JAY LARRY MOYER**

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**TO THE PENNSYLVANIA PUBLIC UTILITY COMMISSION:**

AND NOW, comes PPL Electric Utilities Corporation (“PPL Electric”) and hereby files Preliminary Objections, pursuant to the regulations of the Pennsylvania Public Utility Commission (“Commission”) at 52 Pa. Code § 5.101, and respectfully requests that the Commission dismiss the above-captioned Complaint filed by Jay Larry Moyer (“Complainant”) in its entirety and with prejudice. In support thereof, PPL Electric states as follows:

**I. BACKGROUND**

1. PPL Electric is a “public utility” and an “electric distribution company” (“EDC”) as those terms are defined under the Public Utility Code, 66 Pa.C.S. §§ 102 and 2803, subject to the regulatory jurisdiction of the Commission.

2. PPL Electric furnishes electric distribution, transmission, and provider of last resort electric supply services to approximately 1.4 million customers throughout its certificated

service territory, which includes all or portions of twenty-nine counties and encompasses approximately 10,000 square miles in eastern and central Pennsylvania.

3. PPL Electric is and has been an active supporter of alternative energy within the Commonwealth. To date, PPL Electric has approximately 3,334 net metering customers and approximately 98 virtual net metering customers on its system.

4. On November 15, 2011, Complainant, through counsel, filed a Formal Complaint at Docket No. C-2011-2273645 (“First Complaint”) against PPL Electric regarding the billing and payments for virtual net metering electric service provided to Complainant’s house and solar panels connected to PPL Electric’s distribution system at two separate locations in Klingerstown, Pennsylvania. In the First Complaint, Complainant alleged that PPL Electric failed to properly aggregate his accounts under the virtual net metering provisions of PPL Electric’s Net Metering for Renewable Customer-Generators Rider (“Net Metering Rider”), and that consequently he did not receive proper credits or payments for the electricity that was generated by his solar panels. As relief, the First Complaint requested that the Commission order PPL Electric to apply virtual net metering to his two accounts, disclose all credits and/or payments that have been made to him, and, if necessary, fully reimburse him for the electricity generated. A true and correct copy of the First Complaint is attached hereto as Appendix A.

5. An evidentiary hearing on the First Complaint was held on August 15, 2012, before Administrative Law Judge (“ALJ”) Cynthia Williams Fordham. By Initial Decision issued February 22, 2013, the ALJ dismissed the First Complaint.

6. On January 9, 2014, the Commission issued an Opinion and Order, vacating the Initial Decision and remanding the First Complaint to the Office of Administrative Law Judge for further proceedings as may be required to address the accuracy of the bills and credits

provided by PPL Electric for Complainant's virtually net metered accounts. *Larry Moyer v. PPL Electric Utilities Corporation*, Docket No. C-2011-2273645, pp. 20-21 (Opinion and Order entered Jan. 9, 2014) ("*January 2014 Order*").

7. Thereafter, Complainant filed two separate Petitions for Review with the Commonwealth Court at Docket Nos. 390 CD 2014 and 448 CD 2014. By Orders dated May 14, 2014, and July 21, 2014, the Commonwealth Court quashed Complainant's two Petitions for Review.

8. By correspondence dated September 26 and October 7, 2014, Complainant requested a further hearing on the First Complaint. Therein, Complainant explained his intent to introduce evidence regarding PPL Electric's billing practices for virtual net metering.

9. By correspondence dated October 14, 2014, PPL Electric agreed that further hearings on the First Complaint should be scheduled and requested that a prehearing conference be scheduled.

10. On October 23, 2014, the ALJ issued a Prehearing Order on Remand, scheduling a prehearing conference for the First Complaint on November 25, 2014.

11. On October 23, 2014, PPL Electric was served with a second Formal Complaint filed by Complainant at Docket No. C-2014-2444864 ("*Second Complaint*"). In the Second Complaint, Complainant alleged issues regarding the accuracy and content of PPL Electric's billing processes for Complainant's virtual meter aggregation accounts, and included all his bills to date since the First Complaint. The Second Complaint requested that the Commission order PPL Electric to develop and implement new automated billing procedures and processes, and to issue a single bill for virtual meter aggregation accounts. A true and correct copy of the Second Complaint is attached hereto as Appendix B.

12. On November 5, 2014, PPL Electric filed an Answer and Preliminary Objections to the Second Complaint. PPL Electric's Preliminary Objections requested that the Second Complaint be dismissed pursuant to 52 Pa. Code § 5.101(a)(6), because the allegations, issues, and relief requested in the Second Complaint would be fully addressed by the Parties and the Commission through the First Complaint Proceeding. In the alternative, the Preliminary Objections requested that the Second Complaint be consolidated with the First Complaint.

13. On January 14, 2015, the ALJ issued Prehearing Order #3 on Remand, which established the litigation schedule and consolidated the First and Second Complaints at Docket Nos. C-2011-2273645 and C-2014-2444864.

14. A second evidentiary hearing was held before the ALJ on April 21, 2015. At the hearing, PPL Electric and Complainant moved their respective written testimonies and exhibits into the record, and conducted cross-examination.

15. Complainant filed his Main Brief on June 4, 2015, and PPL Electric filed its Reply Brief on June 29, 2015.

16. The Initial Decision in the consolidated First and Second Complaints at Docket Nos. C-2011-2273645 and C-2014-2444864 ("*Initial Decision*") was served by Secretarial Letter dated October 9, 2015. A true and correct copy of the *Initial Decision* is attached hereto as Appendix C.

17. The *Initial Decision* granted the First Complaint with respect to the compensation owed to the Complainant for credits earned between May 2010 and December 2010 (*i.e.*, the period he was removed from virtual meter aggregation service) and dismissed the First Complaint in all other respects. The *Initial Decision* also dismissed the Second Complaint in its entirety. The ALJ reached her decision based on an extensive and complete record, which

includes: a 238-page transcript, Complainant's direct and surrebuttal testimony, PPL Electric's rebuttal testimony, Complainant's 180 exhibits, PPL Electric's five exhibits, Complainant's Main Brief, and PPL Electric's Reply Brief. *See Initial Decision*, p. 13.

18. On October 19, 2015, Complainant submitted correspondence to the PUC regarding a termination notice dated October 5, 2015, for his solar panel account. Complainant's correspondence was docketed with the First and Second Complaints at Docket Nos. C-2011-2273645 and C-2014-2444864. A true and correct copy of Complainant's October 22, 2015 correspondence is attached hereto as Appendix D.

19. On October 22, 2015, Complainant submitted correspondence to the PUC regarding a termination notice dated October 15, 2015, for his residential account. Complainant's correspondence was docketed with the First and Second Complaints at Docket Nos. C-2011-2273645 and C-2014-2444864. A true and correct copy of Complainant's October 22, 2015 correspondence is attached hereto as Appendix E.

20. On November 9, 2015, PPL Electric submitted a response to both of Complainant's correspondences at Docket Nos. C-2011-2273645 and C-2014-2444864. A true and correct copy of PPL Electric's November 9, 2015 response is attached hereto as Appendix F.

21. On October 26, 2015, Complainant submitted Exceptions to the *Initial Decision* at Docket Nos. C-2011-2273645 and C-2014-2444864. On November 9, 2015, PPL Electric submitted Replies to Exceptions.

22. As of the date of these Preliminary Objections, the *Initial Decision*, Complainant's Exceptions, and PPL Electric's Reply to Exceptions all remain pending before the Commission for disposition. The two complaints at Docket Nos. C-2011-2273645 and C-2014-2444864 have been fully litigated and are ripe for final disposition.

23. On November 6, 2015, PPL Electric was served with the above-captioned Formal Complaint (“Third Complaint”). Therein, Complainant again raises issues regarding PPL Electric’s virtual meter aggregation program and billing process. As conceded in the Complaint, the issues presented in the Third Complaint are directly related to the allegations and claims asserted in the two, fully litigated Complaints currently pending before the Commission at Docket Nos. C-2011-2273645 and C-2014-2444864. (See Third Complaint, Attachment 4, ¶ 1)

24. The Third Complaint also implies that Commission staff and PPL Electric engaged in impermissible *ex parte* communications regarding the *Initial Decision*. Specifically, the Third Complaint alleges that PPL Electric obtained the recommendations in the *Initial Decision* before it was served on October 9, 2015. (See Third Complaint, Attachment 4, ¶ 34)

25. Finally, the Third Complaint alleges that PPL Electric violated Complainant’s rights when it issued termination notices on October 5 and 15, 2015, for non-payment of his electric bills that currently are in arrears and overdue. (See Third Complaint, Attachment 4, ¶ 39)

26. PPL Electric herein files these Preliminary Objections to the Third Complaint. For the reasons explained below, PPL Electric respectfully requests that the Third Complaint be dismissed in its entirety due to (a) the pending proceeding at Docket Nos. C-2011-2273645 and C-2014-2444864 that fully addresses the virtual meter aggregation program and billing process allegations re-raised in the Third Complaint, (b) the legal insufficiency of the Complainant’s *ex parte* allegation, and (c) the legal insufficiency of the Complainant’s termination allegation.

## **II. STANDARD OF REVIEW**

27. Pursuant to the Commission’s regulations, preliminary objections in response to a pleading may be filed on several grounds, including:

- (1) Lack of Commission jurisdiction or improper service of the pleading initiating the proceeding.
- (2) Failure of a pleading to conform to this chapter or the inclusion of scandalous or impertinent matter.
- (3) Insufficient specificity of a pleading.
- (4) *Legal insufficiency of a pleading.*
- (5) Lack of capacity to sue, nonjoinder of a necessary party or misjoinder of a cause of action.
- (6) *Pendency of a prior proceeding* or agreement for alternative dispute resolution.
- (7) Standing of a party to participate in the proceeding.

52 Pa. Code § 5.101(a) (emphasis added).

28. In ruling on preliminary objections, the Presiding Officer must accept as true all well-pled allegations of material facts as well as all inferences reasonably deducible therefrom. *Stilp v. Cmwlth.*, 910 A.2d 775, 781 (Pa. Cmwlth. 2006) (citing *Dep't of Gen. Serv. v. Bd. of Claims*, 881 A.2d 14 (Pa. Cmwlth. 2005); accord *Complaint of Nat'l Fuel Gas Distrib. Corp. and Petition for an Order to Show Cause*, Docket No. P-00072343 (December 26, 2007). However, the Presiding Officer need not accept as true conclusions of law, unwarranted inferences from facts, argumentative allegations, or expressions of opinion. *Stanton-Negley Drug Co. v. Dep't of Pub. Welfare*, 927 A.2d 671, 673 (Pa. Cmwlth. 2007). For preliminary objections to be sustained, it must appear with certainty that the law will permit no recovery, and any doubt must be resolved in favor of the non-moving party. *Stilp*, at 781.

### **III. PRELIMINARY OBJECTIONS**

#### **A. PRELIMINARY OBJECTION No. 1 – The Virtual Meter Aggregation Program and Billing Process Allegations Re-Raised in Complainant's Third Complaint will be Fully Resolved in a Pending Proceeding**

29. PPL Electric incorporates by reference Paragraphs 1 through 28 as if fully set forth herein.

30. The virtual meter aggregation program and billing process allegations and requests for relief raised in the Complainant's Third Complaint are the very same allegations and requests for relief set forth in Complainants First and Second Complaints that currently are pending before the Commission for final disposition at Docket Nos. C-2011-2273645 and C-2014-2444864.

31. In the First Complaint, Complainant alleged that PPL Electric failed to properly aggregate his accounts under the virtual net metering provisions of PPL Electric's Net Metering Rider, and that consequently he did not receive proper credits or payments for the electricity that was generated by his solar panels. As relief, the First Complaint requested that the Commission order PPL Electric to apply virtual net metering to his two accounts, disclose all credits and/or payments that have been made to him, and, if necessary, fully reimburse him for the electricity generated. (*See Appendix A*)

32. In the Second Complaint, Complainant alleged issues regarding the accuracy and content of PPL Electric's billing processes for Complainant's virtual meter aggregation accounts, and included all his bills to date since the First Complaint. The Second Complaint requested that the Commission order PPL Electric to develop and implement new automated billing procedures and processes, and to issue a single bill for virtual meter aggregation accounts. (*See Appendix B*)

33. On October 9, 2015, an *Initial Decision* was issued in Docket Nos. C-2011-2273645 and C-2014-2444864. On October 26, 2015, Complainant submitted Exceptions to the *Initial Decision* at Docket Nos. C-2011-2273645 and C-2014-2444864. On November 9, 2015,

PPL Electric submitted its Replies to Complainant's Exceptions. The Complainant's First and Second Complaints currently are pending before the Commission for final disposition.

34. In the Third Complaint, Complainant raises issues and allegations regarding virtual meter aggregation, separately metered accounts for virtual net metering, separate bills for each virtual net metered account, and PPL Electric's billing process and procedures for virtual net metering. (See Third Complaint, Attachment 4, ¶¶ 6-15, 31) In his request for relief, Complainant requests, among other things, changes to PPL Electric's billing system and format for purposes of virtual meter aggregation. (See Third Complaint, Attachment 5, ¶¶ 1-4, 6)

35. The issues and requests for relief related to virtual net metering and PPL Electric's billing processes and procedures have already been addressed in the First and Second Complaints currently pending before the Commission. Indeed, Complainant concedes that the issues presented in the Third Complaint are directly related to the allegations and claims asserted in the two, fully litigated proceedings currently pending before the Commission at Docket Nos. C-2011-2273645 and C-2014-2444864. (See Third Complaint, Attachment 4, ¶ 1) By filing this Third Complaint, Complainant is improperly attempting to re-litigate issues and requests for relief that are currently pending before the Commission.

36. The Third Complainant also alleges that Complainant's residential account has not been credited in the amount of \$738.98 as directed by the Initial Decision. (Third Complaint, Attachment 4, ¶¶ 37-38) Complainant's allegations and claims in the Third Complaint regarding credit and payment issues have been fully litigated and are currently pending before the Commission at Docket Nos. C-20112273645 and C-2014-2444864. Any credits or payments ordered by the Initial Decision will not be paid out or credited unless and until the Commission issues a final order directing the payment/credit of the same. By filing this

Third Complaint, Complainant is improperly attempting to re-litigate issues and requests for relief that are currently pending before the Commission.

37. Upon the issuance of a final order in the two, fully litigated Complaints at Docket Nos. C-2011-2273645 and C-2014-2444864, the virtual net metering, billing, and credit issues/allegations raised in the above-captioned Complaint will be barred by the doctrines of technical *res judicata* (claim preclusion) and collateral estoppel (issue preclusion). *See PMA Insurance Group v. Workmen's Compensation Appeal Board (Kelley)*, 665 A.2d 538 (Pa. Cmwlth. 1995) (technical *res judicata*, or claim preclusion, prevents a future suit between the same parties on the same cause of action after final judgment is entered on the merits of the action); *see also Fiore v. Commonwealth of Pennsylvania (Department of Environmental Resources)*, 508 A.2d 371, 374 (Pa. Cmwlth. 1986) (collateral estoppel, or issue preclusion, prevents re-litigation of an issue of fact or law between the same parties upon a different claim or demand).

38. The Third Complaint also alleges that Complainant intends to introduce further evidence in support of the allegations and claims currently pending before the Commission at Docket Nos. C-20112273645 and C-2014-2444864. (*See* Third Complaint, Attachment 4, ¶ 3) The alleged issues regarding PPL Electric's virtual meter aggregation program and billing process have been fully litigated in the First and Second Complaints and are supported by an extensive and complete record that was developed through the exhaustive efforts of the Commission and PPL Electric over four years. *See Initial Decision*, p. 13.

39. To the extent that Complainant seeks to "offer additional evidence" (Third Complaint, Attachment 4, ¶ 3) on the fully litigated issues pending before the Commission, such submission is not only unnecessary, but would also constitute an impermissible denial of due

process because the record on the aforementioned fully litigated issues has been closed. *See, e.g., Petition of Duquesne Light Company for Approval of its Energy Efficiency and Conservation Plan; Petition for Reconsideration of the Office of Small Business Advocate*, Docket No. M-2009-2093217, 2009 Pa. PUC LEXIS 1999 (Dec. 23, 2009) (allowing a party to, in essence, present new evidence after the record was closed without giving the other parties an opportunity to challenge and respond is a clear violation of the due process rights).

WHEREFORE, PPL Electric respectfully requests that the allegations and requests for relief presented in the above-captioned complaint regarding PPL Electric's virtual meter aggregation program and billing process be summarily dismissed pursuant to 52 Pa. Code § 5.101(a)(6) due to the fully litigated proceeding currently pending before the Commission at Docket Nos. C-2011-2273645 and C-2014-2444864.

**B. PRELIMINARY OBJECTION No. 2 – The *Ex-parte* Allegations in the Third Complaint are Legally Insufficient and Fail to State a Claim upon which Relief may be Granted**

40. PPL Electric incorporates by reference Paragraphs 1 through 39 as if fully set forth herein.

41. In the Third Complaint, Complainant alleges, among other things, that PPL Electric improperly obtained information regarding the recommendations in the Initial Decision before it was served on October 9, 2015. (*See* Third Complaint, Attachment 4, ¶¶ 20-22, 34) The *ex parte* allegations in the Third Complaint are legally insufficient and fail to state a claim against PPL Electric for which relief may be granted.

42. The *ex parte* allegations in the Third Complaint are based on Complainant's receipt of two termination notices on October 5 and October 15, 2015. (*See* Third Complaint,

Attachment 4, ¶¶ 17-22) Because the October 5, 2015 termination notice was issued before the *Initial Decision* was issued on October 9, 2015, the Complainant surmises that PPL Electric had advance notice of the findings and conclusions in the *Initial Decision*.

43. As explained above, Complainant's receipt of the notice of termination letters on October 5 and October 15, 2015, was due to the inadvertent expiration of the time-based litigation hold on Complainant's accounts. When PPL Electric personnel discovered the error, PPL Electric promptly contacted Complainant on October 7, 2015, and notified Complainant that he was not facing termination and that a final decision had not yet been rendered in his case. (See Appendix F)

44. Further, the allegations in the Third Complaint, which must be accepted as true for purposes of these Preliminary Objections, confirm that the Commission did not engage in any *ex parte* communication with PPL Electric regarding the Initial Decision. Indeed, according to the allegations in the Third Complaint, an attorney from the Commission's Office of Special Assistance confirmed that there was no evidence of any communication from the Commission to PPL Electric regarding the status of Complainant's First and Second Complaints at Docket Nos. C-2011-2273645 and C-2014-2444864. (See Third Complaint, Attachment 4, ¶¶ 24-26) The allegations in the Third Complaint further concede that the attorney from the Commission's Office of Special Assistance reported that the *Initial Decision* in Docket Nos. C-2011-2273645 and C-2014-2444864 had neither been issued, nor been made public. (Third Complaint, Attachment 4, ¶¶ 24-26) These statements are an admission against interest that, if true, establish that the Commission did not engage in any *ex parte* communication, and that PPL Electric was not served with and did not have access to the *Initial Decision* until October 9, 2015.

45. Even if Complainant's allegation that PPL Electric had advance notice of the *Initial Decision* is accepted as true, which PPL Electric denies, Complainant's allegation is fundamentally flawed and must be denied.

46. An Initial Decision of an Administrative Law Judge is not and does not become final unless and until the Commission issues a final order or the Initial Decision become final by operation of law in the absence of exceptions. *See* 66 Pa.CS. § 335(h).

47. In this case, the *Initial Decision* at Docket Nos. C-2011-2273645 and C-2014-2444864 was issued on October 9, 2015, and Complainant filed Exceptions on or about October 26, 2015. Thus, the *Initial Decision* was not and could not become a final binding order unless and until the Commission issues a final order. As of the date of these Preliminary Objections, no such order has been entered by the Commission.

48. Because the *Initial Decision* was not and could not be a final order, PPL Electric could not rely on the findings and conclusions stated therein. Thus, even if PPL Electric had notice of the *Initial Decision* before it was issued, which it did not, at no time would the Company rely or otherwise take action based on the non-final and non-binding *Initial Decision*.

WHEREFORE, PPL Electric respectfully requests that the allegations and requests for relief presented in the above-captioned complaint related to alleged *ex parte* communication be summarily dismissed pursuant to 52 Pa. Code § 5.101(a)(4) for failure to state a claim upon which relief may be granted.

**C. PRELIMINARY OBJECTION No. 3 – The Termination Allegations in the Third Complaint are Legally Insufficient and Fail to State a Claim upon which Relief may be Granted**

49. PPL Electric incorporates by reference Paragraphs 1 through 48 as if fully set forth herein.

50. On October 5, 2015, Complainant was mistakenly sent a notice of termination letter for the solar panels at 73 Woods Rd., Klingerstown, PA 17941. (Appendix F; Third Complaint, Attachment 4, ¶ 17) Subsequently, on October 15, 2015, Complainant mistakenly received a notice of termination letter for his residential account. (Appendix F; Third Complaint, Attachment 4, ¶ 28)

51. Complainant's receipt of the notice of termination letters on October 5 and October 15, 2015, was due to the inadvertent expiration of the time-based litigation hold on Complainant's accounts. (Appendix F)

52. When PPL Electric personnel discovered the error, PPL Electric promptly contacted Complainant on October 7, 2015. (Appendix F) Complainant acknowledges that he received a voicemail from PPL Electric on October 7, 2015. (Third Complaint, Attachment 4, ¶ 19)

53. On October 7, 2015, Complainant received notification from PPL Electric personnel that service to his accounts would **not** be terminated. (Third Complaint, Attachment 4, ¶ 27).

54. It is undisputed that Complainant's accounts have **not** been terminated.

55. Based on the foregoing, Complainant has failed to state a claim against PPL Electric for improper termination of service. PPL Electric corrected the inadvertent expiration of the litigation hold on Complainant's accounts, and notified Complainant that he was not facing termination.

WHEREFORE, PPL Electric respectfully requests that the allegations and requests for relief presented in the above-captioned complaint related to the alleged termination of service be


summarily dismissed pursuant to 52 Pa. Code § 5.101(a)(4) for failure to state a claim upon which relief may be granted.

**IV. CONCLUSION**

WHEREFORE, PPL Electric Utilities Corporation respectfully requests that the above-captioned Formal Complaint be dismissed in its entirety pursuant 52 Pa. Code §§ 5.101(a)(4) and 5.101(a)(6).

Respectfully submitted,

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Of Counsel:

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Date: November 24, 2015

Attorneys for PPL Electric Utilities Corporation



# **APPENDIX “A”**



COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
P.O. BOX 3265, HARRISBURG, PA 17105-3265

IN REPLY PLEASE  
REFER TO OUR FILE

*Net metering  
ISSUE  
p&s*

DATE SERVED: NOVEMBER 18, 2011  
*Field Report Due: 11-29-11  
Answer Due: 12-8-11*

C-2011-2273645

PPL ELECTRIC UTILITIES CORPORATION  
PAUL E RUSSELL GEN COUNCEL  
TWO N 9<sup>TH</sup> ST  
ALLENTOWN PA 18101-1179

RECEIVED

NOV 21 2011

OFFICE OF  
GENERAL COUNSEL

Dear Mr. Russell:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by LARRY MOYER. To defend yourself against the claims stated in the complaint, you must respond within twenty (20) days of the above date served by filing with the Commission, in writing, an Answer in accordance with 52 Pa. Code Section 5.61, either personally or through your attorney. Or, you may satisfy the complaint by settling the matter with the Complainant and submitting proof of settlement to the Commission within twenty (20) days of the above date served.

IF YOU FAIL TO ANSWER THE COMPLAINT WITHIN TWENTY (20) DAYS OF THE ABOVE DATE SERVED, THE CLAIMS AGAINST YOU MAY BE DEEMED ADMITTED, THE CASE MAY GO FORWARD IN YOUR ABSENCE, AND A JUDGEMENT MAY BE ENTERED AGAINST YOU BY THE COMMISSION WITHOUT FURTHER NOTICE.

**CUSTOMER OF A UTILITY**

A payment schedule may be prescribed or a termination of utility services may be authorized. You may lose money or property or other rights important to you.

**COMPANY/UTILITY**

An Administrative Law Judge may revoke or suspend any certificate or permit held by you, or impose a fine, or any other appropriate penalty or remedy authorized by the Public Utility Code. You may lose money or property or other rights important to you.

Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

NOVEMBER 18, 2011

Unless you are a corporation or other organization, you may proceed without a lawyer. However, if you want a lawyer and do not have one or cannot afford one, the office listed below can tell you where you can get legal help:

Pennsylvania Lawyer Referral Service  
Pennsylvania Bar Association  
P.O. Box 186  
Harrisburg, PA 17108  
(800) 692-7375

Very truly yours,

A handwritten signature in cursive script, reading "Rosemary Chiavetta".

Rosemary Chiavetta  
Secretary

JB

**BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION**

**DATE SERVED: NOVEMBER 18, 2011**

**LARRY MOYER**

Complainant

v.

**PPL ELECTRIC UTILITIES CORP**

Respondent

Complaint Docket

No: C-2011-2273645

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**FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY**

---

**TO: PPL ELECTRIC UTILITIES CORP**

**TAKE NOTICE:**

That a complaint in the above entitled matter, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. Section 702 of the Public Utility Code, 66 Pa. C.S. Section 702, requires the Commission to serve on each party named in a complaint a copy of the complaint and notice calling upon each party to satisfy the complaint, or to answer the same in writing within a specified time; THEREFORE,

1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the **Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265**, an answer (original and three copies), in writing, under oath, which, as required by Section 5.61 of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 5.61, either affirms or specifically denies the allegations in this complaint. You must also serve a copy of the answer upon the complainant. **The date served is the mailing date appearing at the top of this Notice.** Section 1.56(a) of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 1.56(a).

2. If you fail to either satisfy or settle this complaint, or to file an answer or other responsive pleading within twenty (20) days of the date served, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. Code Section 5.61. In that event, the Commission may, without hearing, enter an order which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C.S. Section 101, et seq. If you are a customer of a utility, an order may be entered which prescribes a

payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

3. If you elect to satisfy or settle this complaint, you must file, within twenty (20) days from the date on which this complaint is served, affidavits executed by each complainant that this complaint has been satisfied. Such affidavits must describe the basis on which this complaint was satisfied; any settlement agreement between the parties must be reduced to writing and attached to the affidavit. Such affidavits are to be filed with the Secretary of the Commission at the address set forth in paragraph 1. Upon receipt of affidavits of satisfaction from all complainants, this complaint may be dismissed by the Commission in accordance with Section 703(a) of the Public Utility Code, 66 Pa. C.S. Section 703(a), unless the Commission determines that such dismissal would be contrary to the public interest, in which event the Commission may direct that hearings be held upon the complaint.

4. If you file an answer which admits the allegations in this complaint, or which fails to specifically deny the allegations in this complaint, the Commission may, without hearing, enter an order which either revokes or suspends any certificate held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq. If you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

5. If you file a timely answer which specifically denies the allegations in this complaint, or which raises material questions of law or fact, this matter shall be referred to the Office of Administrative Law Judge for hearing and decision. If, after hearing on the issues raised by that answer, you are found to have committed any of the violations alleged in the complaint, the Administrative Law Judge may render a decision which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq. If you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. In the imposition of a penalty after a hearing the Administrative Law Judge is not bound by the relief sought by the complainant in paragraph 4 of the attached complaint.



Rosemary Chiavetta  
Secretary

(SEAL)

Certified Mail  
Return Receipt Requested



Citizens for Pennsylvania's Future  
Regional Enterprise Tower  
425 Sixth Avenue, Suite 2770  
Pittsburgh, PA 15219-1853  
P 412.258.6680 / 888.895.4843  
F 412.258.6685  
info@pennfuture.org  
www.pennfuture.org

C-2011-2273645

November 15, 2011

**VIA FEDEX**

Secretary  
Pennsylvania Public Utility Commission  
P.O. Box 3265  
Harrisburg, Pennsylvania 17105-3265

RECEIVED

NOV 15 2011

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Re: Formal Complaint

Dear Sir or Madam:

I have enclosed for filing with the Commission a Formal Complaint that I am submitting on behalf of Mr. Larry Moyer. Mr. Moyer is a customer of PPL Electric Utilities Corporation ("PPLEU"); he has the following account numbers with PPLEU: 67227-97002 and 06476-21001. The Complaint concerns PPLEU's failure to properly aggregate Mr. Moyer's accounts as required by Supplement No. 102 to its tariff ("Net Metering for Renewable Customer-Generators").

Thanks for your attention to this. If you have any questions regarding it, please contact me at (412) 258-6684.

Very truly yours,

John K. Baillie  
Senior Attorney

Encl.

80203

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

Please print in ink or type.

C-2011-2273645

1. CUSTOMER (COMPLAINANT) INFORMATION

Your name, mailing address, county, telephone number, utility account number and service address:

Name: Larry Moyer

Street/P.O. Box: 73 Woods Road

City: Klingerstown State: PA Zip: 17941

County: Schuylkill

Daytime Telephone Number Where We Can Contact You: (267) 693-2633

E-mail Address (optional): gtown73@hotmail.com

Utility Account Number: 67227-97002 and 06476-21001 (from your bill)

If your complaint involves utility service provided to a different address than your mailing address, please list this information below.

Name \_\_\_\_\_ RECEIVED

Street/P.O. Box \_\_\_\_\_ NOV 15 2011

City \_\_\_\_\_ State \_\_\_\_\_ Zip PA PUBLIC UTILITY COMMISSION SECRETARY'S BUREAU

2. FULL NAME OF UTILITY COMPANY (RESPONDENT):

PPL Electric Utilities Corporation

3. TYPE OF UTILITY (check one)

- ELECTRIC
- GAS
- WATER
- TELEPHONE (local, long distance)
- STEAM HEAT
- WASTE WATER
- MOTOR CARRIER (e.g., taxi, moving company, limousine)

4. **COMPLAINT** (check one)

**A. In general, what is your complaint?**

- I want to oppose the company's proposed rate increase.
- There are incorrect charges on my bill.
- There is a reliability, safety or quality problem with my utility service.
- I received a notice that my utility service is being terminated.
- I would like a payment agreement.

Other (explain).

**B. State the facts of your complaint.**

Include any specific dates, times or places that may be important. If the complaint is about a bill, tell us about any charges that you believe are not correct. Use additional paper if you need more space. Provide copies of all relevant documents you believe will support your complaint.

1. In early 2008, Larry Moyer ("Moyer") contacted PPL Electric Utilities Corporation ("PPLEU") regarding the installation of ground-mounted photovoltaic generation panels on his property near Kingertown, PA. PPLEU informed Moyer that he could deliver electricity generated by the panels to PPLEU and might be eligible to have the meter associated with the solar panels aggregated with the meter on his house at the property for billing purposes, a process referred to as "virtual net metering."

2. PPLEU is required to file a tariff with the Pennsylvania Public Utility Commission (the "Commission") that provides for virtual net metering. 25 Pa. Code § 75.12. PPLEU has filed a rider to its tariff ("Net Metering for Renewable Customer-Generators" (Supplement 102, effective January 1, 2011 (the "Net Metering Rider"))) that governs virtual net metering in its service territory. A copy of the Net Metering Rider is attached hereto.

3. The Commission has approved PPLEU's tariff, including the Net Metering Rider. The Net Metering Rider states that "[v]irtual net metering is the combination of readings and billing for all meters, regardless of rate class, installed on properties owned, or leased and operated, by a customer-generator by use of the Company's billing process, rather than through physical rewiring of the customer-generator's owned or leased property for a physical single point of contact." Net Metering Rider, at 3. Under the Net Metering Rider, virtual net metering is to be provided for meters that are on properties within PPLEU's service territories and that are owned, or leased and operated, by a single customer-generator. In addition, the properties to be aggregated for virtual net metering must be within two miles of each other. *Id.*, at 2.

4. Moyer owns the property on which his house and solar panels are located. That property is within PPLEU's service territory, and the house and solar panels are located less than two miles apart.

5. PPLEU assigned account number 06476-21001 to the meter on Moyer's house and account number 6277-97002 to the meter associated with Moyer's solar panels.

6. In March 2009, Moyer's solar panels were mounted, inspected, and approved by PPLEU. The panels began delivering electricity to the PPLEU grid on March 11, 2009. Also in March 2009, Moyer and PPLEU discussed how PPLEU would compensate Moyer for the electricity generated by his solar panels that he delivered to PPLEU; PPLEU represented that it would track the electricity generated by the solar panels and reimburse Moyer for them annually.

7. Under the Net Metering Rider and the Commission's rules, Moyer is a customer-generator entitled to be credited at the full retail rate for each kilowatt-hour of solar generation up to the total amount of electricity that he uses during the billing period. See Net Metering Rider, at 3; 25 Pa. Code § 75.13(c).

8. Under the Net Metering Rider and the Commission's rules, Moyer is entitled to the virtual meter aggregation of accounts 06476-21001 and 67277-97002 because both account meters are on a property owned by Moyer, are located within two miles of the boundaries of Moyer's property and are located within PPLEU's service territory. See Net Metering Rider, at 2; 25 Pa. Code § 75.14(e).

9. Under the Net Metering Rider and the Commission's rules, Moyer must be credited monthly at the full retail rate for the solar power generated each month. The credit must be first applied to the meter associated with the solar system (account 6277-97002) at the full GS-1 retail rate, then through the meter connected to his house (account 06476-21001) at the full RS retail rate. See Net Metering Rider, at 3; 25 Pa. Code § 75.13(c).

10. Between April 2009 and February 2010, Moyer received a monthly bill from PPLEU for both account 06476-21001 and account 67227-97002. During that period, Moyer did not receive credits or payments for the electricity that was generated by his solar panels and delivered to PPLEU.

11. In February 2010, PPLEU represented that Moyer's two accounts would be reconciled each month, with a monthly generation credit from the solar panels (account 67277-97002) applied to the house account (account 06476-21001) on the subsequent month's bill.

12. In April 2010, Moyer received checks for \$436.90 and \$56.98 from PPLEU. However, neither check was accompanied by an accounting of meter readings, the rate per kWh, or any other information explaining the payment. Representatives of PPLEU were unable to provide any further explanation regarding the checks. Accordingly, Moyer does not know whether he was properly credited for the electricity generated by his solar panels and delivered to PPL between March 2009 and April 2010.

13. The May, June, and July 2010 bills for Moyer's house account (account 06476-21001), included "excess credits" in the amounts of \$151.54, \$143.09, and \$104.17, respectively. The bills did not explain those credits. The account associated with Moyer's solar panels (account (67277-97002) did not receive "excess credits" on any bills sent in May, June, July, or August 2010.

14. In June 2010, a representative of PPLEU informed Moyer that future generation credits would not be applied monthly, but rather annually.

15. Beginning with the bills for August 2010 and continuing through at least the bills for September 2011, PPLEU has not aggregated Moyer's accounts. Nor has it credited Moyer for the electricity generated by his solar panels and delivered to PPLEU.

16. From June 2010 to February 2011, Moyer contacted multiple offices at PPLEU regarding his outstanding net metering and billing issues. Moyer was referred to several additional offices at PPLEU. Moyer provided information about the aggregation of his accounts to PPLEU representatives, but the issues were not resolved.

17. In December 2010, Moyer filed an informal complaint with the Commission. In February 2011, a representative of the Commission informed Moyer that the issues in his case went beyond the jurisdiction of an informal complaint, and that he would need to file a formal complaint if he wished to pursue his case further.

18. By email and letter dated June 7, 2011, Moyer, by his attorney, contacted PPLEU again to demand that virtual net metering be applied to his accounts.

19. Following PPLEU's receipt of that letter, a PPLEU representative met with Moyer regarding the aggregation of his accounts. Upon information and belief, in early July 2011, that representative recommended to PPLEU's management that virtual net metering be applied to Moyer's accounts.

20. The September 2011 bill for Moyer's house account (account 06476-21001) included an "excess credit" of \$250.49. The bill did not explain that credit. The September 2011 bill for the account associated with Moyer's solar panels (account 67227-97002) did not include any "excess credits."

21. The chart following this attachment summarizes the charges and excess credits for Moyer's accounts since March 2009, when Moyer's solar panels became operational and began delivering electricity to PPLEU.

22. Since March 2009, PPLEU has not properly aggregated Moyer's accounts according to the virtual net metering provisions in PPLEU's Net Metering Rider by first crediting the account associated with Moyer's solar panels (account 67227-97002) for the electricity generated by those panels before crediting Moyer's house account (account 06476-21001).

23. PPLEU has not fully credited or reimbursed Moyer for all of the electricity generated by his solar panels and delivered to PPLEU since March 2009.

Bill Date	67227 - 97002		06476-21001	
	charges	"Excess Credits"	charges	"Excess Credits"
3/11/2009	\$ 11.54	\$ -	\$ 68.54	\$ -
4/9/2009			\$ 65.26	\$ -
4/15/2009	\$ 11.54	\$ -		
5/11/2009	\$ 12.14	\$ -	\$ 41.63	\$ -
6/10/2009	\$ 12.02	\$ -	\$ 42.11	\$ -
7/10/2009			\$ 28.30	\$ -
7/13/2009	\$ 12.14	\$ -		
8/11/2009	\$ 12.02	\$ -	\$ 38.43	\$ -
9/10/2009	\$ 12.14	\$ -	\$ 31.36	\$ -
10/9/2009	\$ 12.28	\$ -	\$ 42.40	\$ -
11/10/2009	\$ 12.28	\$ -	\$ 64.97	\$ -
12/10/2009	\$ 12.14	\$ -	\$ 54.71	\$ -
1/12/2010	\$ 12.62	\$ -	\$ 94.41	\$ -
2/10/2010			\$ 57.31	\$ -
2/11/2010	\$ 13.00	\$ -		
3/12/2010	\$ 12.86	\$ -	\$ 65.42	\$ -
4/13/2010			\$ 58.33	\$ -
4/15/2010	\$ 12.86	\$ 8.06		
5/12/2010			\$ 48.18	\$ 151.54
6/11/2010			\$ 38.92	\$ 143.09
5/17/2010	\$ 12.14	\$ 0.85		
7/13/2010			\$ 41.62	\$ 104.17
7/30/2010	\$ 12.14	\$ 0.13		
8/5/2010	\$ 12.72	\$ 0.13		
8/11/2010			\$ 36.20	\$ 62.55
8/17/2010	\$ 12.72	\$ 1.42		
9/10/2010			\$ 44.71	\$ 26.35
9/15/2010	\$ 12.71	\$ 0.70		
10/11/2010			\$ 45.33	\$ -
10/13/2010	\$ 12.85	\$ 0.84		
11/9/2010			\$ 52.71	\$ -
11/11/2010	\$ 12.99	\$ 0.98		
12/9/2010	\$ 13.12		\$ 59.11	\$ -
1/11/2011			\$ 127.58	\$ -
2/9/2011			\$ 92.39	\$ -
3/11/2011			\$ 81.08	\$ -
3/14/2011	\$ 43.44	\$ -		
4/11/2011			\$ 82.95	\$ -
4/12/2011	\$ 16.15	\$ -		
5/11/2011			\$ 64.12	\$ -
5/12/2011	\$ 14.80	\$ -		
6/10/2011			\$ 35.66	\$ -
6/13/2011	\$ 14.80	\$ -		
7/12/2011			\$ 45.35	

7/15/2011	\$	14.80	\$	-	
8/10/2011				\$	48.25
8/11/2011	\$	14.80	\$	-	
9/9/2011				\$	33.42
9/12/2011	\$	15.49		\$	250.49

**5. RELIEF**

How do you want your complaint to be resolved? Use additional paper if you need more space.

Moyer requests that the Commission order requiring PPLEU to: (i) apply virtual net metering to Moyer's two accounts by monthly at the full retail rate for the solar power generated each month first applying credits to the meter associated with the solar system (account 6277-97002) at the full GS-1 retail rate, then through the meter connected to his house (account 06476-21001) at the full RS retail rate on a monthly basis as required by PPLEU's Net Metering Rider and the Commission's rules; (ii) disclose the kilowatt hours ("kWh") of electricity that has been generated by Moyer's solar panels and delivered to PPLEU each month since March 2009; (iii) disclose all credits and/or payments for such electricity that have been made to Moyer, by amount and date of payment or credit; and (iv) if necessary, fully reimburse Moyer for any and all such electricity, at then-applicable tariff rate(s).

**6. PROTECTION FROM ABUSE**

Answer the following question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility **AND** your complaint is about a billing problem, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety or welfare?

YES

NO

**7. PRIOR UTILITY CONTACT**

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

YES (includes appeals of BCS determinations)

NO

If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

**8. LEGAL REPRESENTATION (IF ANY)**

If you are represented by a lawyer in this matter you must provide your lawyer's name, address, telephone number, and e-mail address, if known.

Lawyer's Name: John K. Baillie

Street: Citizens for Pennsylvania's Future, 425 6<sup>th</sup> Avenue, Suite 2770

City: Pittsburgh State: PA Zip: 15219

Area Code/Phone Number: (412) 258-6684

E-mail Address (If Known): baillie@pennfuture.org

9. VERIFICATION AND SIGNATURE

You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided:

Verification: I Jay Larry Meyer, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Jay Larry Meyer  
(Signature)

October 12, 2011  
(Date)

Owner  
Title of authorized employee or officer

10. FILING

Please return the completed form to one of the addresses listed below:

If using U.S. Postal Service:

If using overnight delivery service:

Secretary Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105-3265	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 <sup>nd</sup> Floor Harrisburg, Pennsylvania 17120
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Facsimiles and/or electronic filings of the complaint will not be accepted.

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

**Keep a copy of your complaint for your records.**

**NET METERING FOR RENEWABLE CUSTOMER-GENERATORS**

(C)

**PURPOSE**

This Rider sets forth the eligibility, terms and conditions applicable to Customers with installed qualifying renewable customer-owned, generation using a net metering system.

**APPLICABILITY**

(C)

This Rider applies to renewable customer-generators served under Rate Schedules RS, GS-1, GS-3, and LP-4 who install a device or devices which are, in the Company's judgment, subject to Commission review, a bona fide technology for use in generating electricity from qualifying Tier I or Tier II alternative energy sources, pursuant to the Alternative Energy Portfolio Standards Act, 73 P.S. §§ 1648.1 – 1648.8 ("AEPS Act") or Commission regulations, and which will be operated in parallel with the Company's system. This Rider is available to installations where any portion of the electricity generated by the renewable energy generating system offsets part or all of the customer-generator's requirements for electricity. A renewable customer-generator is a non-utility owner or operator of a net metered distributed generation system with a nameplate capacity of not greater than 50 kilowatts, if installed at a residential service (RS), or not larger than 3,000 kilowatts at other customer service locations (Rate Schedules GS-1, GS-3 and LP-4), except for Customers whose systems are above 3 megawatts and up to 5 megawatts who make their systems available to operate in parallel with the Company during grid emergencies, as defined by the regional transmission organization; or where a microgrid is in place for the purpose of maintaining critical infrastructure, such as homeland security assignments, emergency services facilities, hospitals, traffic signals, wastewater treatment plants or telecommunications facilities, provided that technical rules for operating generators interconnected with facilities of the Company have been promulgated by the Institute of Electrical and Electronic Engineers ("IEEE") and the Commission.

Qualifying renewable energy installations are limited to Tier I and Tier II alternative energy sources, as defined by the AEPS Act and the Commission's regulations. The Customer's equipment must conform to the Commission's Interconnection Standards and Regulations, pursuant to the AEPS Act. This Rider is not applicable when the source of supply is service purchased from a neighboring electric utility under Borderline Service.

Service under this Rider is available upon request to renewable customer-generators on a first-come, first-served basis as long as the total rated generating capacity installed by renewable customer-generator facilities does not adversely impact service to other Customers and does not compromise the protection scheme(s) employed on the Company's electric distribution system.

**METERING PROVISIONS**

A Customer may select one of the following metering options in conjunction with service under applicable Rate Schedule RS, GS-1, GS-3, or LP-4.

1. A customer-generator facility used for net metering shall be equipped with a single bi-directional meter that can measure and record the flow of electricity in both directions at the same rate. A dual-meter arrangement may be substituted for a single bi-directional meter at the Company's expense.

**RECEIVED**

NOV - 7 2011

(Continued)

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

(C) Indicates Change

Issued: December 21, 2010

Effective: January 1, 2011

**NET METERING FOR RENEWABLE CUSTOMER-GENERATORS (Continued)**

**(C)**

2. If the customer-generator's existing electric metering equipment does not meet the requirements under Option (1) above, the Company shall install new metering equipment for the customer-generator at the Company's expense. Any subsequent metering equipment change necessitated by the customer-generator shall be paid for by the customer-generator. The customer-generator has the option of utilizing a qualified meter service provider to install metering equipment for the measurement of generation at the customer-generator's expense.

Additional metering equipment for the purpose of qualifying alternative energy credits owned by the customer-generator shall be paid for by the customer-generator. The Company shall take title to the alternative energy credits produced by a customer-generator where the customer-generator has expressly rejected title to the credits. In the event that the Company takes title to the alternative energy credits, the Company will pay for and install the necessary metering equipment to qualify the alternative energy credits. The Company shall, prior to taking title to any alternative energy credits, fully inform the customer-generator of the potential value of those credits and options available to the customer-generator for their disposition.

3. Meter aggregation on properties owned, or leased and operated, by a customer-generator shall be allowed for purposes of net metering. Meter aggregation shall be limited to meters located on properties within two (2) miles of the boundaries of the customer-generator's property. Meter aggregation shall only be available for properties located within the Company's service territory. Physical meter aggregation shall be at the customer-generator's expense. The Company shall provide the necessary equipment to complete physical aggregation. If the customer-generator requests virtual meter aggregation, it shall be provided by the Company at the customer-generator's expense. The customer-generator shall be responsible only for any incremental expense incurred by the Company to process the customer-generator's account on a virtual meter aggregation basis.

**BILLING PROVISIONS:**

**(C)**

The following billing provisions apply to customer-generators in conjunction with service under applicable Rate Schedules RS, GS-1, GS-3, or LP-4.

1. The customer-generator will receive a credit for each kilowatt-hour received by the Company up to the total amount of electricity delivered to the Customer by the Company during the billing period at the full retail rate consistent with Commission regulations. If a customer-generator supplies more electricity to the Company than the Company delivers to the customer-generator in a given billing period, the excess kilowatt hours shall be carried forward and credited against the customer-generator's usage in subsequent billing periods at the full retail rate. Any excess kilowatt hours will continue to accumulate until the end of the PJM planning period ending May 31 of each year. On an annual basis consistent with the PJM planning period, the Company will compensate the customer-generator for kilowatt-hours received from the customer-generator in excess of the kilowatt hours delivered by Company to the customer-generator during the preceding year at the Company's Price To Compare consistent with Commission regulations. The customer-generator is responsible for the customer charge, demand charge and other applicable charges under the applicable Rate Schedule.

(Continued)

**NET METERING FOR RENEWABLE CUSTOMER-GENERATORS (Continued)**

(C)

2. If the Company supplies more kilowatt-hours of electricity than the customer-generator facility feeds back to the Company's system during the billing period, all charges of the appropriate rate schedule shall be applied to the net kilowatt-hours of electricity that the Company supplied. The customer-generator is responsible for the customer charge, demand charge and other applicable charges under the applicable Rate Schedule.
3. For customer-generators involved in virtual meter aggregation programs, a credit shall be applied first to the meter through which the generating facility supplies electricity to the Company's distribution system, then through the remaining meters (for the customer-generator's account) equally at each meter's designated rate under the applicable Rate Schedule. Virtual meter aggregation is the combination of readings and billing for all meters, regardless of rate class, installed on properties owned, or leased and operated, by a customer-generator by use of the Company's billing process, rather than through physical rewiring of the customer-generator's owned or leased property for a physical, single-point of contact. The customer-generators are responsible for the customer charge, demand charge and other applicable charges under the applicable Rate Schedule.
4. If a net metering Customer served on Rate Schedule GS-1, GS-3, or LP-4 generates electricity such that the self-generation results in a 10% or more reduction in the Customer's purchase of electricity through the Company's transmission and distribution network for any calendar year, when compared to the calendar year immediately prior to the installation of the generation, the net metering Customer shall be responsible for its share of stranded costs to prevent inter-class or intra-class cost shifting. The Company, upon determination that the customer has or will exceed the 10% limitation, will rebill the customer for CTC charge, in an amount equal to the charges in the calendar year immediately prior to the installation of the generation unless the customer-generator initiated self-generation prior to January 1, 1999, in which case the base year will be 1996. Such rebilling of CTC charge will be at the otherwise applicable CTC rates under the appropriate Rate Schedule.

**NET METERING PROVISIONS FOR SHOPPING CUSTOMERS**

(C)

1. Customer-generators may take net metering services from EGSs that offer such services.
2. If a net-metering customer takes service from an EGS, the Company will credit the customer for distribution and CTC charges for each kilowatt hour produced by a Tier I or Tier II resource installed on the customer-generator's side of the electric revenue meter, up to the total amount of kilowatt-hours delivered to the customer by the Company during the billing period. If a customer-generator supplies more electricity to the electric distribution system than the EDQ delivers to the customer-generator in a given billing period, the excess kilowatt hours shall be carried forward and credited against the customer-generator's usage in subsequent billing periods at the Company's distribution rates. Any excess kilowatt hours at the end of the RJM planning period will not carry over to the next year for distribution and CTC charge purposes. The customer-generator is responsible for the customer charge, demand charge and other applicable charges under the applicable Rate Schedule.

(Continued)

**NET METERING FOR RENEWABLE CUSTOMER-GENERATORS (Continued) (C)**

**NET METERING PROVISIONS FOR SHOPPING CUSTOMERS (Continued) (C)**

3. If the Company delivers more kilowatt-hours of electricity than the customer-generator facility feeds back to the Company's system during the billing period, all charges of the applicable rate schedule shall be applied to the net kilowatt-hours of electricity that the Company delivered. The customer-generator is responsible for the customer charge, demand charge and other applicable charges under the applicable Rate Schedule.
4. Pursuant to Commission regulations, the credit or compensation terms for excess electricity produced by customer-generators who are customers of EGSs shall be stated in the service agreement between the customer-generator and the EGS.
5. If a customer-generator switches electricity suppliers, the Company shall treat the end of the service period as if it were the end of the year.

**APPLICATION**

Customer-generators seeking to receive service under the provisions of this Rider must submit a written application to the Company demonstrating compliance with the Net Metering Rider provisions and quantifying the total rated generating capacity of the customer-generator facility.

**MINIMUM CHARGE**

The Minimum Charges under Rate Schedules RS, GS-1, GS-3, and LP-4 apply for installations under this Rider.

**RIDERS**

Bills rendered by the Company under this Rider shall be subject to the charges stated in any other applicable Rider.

# **APPENDIX “B”**

**Safford, Kimberly R**

---

**From:** eServe@pa.gov  
**Sent:** Thursday, October 23, 2014 3:22 PM  
**To:** Russell, Paul E  
**Cc:** Safford, Kimberly R  
**Subject:** PA PUC eServe Notice

**Importance:** High

Dear Paul E Russell,

A(n) **Formal Complaint** has been served in this proceeding. This document is docketed as **C-2014-2444864**. You may view this document at [Jay Larry Moyer vs PPL Electric Utilities Corporation](#)

You are receiving this email because you are a(n) **Respondent** for this case and have agreed to be served electronically. By selecting electronic service (eService), you have agreed that this notification constitutes valid service. Electronic service of any and all documents will be in place of paper service.

Thank You,  
Public Utility Commission  
Commonwealth of Pennsylvania

*\* Please do not respond to this automatically generated email.*

Jay Larry Moyer  
370 W. Johnson Street (C-1)  
Philadelphia, PA 19144  
267-693-2633  
gtown73@hotmail.com

Ms. Rosemary Chlavetta,  
Secretary  
Pennsylvania Public Utility Commission  
400 North Street  
Harrisburg, Pennsylvania 17120

September 3, 2014

RE: Formal Complaint

Dear Ms. Chlavetta,

Please find enclosed a copy of a Formal Complaint being filed against PPL Electric Utilities, along with supporting materials. I look forward to hearing that you received the Complaint and ask that it be given prompt and careful attention.

Sincerely,

  
Larry Moyer

Encl: Formal Complaint  
Attachment #4  
Attachment #5  
Selected bills for Acct. #06476-2100: May-August, 2014  
Selected bills for Acct. #67277-97002: May-August, 2014

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**PENNSYLVANIA PUBLIC UTILITY COMMISSION**

**Formal Complaint**

*Filing this form begins a legal proceeding and you will be a party to the case.  
If you do not wish to be a party to the case, consider filing an informal complaint.*

**To complete this form, please type or print legibly in ink.**

**1. Customer (Complainant) Information**

Provide your name, mailing address, county, telephone number(s), e-mail address and utility account number. It is your responsibility to update the Commission with any changes to your address and to where you want documents mailed to you.

Name **Jay Larry Moyer**

Street: **370 W; Johnson Street Apt # C-1**

City: **Philadelphia** State: **PA** Zip: **19144**

County: **Philadelphia**

Telephone Number(s) Where We Can Contact You During the Day:

**(267-693-2633) (home) (267) 693-2633(mobile)**

E-mail Address (optional): **gtown73@hotmail.com**

Utility Account Number (from your bill) **06476-21001; 67277-97002**

**If your complaint involves utility service provided to a different address or in a different name than your mailing address, please list this information below.**

Street: **73 Woods Road**

City: **Klingerstown** State: **PA** Zip: **17941**

**2. Name of Utility or Company (Respondent)**

Provide the full name of the utility or company about which you are complaining. The name of your utility or company is on your bill.

**PPL Electric Utilities**

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3. Type of Utility Service

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- ELECTRIC                       WASTEWATER/SEWER
- GAS                                 TELEPHONE/TELECOMMUNICATIONS (local, long distance)
- WATER                             MOTOR CARRIER (e.g. taxi, moving company, limousine)
- STEAM HEAT

4. Reason for Complaint

What kind of problem are you having with the utility or company? Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. Your complaint may be dismissed without a hearing if you do not provide specific information.

- The utility is threatening to shut off my service or has already shut off my service.
- I would like a payment agreement.
- Incorrect charges are on my bill. Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if you have it/them.
- See Attachment 4, enclosed.
- I am having a reliability, safety or quality problem with my utility service. Explain the problem, including dates, times or places and any other relevant details that may be important.
- Other (explain). See Attachment 4, enclosed

5. **Requested Relief**

How do you want your complaint to be resolved? Explain what you want the PUC to order the utility or company to do. Use additional paper if you need more space.

See Attachment 5, enclosed.

Note: The PUC can decide that a customer was not billed correctly and can order billing refunds. The PUC can also fine a utility or company for not following rules and can order a utility or company to correct a problem with your service. Under state law, the PUC cannot decide whether a utility or company should pay customers for loss or damages. Damage claims may be sought in an appropriate civil court.

6. **Protection From Abuse (PFA)**

Has a court granted a "Protection From Abuse" order that is currently in effect for your personal safety or welfare? The PUC needs this information to properly process your complaint so that your identity is not made public.

Note: You must answer this question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility AND your complaint is about a problem involving billing, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

Has a court granted a "Protection From Abuse" order for your personal safety or welfare?

YES              
NO             X

If your answer to the above question is "yes," attach a copy of the current Protection From Abuse order to this Formal Complaint form.

7. **Prfor Utility Contact**

a. Is this an appeal from a decision of the PUC's Bureau of Consumer Services (BCS)?

YES    X

This new complaint seeks redress for billing errors since January 9, 2014, when the PUC issued an Opinion and Order that addressed the period covered by an earlier complaint (C-2011-2273645). This present Complaint seeks to resolve the billing complaints in that case, which remains under appeal. That earlier

Complaint, as yet unresolved, also includes an appeal of a 2011 decision by the PUC's BCS (Case #2778513).

NO

Note: If you answered yes, move to Section 8. No further contact with the utility or company is required. If you answered no, answer the question in Section 7 b. and answer the question in Section 7 c. if relevant.

b. If this is not an appeal from a BCS decision, have you spoken to a utility or company representative about this complaint?

YES

NO

Note: You must contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water utility AND (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

c. If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why.

Note: Even if you are not required to contact the utility or company, you should always try to speak to a utility or company representative about your problem before you file a Formal Complaint with the PUC.

## 8. Legal Representation

If you are filing a Formal Complaint as an individual on your own behalf, you are not required to have a lawyer. You may represent yourself at the hearing.

However, if you are interested in receiving legal representation, you may contact the Widener Harrisburg Civil Law Clinic located at 3605 Vartan Way, Harrisburg, PA 17110, by phone at 717-541-0320 or via email at [lawclinicb@mail.widener.edu](mailto:lawclinicb@mail.widener.edu).

For additional information see Widener Harrisburg's Civil Law Clinic's website <http://law.widener.edu/Academics/ClinicalProgramsandProfessionalTraining/Clinics/HarrisburgCivilLawClinic.aspx>. Based on your income, legal representation may be available to you at no cost or a reduced fee.

If you are already represented by a lawyer in this matter, provide your lawyer's name, address, telephone number, and e-mail address, if known. Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name: NA

Street/P.O. Box \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Area Code/Phone Number \_\_\_\_\_

E-mail Address (if known) \_\_\_\_\_

Note: Corporations, associations, partnerships, limited liability companies and political subdivisions are required to have a lawyer represent them at a hearing and to file any motions, answers, briefs or other legal pleadings.

9. Verification and Signature

You must sign your complaint. Individuals filing a Formal Complaint must print or type their name on the line provided in the verification paragraph below and must sign and date this form in ink. If you do not sign the Formal Complaint, the PUC will not accept it.

Verification:

Jay Larry Meyer, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

J. Larry Meyer  
(Signature of Complainant)

9-11-14

(Date)

FORMAL COMPLAINT OF LARRY MOYBR  
AGAINST PPL ELECTRIC UTILITIES CORPORATION

✱  
ATTACHMENT 4

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Reply to #4

In spite of the Complainant's persistent efforts to call attention to billing errors, omissions, and discrepancies, PPL Electric continues to issue bills that are incoherent, incomplete, and inaccurate. These billing problems are specifically associated with virtual meter aggregation. They are punitive, and have had a detrimental impact on the Complainant, resulting in inaccurate credit and erroneous compensation for electricity generated by his PV system. It is clear that there are no apparent guidelines and/or enforcement mechanisms that assure consistency and accuracy in the billing practices for virtual meter aggregation.

It is apparent that a variety of factors contribute to the present disarray. First, the manual system of billing, which the Company acknowledges using, increases the risk of error each month; Second, the process of billing for virtual meter aggregation differs necessarily from that used for physical meter aggregation, which involves only one bi-directional meter; Third, uniform and explicit policies that would assure uniformity and fairness in billing for virtual meter aggregation are not forthcoming; Fourth, in the absence of clear, uniform billing policies, PPL Electric has proceeded, with impunity, to implement its own arbitrary billing procedures for virtual meter aggregation; Fifth, in spite of the Complainant's repeated appeals, there has been no independent, systematic, and detailed examination of the billing practices which PPL Electric uses for virtual meter aggregation.

Although the Company has agreed to pay the Complainant \$535.27 for past, uncompensated generation (see Docket # C-2011-2273645 -- Opinion and Order, January 9, 2014), that sum has not been forthcoming. Instead, the Complainant's bills show an "Amount Due" that continues to increase unfairly. Since 2009, the "billing process" has been cryptic, disordered and, in many cases, indecipherable. The current "billing process", as applied to virtual meter aggregation, continues to be confusing and incoherent. Because of the continuing disarray in the "billing process", the definitive, precise, and fair amount of compensation owed to the Complainant can be determined only with great difficulty, and may be impossible.

In addition to the monthly bills provided to the Complainant, PPL Electric has submitted three different, inconsistent versions of data (PPL Exhibit #5; PPL Exhibit #7; and the "Tabulation" or "Compilation" prepared in March, 2014, as directed by the Commission in its Opinion and Order of January 9, 2014.) Each version purports to explain the Company's system of billing. Some of that data is, indeed, accurate, but much, even of the accurate data, is "hidden" data and is

absent from the monthly bills. Until the monthly bills are revised to include complete and accurate information, the billing process will be unsatisfactory and the errors will be compounded.

It is the contention of the Complainant that the only legal, official record of the billing history consists of the regular bills which have been issued to him each month. The spreadsheets and "reconstructions" which PPL has produced (PPL Exhibit #5; PPL Exhibit #7; PPL's "Tabulation" ordered by the Commission and withheld from the record) cannot be allowed to displace, replace, or stand-in for the official monthly bills.

For unexplained reasons, PPL Electric decided to issue two different bills each month – one for the Complainant's house and one for the Complainant's PV generating system ("solar panels"). In doing so, PPL Electric adds a complication to virtual meter aggregation that is not present with physical meter aggregation and is entirely unnecessary.

Bills from four different months (eight sets of bills and sixteen separate documents) are included with this Complaint. These bills demonstrate clearly a) that the billing procedures do not comport with the law; b) that past errors and irregularities have not been corrected; and c) that the Complainant, even now, is not now being credited properly for generation by his PV solar system.

The bills included here are for May, June, July, and August, 2014, and have been issued since the Opinion and Order related to an earlier Complaint (Docket # C-2011-2273654). That Complaint raised similar concerns about the "billing process" which PPL Electric Utilities has used for virtual meter aggregation.

It is the monthly bills, themselves, the legal documents, that must be complete, accurate, and reliable. All data in them must be complete and verifiable. It has been 10 years since the AEPS Act became law, and during that time, PPL Electric has neglected to develop and implement a lawful and effective "billing process" that will accommodate customer-generators who select virtual meter aggregation. The Complainant is a residential customer-generator, and the problems enumerated here are those pertinent to residential customers. There is abundant evidence, however, that customer-generators in other rate schedules are subjected to similar errors, omissions, and inconsistencies if their generation systems are installed under provisions of virtual meter aggregation.

Some of the errors, omissions, and discrepancies in billing reflect a persistent pattern, while others are specific to an individual bill. Many involve clear violations of the AEPS Act and/or of the applicable Tariff. The most egregious irregularities, errors, and violations are itemized below.

1. The Complainant is a customer-generator who is being subjected to arbitrary, discriminatory billing procedures that PPL Electric has implemented for virtual meter aggregation.
2. PPL Electric has imposed on the Complainant's PV solar generating system a variety of billing procedures that have no basis or justification either in the law or in the applicable Tariff.
3. PPL Electric has systematically withheld from the Complainant's bills information that he is entitled by law to receive as part of the ordinary "billing process".
4. PPL Electric has withheld from the Complainant's solar bills data showing how much generation credit his system produces.
5. As a result of the Company's arbitrary billing procedures, PPL Electric has withheld from the Complainant the full amount of monetary benefit that he is entitled to receive.
6. PPL Electric continues to employ an incoherent manual system of billing for virtual meter aggregation, in spite of the pervasive errors, aberrations, discrepancies, and irregularities that result from the Company's billing methodology.
7. Without any basis in the AEPS Act or in the Tariff, PPL Electric has elected to require a separate account for the Complainant's "solar panels". This requirement is not imposed on customers with physical meter aggregation and discriminates against the Complainant, who has selected virtual meter aggregation. When referring to virtual meter aggregation, the plain language of the AEPS Act refers to the customer-generator's "account" in the singular and "meters" in the plural. The provisions in the AEPS Act for virtual metering clearly refer to "meter aggregation", not "account aggregation".
  - Cf. 75.12 (in the definition of virtual meter aggregation): "billing for all meters"
  - Cf. 75.14(e): "processing his account on a virtual meter aggregation basis"
8. PPL Electric has discriminated against the Complainant by imposing a monthly charge for an unnecessary new account (see #19-#24, below) that is not required of other residential customers or residential customer-generators who select physical meter aggregation.

- 52 PA 75.13(j): "An EDC may not charge a customer-generator a fee or other type of charge unless the fee or charge would apply to other customers that are not customer-generators."
  - 52 PA 75.13(i): "An EDC shall provide net metering at nondiscriminatory rates identical with respect to rate structure, retail rate components and any monthly charges to the rates charged to other customers that are not customer-generators."
9. Bills issued by PPL electric for the Complainant's "solar panels" show billing dates that are sharply inconsistent from month-to-month.
- See bills for "solar panel": May 15; June 24; July 22; August 12
10. PPL Electric has failed to include sequential (progressive) meter readings in the bills for the "solar panels". The same meter reading (94161) appears on every solar bill since June, 2012. (Compare PPL's "Tabulation", submitted to the Office of the ALJ on March 10, 2014, which shows sequential and decreasing numbers.)
- Cf. bills for "solar panels" (April-August, 2014)
11. PPL Electric billing procedures fail to carry forward the full value of excess generation to subsequent billing periods.
- 52 PA § 75.13.c: "the excess kilowatt hours shall be carried forward and credited against the customer-generator's usage in subsequent billing periods at the full retail rate"
  - 52 PA § 75.13(c) "For customer-generators involved in virtual meter aggregation programs, a credit shall be applied first to the meter through which the generating facility supplies electricity to the distribution system, then through the remaining meters for the customer-generator's account equally at each meter's designated rate. (NOTE: No reference to accounts.)
- See Table A, below
12. PPL Electric repeatedly overbilled the Complainant by failing to apply full credit for generation, as specified in the AEPS Act (See notes to #11, above). In spite of unused

("banked") generation credits that are available (Col. G), the "Amount due" (Col. H) continues to increase in unexplained amounts.

**Table A**

A	B	C	D	E	F	G	H	I
Month	"full retail"*	Meter Rdgs**	gen (kWh)	Credit due	Credit applied*	"unused" credit	"Amount Due"**	Unexplained Increase
Apr., 2014		85,418					421.54	
May, 2014	11.97	85198	220	26.83	16.62	9.71	455.36	33.82
June, 2014	12.08	84,848	350	42.28	24.08	27.91	472.7	17.34
July, 2014	12.27	84,375	473	58.04	27.41	58.54	487.22	14.52
Aug., 2014	12.27	83,691	684	83.93	27.43	115.04	502.34	15.12
Sept., 2014								

\*From the house bill

\*\* From the PPL meter

- See house bills for May-August, 2014.
- \*\*Note: Meter readings are not provided by PPL Electric in the Complainant's solar bills (cf. #10, above); these readings were taken by the Complainant from the PPL meter at the generation site on the following dates: May 11; June 15; July 7; and August 10.

13. Bills issued by PPL Electric for the Complainant's "solar panels" fail to include the generation credits which have been produced during the billing period.

- 56.15(7) a bill must state "the total amount of payments and other credits made to the account during the billing period." (emphasis added)
- 52 PA § 54.4(b)(3)(i)(A): "Generation charges shall be presented in a standard pricing unit for electricity in actual dollars or cents per kWh, actual average dollars or cents per kWh, kW or other Commission-approved standard pricing unit." (Though not explicitly named, the inclusion of accurate, standard pricing units would seem to apply to generation credits, as well.)
- See bills for the "solar panels"

14. Bills issued by PPL Electric for the Complainant's "solar panels" fail to specify the amount of generation credit he is entitled to receive in the current billing period.

15. Bills issued by PPL Electric for the Complainant's "solar panels" fail to show the specific period for which credit is being generated. In those months when "excess credit" is applied to the house account (Acct. # 06476-21001), there is no indication when that credit was generated or how much delay (if any) is involved in applying the new generation to the house account.

➤ 52 PA § 56.15(2); a bill "must state ... the beginning and ending meter readings for the billing period."

16. The two separate bills issued to the Complainant do not have corresponding dates. The billing period for "solar panels" does not correspond to the billing period for the house meter (Acct. # 06476-21001), where most of the credit is applied. It is imperative that the billing periods correspond if true "aggregation" is to occur.

➤ cf. June bills: house bill: June 11, 2014 vs. solar bill: June 24, 2014  
cf. July bills: house bill: July 11, 2014 vs. solar bill: July 22, 2014

17. Bills for the "solar panels" fail to show the standard pricing unit for generation as required by the PA Code.

➤ 52 PA § 54.4(b)(3)(i)(A): "Generation charges shall be presented in a standard pricing unit for electricity in actual dollars or cents per kWh, actual average dollars or cents per kWh, kW or other Commission-approved standard pricing unit." (Though not specifying generation credits, the use of standard pricing units would seem to apply to them, as well.)

18. PPL Electric fails to combine meter readings "by means of the EDC's billing process" to achieve "meter aggregation".

➤ 52 PA § 75.12 (definitions): virtual meter aggregation – "The combination of readings and billing for all meters regardless of rate class on properties owned or leased and operated by a customer-generator by means of the EDC's billing process, rather than through physical rewiring..."

➤ Cf. all bills (Meter readings for the "solar panels" are not shown, and no "combination of readings" is evident.)

19. PPL Electric has chosen the cumbersome method of issuing two bills to the Complainant each month, although no such arrangement is suggested in the AEPS Act or in the Tariff. In the case of independent, unrelated meters, separate accounts might be suitable, but the aggregation of data from separate meters ("The combination of readings from and billing for all meters"), could be accomplished more efficiently by merging (aggregating) data in a single bill.
20. PPL has arbitrarily, improperly, and unlawfully designated the Complainant's PV generating system as a GS-1 facility. The Complainant's PV solar system was installed exclusively for residential use, and his PV system, like those with physical meter aggregation, should be designated RS.
- cf. bills for the "solar panels" (May-August, 2014) which specify the GS-1 rate schedule
21. PPL Electric has arbitrarily and improperly adopted the terms, "host account" and "satellite account", which have no basis or justification in the law or in the Tariff. No such distinction (burden/stigma?) exists for customer-generators with physical meter aggregation. (*One account, the pre-existing house account (Acct. # 06476-21001), is sufficient and primary and should serve as the one and only "anchor" account.*)
22. Since the requirement of a second "account" for the PV system has no basis in the AEPS Act or in the tariff, it is clear that the separate account serves only as an "occasion" for PPL Electric to reap the financial benefit of a second, unnecessary "customer charge".
23. By imposing additional monthly "charges" (currently \$17.46) on the Complainant, PPL Electric has explicitly imposed an unlawful and discriminatory "penalty" for virtual meter aggregation. (*Note: customer-generators with PV systems under provisions of physical meter aggregation are not subject to these charges.*)
- 52 PA § 75.14(e): "The customer-generator shall be responsible only for any incremental expense entailed in processing his account on a virtual meter aggregation basis."
24. By arbitrarily imposing "charges" (currently \$17.46/month) on the unwarranted account for virtual meter aggregation, PPL Electric has created for itself an unlawful benefit at the expense of the Complainant.

- 75.14(e) The customer-generator shall be responsible only for any incremental expense entailed in processing his account on a virtual meter aggregation basis. (Note: there is no suggestion of more than one account.)

25. Since December, 2010, PPL Electric has failed to include all of the "basic charges" (generation, transmission, distribution) on the bills for the "solar panels".

- 52 PA § 54.4(b)(2) "Charges for basic services must appear..." (i.e. Generation, Transmission, and Distribution are identified as "basic charges")
- See bills for "solar panels"

26. PPL Electric failed to apply interest credit for the repeated cases of overcharges that resulted from withheld credits. (cf. #11 and #12, above)

- 52 PA 56.262 (5) (iii) and § 56.411(3) (relating to ... "utility's duty to pay interest whenever overpayment found.")

27. Bills for the "solar panels" fail to include kWh of generation for the current billing period.

- See bills for the "solar panels" (enclosed)

28. Bills for the "solar panels" fail to include the kWh of "offset" generation credit that is being applied to offset electric use in current billing period.

- See bills for the "solar panels" (enclosed)

29. Bills for the "solar panels" fail to include the kWh of NEW "excess" generation credit (if any) in the current month that is being added to the carry-over ("banked") credit.

30. Bills for the "solar panels" fail to include the TOTAL kWh of "excess" (i.e. reserve) generation credit (if any) that is "banked" and is being carried forward to subsequent months.

- 52 PA § 75.13.c: "the excess kilowatt hours shall be carried forward and credited against the customer-generator's usage in subsequent billing periods at the full retail rate"

➤ See each of the bills for the "solar panels" (enclosed)

31. Bills fail to make any distinction between NEW generation credit and ACCUMULATED ("banked") generation credit.

32. Bills for the house meter fail to include the "full retail" rate, or any supporting data, on which "excess credit" is based, even when "excess credit" is applied to the house account.

➤ See bills for the house meter (Acct. # 06476-21001)

33. Bills issued to the Complainant fail to indicate the year-end status of generation credit (May "cash-out" date; the amount of year-end compensation (if any); and the price-to-compare on which the final "true-up" is based.)

September 10, 2014

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Reply to # 5

FORMAL COMPLAINT OF LARRY MOYER  
AGAINST PPL ELECTRIC UTILITIES CORPORATION

\*  
ATTACHMENT 5

The Public Utility Commission a) should order PPL Electric to develop and implement new billing procedures ("billing process") that are appropriate for residential customer-generators who install renewable generation systems under terms of virtual meter aggregation; b) should order PPL Electric to generate complete, verifiable information that accounts for all of the data relevant to virtual meter aggregation; c) should assure that all procedures in the "billing process" comply with the AEPS Act and with applicable Tariffs; and d) should order PPL Electric Utility to issue, every month, to each residential customer-generator, a single, composite bill with complete, accurate, and transparent data showing how the Company has accomplished meter aggregation (i.e. "the combination of readings from and billing for all meters").

The single, composite, monthly bill should include, among other details, the following verifiable components:

1. A specified billing period, with beginning and ending dates, that is consistent for all aggregated meters
2. A specified, common date on which the meter readings for all aggregated meters are taken
3. Data showing the total kWh of use at each meter for the billing period
4. Data showing the total kWh of generation for the current billing period
5. Data showing the "full retail" value (in price-per-kWh) on which the generation credit is based.
6. The total value (in dollars and cents) for the electricity generated
7. The total kWh of "offset" generation applied to the use of electricity in the most recent billing period
8. The total value (in dollars and cents) of generation credit, during the most recent billing period, which is being applied to "offset" electric use on the primary account.
9. The total kWh of "excess" generation credit, during the most recent billing period, which is being added to the "banked" (carry-over) credit
10. The total kWh of the remaining "banked" (carry-over) generation credit which is being carried over to subsequent months
11. (At the end of the reporting year) The amount of "cash-out" and the supporting data (price-per-unit; kWh of credit; etc.) on which the "cash-out" is based.
12. A current and accurate account balance on the billing date.



PPL Electric Utilities

Questions? Please contact us by Apr 29. 1-800-DIAL-PPL (1-800-342-5775) M-F: 8am to 5pm

Visit us online at pplelectric.com

Adjusted Bill

Page 1

Bill Acct. No.	Due Date	Amount Due
67277-97002	Apr 29, 2014	\$67.57

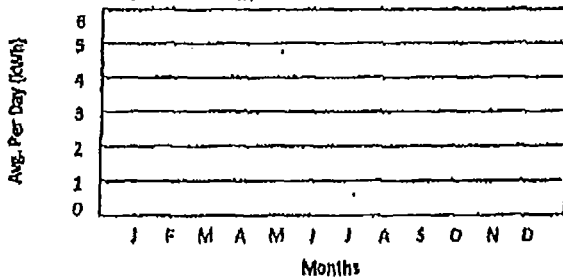
### Your Electric Usage Profile

Service to:  
LARRY MOYER  
73 WOODS RD, SOLAR PANELS  
KLINGERSTOWN, PA 17941

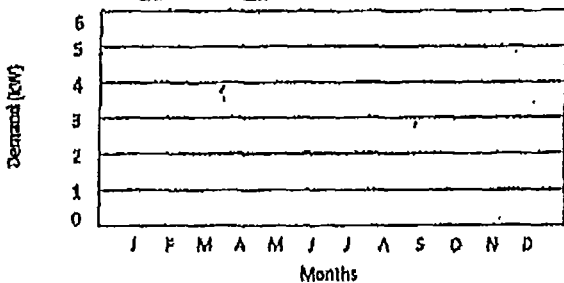
Your next meter reading is on or about May 12, 2014.

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

2013  2014



2013  2014



### Billing Summary

(Billing details on back)

Balance as of Apr 11, 2014	\$50.18
Charges:	
Total PPL Electric Utilities Charges	\$17.39
<b>Total Charges</b>	<b>\$67.57</b>
<b>Amount Due By Apr 29, 2014</b>	<b>\$67.57</b>
Account Balance	\$67.57

PPL Electric Utilities' price to compare for your rate is \$0.10391 per kWh. This changes the 1st of Mar, Jun, Sept, and Dec. Visit papowerswitch.com or www.oce.state.pa.us for supplier offers.

### Your Message Center

- 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 [pplelectric.com](http://pplelectric.com).
- 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.
- Save postage and late charges - sign up for Automated Bill Payment.

### Payment Methods

Online at: [pplelectric.com](http://pplelectric.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
67277-97002	Apr 29, 2014	\$67.57

Amount Enclosed:

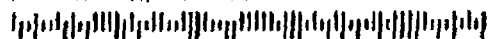
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AB 01 003064 02860 8 13 B



LARRY MOYER  
370 W JOHNSON ST UNIT C1  
PHILADELPHIA, PA 19144-3110

PPL ELECTRIC UTILITIES  
2 NORTH 9TH STREET CPC-GENN1  
ALLENTOWN, PA 18101-1176



1 1800000675780000067574 6727797002

**Your Default Supplier Contact Info.**

For questions regarding the generation and transmission portions of this bill, please contact your supplier at:  
 PPL Electric Utilities Customer Services  
 827 Hausman Rd  
 Allentown, PA 18104-9392  
 Phone: 1-800-342-5775 (1-800-DIAL-PPL)  
 ppelectric.com

**Manage Your Account**

Visit ppelectric.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 ppelectric.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 \$0.07 of this bill to pay state taxes and about \$3.92 is used to pay the PA Gross Receipts Tax.

**Understanding Your Bill**

**Act 129 Compliance Rider** - Charge to recover costs associated with Energy Efficiency and Conservation programs for customers as approved by the Public Utility Commission.  
**Competitive Enhancement Rider** - Charge to recover costs related to implementing the Public Utility Commission's retail market enhancement programs, including certain consumer education costs.  
**Customer Charge** - Monthly basic distribution charge to cover costs for billing, meter reading, equipment, maintenance and advanced metering when in use.  
**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. 67277-97002)**

Previous Balance	\$50.18
Balance as of Apr 11, 2014	\$50.18
<b>Charges for - PPL Electric Utilities</b>	
General Service Rate: GS1 for Mar 11 - Apr 10	
<b>Distribution Charge:</b>	
Customer Charge	16.00
Competitive Enhancement Rider	0.03
System Improvement Charge at 2.95%	0.88
PA Tax Adj Surcharge at -0.08500000%	-0.01
PA Sales Tax	0.99
<b>Total PPL Electric Utilities Charges</b>	<b>\$17.39</b>
<b>Amount Due By Apr 29, 2014</b>	<b>\$67.57</b>
<b>Account Balance</b>	<b>\$67.57</b>

kWh Use By Meter						
Reading Dates		Meter Number	Meter Constant	Meter Reading		Kilowatt Hours
Previous	Present			Previous	Present	
Mar 11	Apr 10	10069153	1	94161	94161	0
Days Billed: 30				Total		0

**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.

\*Federal I.D. 23-095959D



PPL Electric Utilities

Questions? Please contact us by Jun 2. 1-800-DIAL-PPL (1-800-342-5775) M-F: 8am to 5pm

Visit us online at ppelectric.com

Adjusted Bill

Page 1

Bill Acct. No.	Due Date	Amount Due
67277-97002	Jun 2, 2014	\$84.96

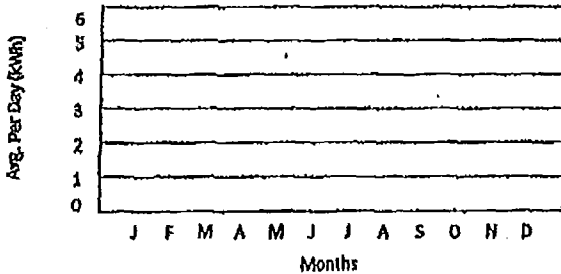
### Your Electric Usage Profile

Service to:  
LARRY MOYER  
73 WOODS RD, SOLAR PANELS  
KLINGERSTOWN, PA 17941

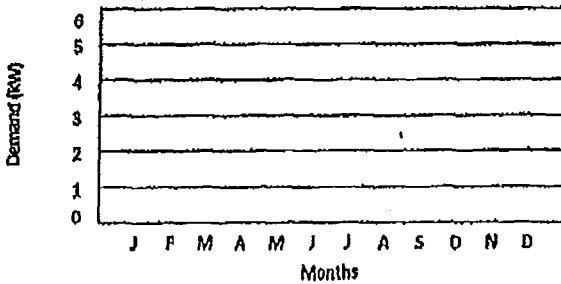
Your next meter reading is on or about Jun 11, 2014.

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

2013  2014



2013  2014



### Billing Summary

(Billing details on back)

Balance as of May 15, 2014	\$67.57
Charges:	
Total PPL Electric Utilities Charges	\$17.39
<b>Total Charges</b>	<b>\$84.96</b>
<b>Amount Due By Jun 2, 2014</b>	<b>\$84.96</b>
Account Balance	\$84.96

PPL Electric Utilities' price to compare for your rate is \$0.10391 per kWh. This changes the 1st of Mar, Jun, Sept, and Dec. Visit papowerswitch.com or www.oca.state.pa.us for supplier offers.

### Your Message Center

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

### Payment Methods

Online at:  
ppelectric.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 stub in the envelope provided with a check payable to PPL Electric Utilities.



PPL Electric Utilities

Bill Acct. No.	Due Date	Amount Due
67277-97002	Jun 2, 2014	\$84.96

Amount Enclosed:

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MB 01 005085 17557 B 20 B



LARRY MOYER  
370 W JOHNSON 6T UNIT 01  
PHILADELPHIA, PA 19144-3110

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



1 3000000849600000084964 6727797002

**Your Default Supplier Contact Info.**

For questions regarding the generation and transmission portions of this bill, please contact your supplier at:  
 PPL Electric Utilities Phone: 1-800-342-5775  
 Customer Services (1-800-DIAL-PPL)  
 827 Hausman Rd  
 Allentown, PA 18104-9392  
 pplelectric.com

**Manage Your Account**

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 View your rate schedule at pplelectric.com/rates or call 1-800-342-5775 to request a copy.

**General Information**

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 PPL Electric Utilities uses about \$0.10 of this bill to pay state taxes and about \$4.95 is used to pay the PA Gross Receipts Tax.

**Understanding Your Bill**

**Act 129 Compliance Rider** - Charge to recover costs associated with Energy Efficiency and Conservation programs for customers as approved by the Public Utility Commission.  
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**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. 67277-97002)**

Previous Balance	\$67.57
Balance as of May 15, 2014	\$67.57
<b>Charges for - PPL Electric Utilities</b>	
General Service Rate: GS1 for Apr 10 - May 12	
Distribution Charge:	
Customer Charge	16.00
Competitive Enhancement Rider	0.03
System Improvement Charge at 2.35%	0.38
PA Tax Adj Surcharge at -0.08500000%	-0.01
PA Sales Tax	0.99
<b>Total PPL Electric Utilities Charges</b>	<b>\$17.99</b>
<b>Amount Due By Jun 2, 2014</b>	<b>\$84.96</b>
Account Balance	\$84.96

kWh Use By Meter						
Reading Dates		Meter	Meter	Meter Reading		Kilowatt
Previous/	Present	Number	Constant	Previous/	Present	Hours
Apr 10	May 12	10069153	1	94161	94161	0
Days Billed: 32					Total	0

**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.  
**Typo(s) of Meter Readings:**  
 Actual - Reading by distribution company.

\*Federal I.D. 23-0959590



PPL Electric Utilities

Questions? Please contact us by Jul 10. 1-800-DIAL-PPL (1-800-342-5775) M-F: 8am to 5pm

Visit us online at pplelectric.com

Adjusted Bill

Page 1

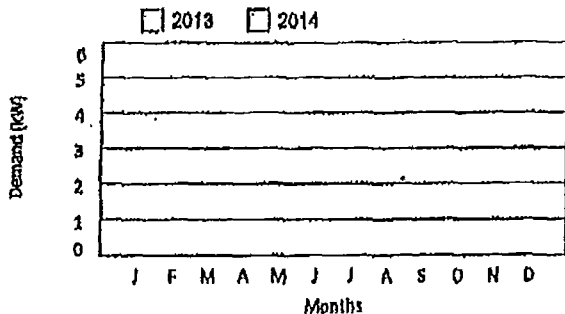
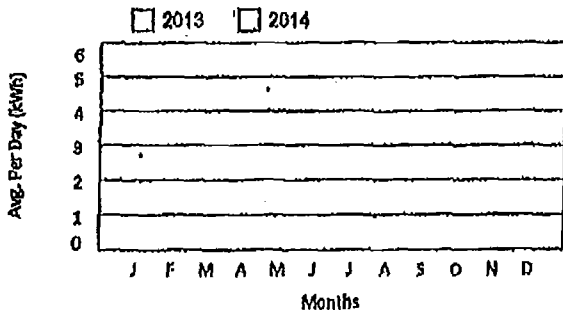
Bill/Acct. No.	Due Date	Amount Due
67277-97002	Jul 10, 2014	\$102.35

### Your Electric Usage Profile

Service to:  
LARRY MOYER  
73 WOODS RD, SOLAR PANELS  
KLINGERSTOWN, PA 17941

Your next meter reading is on or about Jul 11, 2014.

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



### Billing Summary

(Billing details on back)

Balance as of Jun 24, 2014	\$84.96
Charges:	
Total PPL Electric Utilities Charges	\$17.39
<b>Total Charges</b>	<b>\$102.35</b>
<b>Amount Due By Jul 10, 2014.</b>	<b>\$102.35</b>
Account Balance	\$102.35

PPL Electric Utilities' price to compare for your rate is \$0.09585 per kWh. This changes the 1st of Mar, Jun, Sept, and Dec. Visit papowerswitch.com or www.oca.state.pa.us for supplier offers.

### Your Message Center

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

### Payment Methods

Online at: pplelectric.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 stub in the envelope provided with a check payable to PPL Electric Utilities.



PPL Electric Utilities

Bill/Acct. No.	Due Date	Amount Due
67277-97002	Jul 10, 2014	\$102.35

Amount Enclosed:

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MB 01 003867 36039 B 16 A



LARRY MOYER  
370 W JOHNSON ST UNIT C1  
PHILADELPHIA, PA 19144-3119

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



1 1800001023580000102354 6727797002

**Your Default Supplier Contact Info.**

For questions regarding the generation and transmission portions of this bill, please contact your supplier at:  
 PPL Electric Utilities **Phone:**  
 Customer Services **1-800-342-5775**  
 827 Hausman Rd **(1-800-DIAL-PPL)**  
 Allentown, PA 18104-9392 **ppelectric.com**

**Manage Your Account**

Visit [ppelectric.com](http://ppelectric.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 [ppelectric.com/rates](http://ppelectric.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 \$0.12 of this bill to pay state taxes and about \$5.98 is used to pay the PA Gross Receipts Tax.

**Billing Details - (Bill Acct. 67277-97002)**

Previous Balance	\$84.96
Balance as of Jun 24, 2014	\$84.96
<b>Charges for - PPL Electric Utilities</b>	
General Service Rate: GS1 for May 12 - Jun 11	
Distribution Charge:	
Customer Charge	16.00
Competitive Enhancement Rider	0.03
System Improvement Charge at 2.35%	0.38
PA Tax Adj Surcharge at -0.08500000%	-0.01
PA Sales Tax	0.99
<b>Total PPL Electric Utilities Charges</b>	<b>\$17.99</b>
<b>Amount Due By Jul 10, 2014</b>	<b>\$102.95</b>
<b>Account Balance</b>	<b>\$102.95</b>

kWh Use By Meter						
Reading Dates	Meter	Meter	Meter Reading	Kilowatt		
Previous/Present	Number	Constant	Previous/Present	Hours		
May 12 May 12	10069153	1	94161 94161	0		
May 12 Jun 11	10069153	1	85192 85192	0		
--Days Billed: 30			Total	0		

**Understanding Your Bill**

**Act 129 Compliance Rider** - Charge to recover costs associated with Energy Efficiency and Conservation programs for customers as approved by the Public Utility Commission.  
**Competitive Enhancement Rider** - Charge to recover costs related to implementing the Public Utility Commission's retail market enhancement programs, including certain consumer education costs.  
**Customer Charge** - Monthly basic distribution charge to cover costs for billing, meter reading, equipment, maintenance and advanced metering when in use.  
**System Improvement Charge** - A charge used to recover costs for repairing, improving, or replacing distribution facilities in order to provide a 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.

**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.

\*Federal I.D. 23-0959590



PPL Electric Utilities

Questions? Please contact us by AUG 7. 1-800-DIAL-PPL (1-800-342-5775) M-F: 8am to 5pm

Visit us online at pplelectric.com

Adjusted Bill

Page 1

Bill Acct. No.	Due Date	Amount Due
67277-97002	Aug 7, 2014	\$119.81

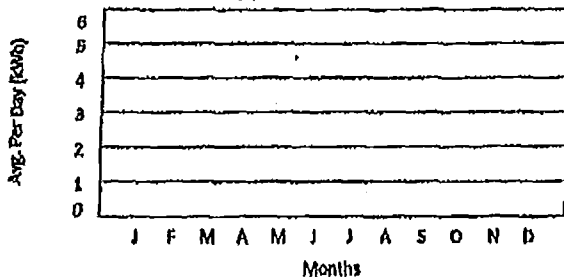
### Your Electric Usage Profile

Service to:  
LARRY MOYER  
73 WOODS RD, SOLAR PANELS  
KLINGERSTOWN, PA 17941

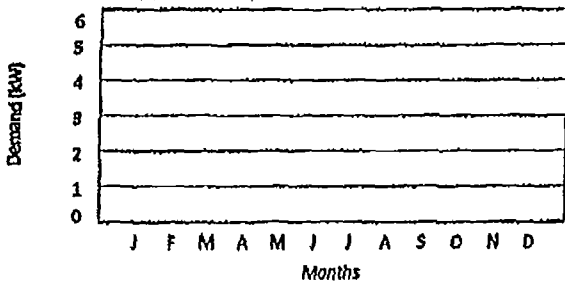
Your next meter reading is on or about Aug 11, 2014.

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

2013  2014



2013  2014



### Billing Summary

(Billing details on back)

Balance as of Jul 22, 2014	\$102.35
Charges:	
Total PPL Electric Utilities Charges	\$17.46
<b>Total Charges</b>	<b>\$119.81</b>
<b>Amount Due By Aug 7, 2014</b>	<b>\$119.81</b>
Account Balance	\$119.81

PPL Electric Utilities' price to compare for your rate is \$0.09585 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

- 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 [pplelectric.com](http://pplelectric.com).
- 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.
- Save postage and late charges - sign up for Automated Bill Payment.

### Payment Methods

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

By phone: 1-800-342-5775 or call BillMatrix (service fee applies) at 1-800-672-2419 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 stub in the envelope provided with a check payable to PPL Electric Utilities.



PPL Electric Utilities

HB 01 004882 61087 B 20 B



LARRY MOYER  
370 W JOHNSON ST UNIT 01  
PHILADELPHIA, PA 19144-3119

Bill Acct. No.	Due Date	Amount Due
67277-97002	Aug 7, 2014	\$119.81

Amount Enclosed:

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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PPL ELECTRIC UTILITIES  
2 NORTH 9TH STREET CPC-GENN1  
ALLENTOWN, PA 18101-1175



3800001198180000119814 6727797002

**Your Default Supplier Contact Info.**

For questions regarding the generation and transmission portions of this bill, please contact your supplier at:  
 ☐ PPL Electric Utilities Phone: 1-800-342-5775  
 ☐ Customer Services (1-800-DIAL-PPL)  
 827 Hausman Rd  
 Allentown, PA 18104-9392  
 pplelectric.com

**Manage Your Account**

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 -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 or call 1-800-342-5775 to request a copy.

**Billing Details - (Bill Acct. 67277-97002)**

Previous Balance	\$102.35
Balance as of Jul 22, 2014	\$102.35
<b>Charges for - PPL Electric Utilities</b>	
General Service Rate: GS1 for Jun 11 - Jul 11	
Distribution Charge:	
Customer Charge	16.00
Competitive Enhancement Rider	0.03
System Improvement Charge at 2.79%	0.45
PA Tax Adj Surcharge at -0.08500000%	-0.01
PA Sales Tax	0.99
<b>Total PPL Electric Utilities Charges</b>	<b>\$17.46</b>
<b>Amount Due By Aug 7, 2014</b>	<b>\$119.81</b>
<b>Account Balance</b>	<b>\$119.81</b>

kWh Use By Meter						
Reading Dates		Meter	Meter	Meter Reading		Kilowatt
Previous/	Present	Number	Constant	Previous/	Present	Hours
Jun 11	Jul 11	10069153	1	85192	85192	0
Days Billed: 30					Total	0

**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 \$0.14 of this bill to pay state taxes and about \$7.01 is used to pay the PA Gross Receipts Tax.

**Understanding Your Bill**

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**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.

\*Federal I.D. 23-0959590



PPL Electric Utilities



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



Visit us online at pplelectric.com

Adjusted Bill

Page 1

Bill Acct. No.	Due Date	Amount Due
67277-97002	Aug 28, 2014	\$137.27

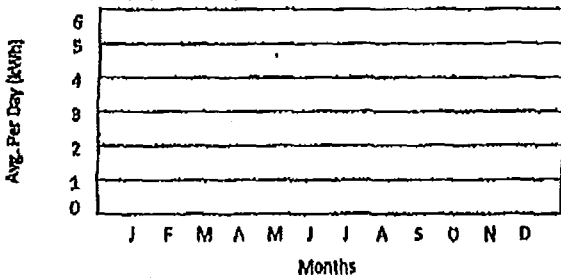
### Your Electric Usage Profile

Service to:  
LARRY MOYER  
73 WOODS RD, SOLAR PANELS  
KLINGERSTOWN, PA 17941

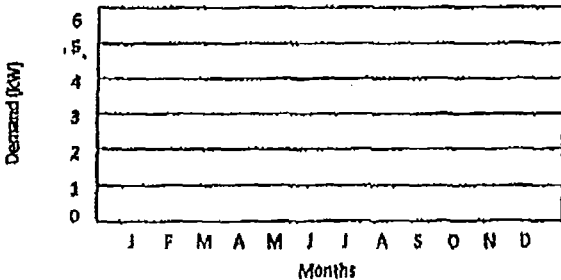
Your next meter reading is on or about Sep 10, 2014.

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

2013  2014



2013  2014



### Billing Summary

(Billing details on back)

Balance as of Aug 12, 2014	\$119.81
Charges:	
Total PPL Electric Utilities Charges	\$17.46
<b>Total Charges</b>	<b>\$137.27</b>
<b>Amount Due By Aug 28, 2014</b>	<b>\$137.27</b>
Account Balance	\$137.27

PPL Electric Utilities' price to compare for your rate is \$0.09585 per kWh. This changes the 1st of Mar, Jun, Sept, and Dec. Visit papowerswitch.com or www.oca.state.pa.us for supplier offers.

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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 →

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



PPL Electric Utilities

HB 01 003802 62002 B 17 A



LARRY MOYER  
370 W JOHNSON ST UNIT C1  
PHILADELPHIA, PA 19144-3110

Bill Acct. No.	Due Date	Amount Due
67277-97002	Aug 28, 2014	\$137.27

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



1 5800001372780000137274 6727747002

**Your Default Supplier Contact Info,**

For questions regarding the generation and transmission portions of this bill, please contact your supplier at:  
 ☐ PPL Electric Utilities Phone: 1-800-342-5775  
 Customer Services (1-800-DIAL-PPL)  
 827 Hausman Rd  
 Allentown, PA 18104-9392 ppelectric.com

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 -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 ppelectric.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 \$0.16 of this bill to pay state taxes and about \$8.04 is used to pay the PA Gross Receipts Tax.

**Understanding Your Bill**

**Act 129 Compliance Rider** - Charge to recover costs associated with Energy Efficiency and Conservation programs for customers as approved by the Public Utility Commission.  
**Competitive Enhancement Rider** - Charge to recover costs related to implementing the Public Utility Commission's retail market enhancement programs, including certain consumer education costs.  
**Customer Charge** - Monthly basic distribution charge to cover costs for billing, meter reading, equipment, maintenance and advanced metering when in use.  
**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. 67277-97002)**

Previous Balance	\$119.81
Balance as of Aug 12, 2014	\$119.81
<b>Charges for - PPL Electric Utilities</b>	
General Service Rate: GS1 for Jul 11 - Aug 11	
Distribution Charge:	
Customer Charge	16.00
Competitive Enhancement Rider	0.03
System Improvement Charge at 2.79%	0.45
PA Tax Adj Surcharge at -0.08500000%	-0.01
PA Sales Tax	0.99
<b>Total PPL Electric Utilities Charges</b>	<b>\$17.46</b>
<b>Amount Due By Aug 28, 2014</b>	<b>\$137.27</b>
<b>Account Balance</b>	<b>\$137.27</b>

kWh Use By Meter						
Reading Dates		Meter	Meter	Meter Reading		Kilowatt
Previous	Present	Number	Constant	Previous	Present	Hours
Jul 11	Aug 11	10069159	1	85192	85192	0
Days Billed: 31					Total	0

**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.

\*Federal I.D. 23-0959590





PPL Electric Utilities

Questions? Please contact us by May 1, 1-800-DIAL-PPL (1-800-342-5775) M-F: 8am to 5pm

Visit us online at pplelectric.com

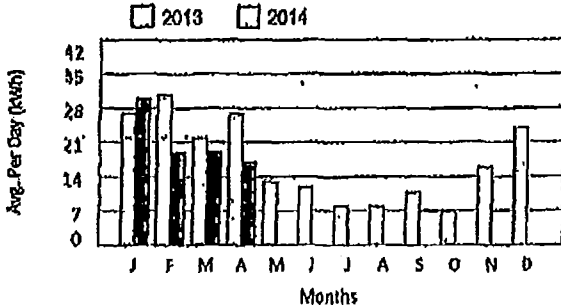
Bill Acct. No.	Due Date	Amount Due
06476-21001	May 1, 2014	\$421.54

### Your Electric Usage Profile

Service to: LARRY MOYER 73 WOODS RD KLINGERSTOWN, PA 17941

Meter: 49749430 Your next meter reading is on or about May 12, 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.
Apr 2014	30	517	17	88F
Apr 2013	30	797	27	99F

Billing Period	Type	Reading
Apr 10	Actual	48584
Mar 11	Actual	48057
30 Days	kWh Billed	517

Yearly Comparison	Total Use	Avg. Monthly
May 2013 - Apr 2014	5603	467
May 2012 - Apr 2013	6140	512

### Billing Summary

(Billing details on back)

Balance as of Apr 10, 2014 \$356.70

Charges: Total PPL Electric Utilities Charges \$64.84

Total Charges \$421.54

Amount Due By May 1, 2014 \$421.54

Account Balance \$421.54

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 or www.ocp.state.pa.us for supplier offers.

### Your Message Center

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

### Payment Methods

Online at: pplelectric.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
06476-21001	May 1, 2014	\$421.54

Amount Enclosed:

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



AB 01 003480 02485 B 15 B



LARRY MOYER 370 W JOHNSON ST UNIT 01 PHILADELPHIA, PA 19144-3119

1 9500004215450000421542 0647621001

### Your Default Supplier Contact Info.

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

PPL Electric Utilities  
 Customer Services  
 827 Hausman Rd  
 Allentown, PA 18104-9392  
 pplelectric.com

Phone:  
 1-800-342-5775  
 (1-800-DIAL-PPL)

### Manage Your Account

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

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- Start/stop service.
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- Report an outage, check outage status, and more.

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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 \$0.51 of this bill to pay state taxes and about \$25.56 is used to pay the PA Gross Receipts Tax.

### Understanding Your Bill

**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.

**Generation Charge** - Charge 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.

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

### Billing Details - (Bill Acct. 06476-21001)

Page 2

Previous Balance	\$356.70
Balance as of Apr 10, 2014	\$356.70
<b>Charges for - PPL Electric Utilities</b>	
Residential Rate: RS for Mar 11 - Apr 10	
Distribution Charge:	
Customer Charge	14.12
517 kWh at 3.20166500¢ per kWh	16.55
System Improvement Charge at 2.35%	0.72
PA Tax Adj Surcharge at -0.08500000%	-0.03
Transmission Charge:	
517 kWh at 0.91100000¢ per kWh	4.71
Generation Charge:	
Capacity and Energy	
517 kWh at 7.84300000¢ per kWh	40.55
<b>Total PPL Electric Utilities Charges</b>	<b>\$76.62</b>
<b>Other Charges for PPL Electric Utilities</b>	
Excess Credit	-11.78
<b>Total of Other Charges</b>	<b>-\$11.78</b>
<b>Amount Due By May 1, 2014</b>	<b>\$421.54</b>
<b>Account Balance</b>	<b>\$421.54</b>



**Your Default Supplier Contact Info.**

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

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

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**General Information**

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PPL Electric Utilities uses about \$0.56 of this bill to pay state taxes and about \$27.84 is used to pay the PA Gross Receipts Tax.

**Billing Details - (Bill Acct. 06476-21001)**

Previous Balance	\$421.54
Balance as of May 12, 2014	\$421.54
<b>Charges for - PPL Electric Utilities</b>	
Residential Rate: RS for Apr 10 - May 12	
<b>Distribution Charge:</b>	
Customer Charge	14.12
299 kWh at 3.21500000¢ per kWh	9.61
System Improvement Charge at 2.95%	0.56
PA Tax Adj Surcharge at -0.08500000%	-0.02
<b>Transmission Charge:</b>	
299 kWh at 0.91100000¢ per kWh	2.72
<b>Generation Charge:</b>	
Capacity and Energy	
299 kWh at 7.84300000¢ per kWh	23.45
<b>Total PPL Electric Utilities Charges</b>	<b>\$50.44</b>
<b>Other Charges for PPL Electric Utilities</b>	
Excess Credit	-16.62
<b>Total of Other Charges</b>	<b>-\$16.62</b>
<b>Amount Due By Jun 2, 2014</b>	<b>\$455.36</b>
<b>Account Balance</b>	<b>\$455.36</b>

**Understanding Your Bill**

**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.

**Generation Charge** - Charge 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.

**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.

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

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

**Actual** - Reading by distribution company.



PPL Electric Utilities

Questions? Please contact us by Jul 2. 1-800-DIAL-PPL (1-800-342-5775) M-F: 8am to 5pm

Visit us online at pplelectric.com

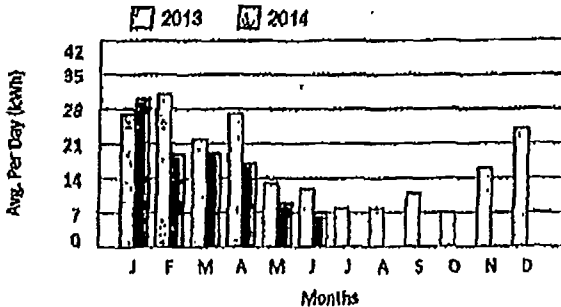
Bill Acct. No.	Due Date	Amount Due
06476-21001	Jul 2, 2014	\$472.70

### Your Electric Usage Profile

Service to:  
LARRY MOYER  
73 WOODS RD  
KLINGERSTOWN, PA 17941

Meter: 49749430  
Your next meter reading is on or about Jul 11, 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
Jun 2014	30	222	7	64F
Jun 2013	32	374	12	63F

Billing Period	Type	Reading
Jun 11	Actual	49105
May 12	Actual	48883
30 Days	kWh Billed	222

Yearly Comparison	Total Use	Avg. Monthly
Jul 2013 - Jun 2014	5362	447
Jul 2012 - Jun 2013	6274	523

### Billing Summary

(Billing details on back)

Balance as of Jun 11, 2014	\$455.86
Charges:	
Total PPL Electric Utilities Charges	\$17.84
<b>Total Charges</b>	<b>\$472.70</b>
<b>Amount Due By Jul 2, 2014</b>	<b>\$472.70</b>
Account Balance	\$472.70

PPL Electric Utilities' price to compare for your rate is \$0.09036 per kWh. This changes the 1st of Mar, Jun, Sept, and Dec. Visit papowerswitch.com or www.pca.state.pa.us for supplier offers.

### Your Message Center

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

### Payment Methods

Online at: pplelectric.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 stub in the envelope provided with a check payable to PPL Electric Utilities.



PPL Electric Utilities

MB 01 003806 28430 B 16 C



LARRY MOYER  
370 W JOHNSON ST UNIT 01  
PHILADELPHIA, PA 19144-3119

Bill Acct. No.	Due Date	Amount Due
06476-21001	Jul 2, 2014	\$472.70

Amount Enclosed:



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



1 1900004727090000472702 0647621001

**Your Default Supplier Contact Info.**

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

PPL Electric Utilities Phone: 1-800-342-5775  
 Customer Services (1-800-DIAL-PPL)  
 B27 Hausman Rd Allentown, PA 18104-9392  
 pplelectric.com

**Manage Your Account**

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

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- 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 \$0.59 of this bill to pay state taxes and about \$29.31 is used to pay the PA Gross Receipts Tax.

**Understanding Your Bill**

**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.

**Generation Charge** - Charge 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.

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

**Billing Details - (Bill Acct. 06476-21001)**

Previous Balance	\$455.36
Balance as of Jun 11, 2014	\$455.36
<b>Charges for - PPL Electric Utilities</b>	
Residential Rate: RS for May 12 - Jun 11	
Distribution Charge:	
Customer Charge	14.12
222 kWh at 3.22086500¢ per kWh	7.15
System Improvement Charge at 2.35%	0.50
PA Tax Adj Surcharge at -0.08500000%	-0.02
Transmission Charge:	
222 kWh at 0.96966500¢ per kWh	2.15
Generation Charge:	
Capacity and Energy	
222 kWh at 7.88773200¢ per kWh	17.52
<b>Total PPL Electric Utilities Charges</b>	<b>\$41.42</b>
<b>Other Charges for PPL Electric Utilities</b>	
Excess Credit	-24.08
<b>Total of Other Charges</b>	<b>-\$24.08</b>
<b>Amount Due By Jul 2, 2014:</b>	<b>\$472.70</b>
<b>Account Balance</b>	<b>\$472.70</b>

**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.

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

**Type(s) of Meter Readings:**  
 Actual - Reading by distribution company.

3.2208  
 .9696  
 7.8877



PPL Electric Utilities

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

Visit us online at pplelectric.com

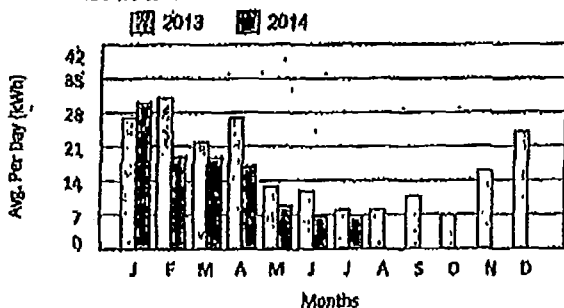
Bill Acct. No.	Due Date	Amount Due
06476-21001	Aug 1, 2014	\$487.22

### Your Electric Usage Profile

Service to: LARRY MOYER 73 WOODS RD KLINGERSTOWN, PA 17941

Meter: 49749430 Your next meter reading is on or about Aug 11, 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.
Jul 2014	30	222	7	71F
Jul 2013	30	259	8	72F

Billing Period	Type	Reading
Jul 11	Actual	49327
Jun 11	Actual	49105
30 Days	kWh Billed	222

Yearly Comparison	Total Use	Avg. Monthly
Aug 2013 - Jul 2014	5831	444
Aug 2012 - Jul 2013	6291	524

### Billing Summary

(Billing details on back)

Balance as of Jul 11, 2014 \$472.70

Charges: Total PPL Electric Utilities Charges \$14.52

Total Charges \$487.22

Amount Due by Aug 11, 2014 \$487.22

Account Balance \$487.22

PPL Electric Utilities' price to compare for your rate is \$0.09036 per kWh. This changes the 1st of Mar, Jun, Sept, and Dec. Visit papowerswitch.com or www.oqa.state.pa.us for supplier offers.

### Your Message Center

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- 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.

### Payment Methods

Online at: pplelectric.com

By phone: 1-800-342-5775 or call BillMatrix (service fee applies) at 1-800-672-2433 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 stub in the envelope provided with a check payable to PPL Electric Utilities.



PPL Electric Utilities

HB 01 004181 46331 D 19 C



LARRY MOYER 370 W JOHNSON ST UNIT C1 PHILADELPHIA, PA 19144-3119

Bill Acct. No.	Due Date	Amount Due
06476-21001	Aug 1, 2014	\$487.22

Amount Enclosed:



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



3 7800004872280000487222 0647621001

**Your Default Supplier Contact Info.**

For questions regarding the generation and transmission portions of this bill, please contact your supplier at:  
 PPL Electric Utilities Customer Services Phone: 1-800-342-5775 (1-800-DIAL-PPL)  
 827 Hausman Rd Allentown, PA.18104-9892 pplelectric.com

**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 \$0.61 of this bill to pay state taxes and about \$0.36 is used to pay the PA Gross Receipts Tax.

**Understanding Your Bill**

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

**Billing Details - (Bill Acct. 06476-21001)**

Previous Balance	\$472.70	
Balance as of Jul 11, 2014		\$472.70
<b>Charges for - PPL Electric Utilities</b>		
Residential Rate: RS for Jun 11 - Jul 11		
<b>Distribution Charge:</b>		
Customer Charge	14.12	
222 kWh at 3.23100000¢ per kWh	7.17	
System Improvement Charge at 2.79%	0.59	
PA Tax Adj Surcharge at -0.08500000%	-0.02	
<b>Transmission Charge:</b>		
222 kWh at 1.07100000¢ per kWh	2.38	
<b>Generation Charge:</b>		
Capacity and Energy		
222 kWh at 7.96500000¢ per kWh	17.68	
<b>Total PPL Electric Utilities Charges</b>		<b>\$41.92</b>
<b>Other Charges for PPL Electric Utilities</b>		
Excess Credit	-27.40	
<b>Total of Other Charges</b>		<b>\$-27.40</b>
<b>Amount Due By Aug 1, 2014</b>		<b>\$487.22</b>
<b>Account Balance</b>		<b>\$487.22</b>

**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.  
**Transmission Charge** - Charge for moving high voltage electricity from a generation facility to the distribution lines of an electric distribution company.  
**Type(s) of Meter Readings:**  
 Actual - Reading by distribution company.

7.965  
1.071



Questions? Please contact us by Sep 2. 1-800-DIAL-PPL (1-800-342-5775) M-F: 8am to 5pm

Visit us online at pplelectric.com

PPL Electric Utilities

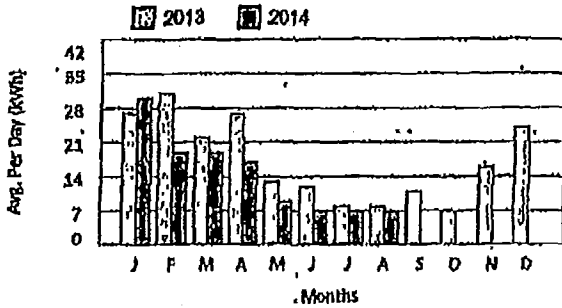
Bill Acct. No.	Due Date	Amount Due
06476-21001	Sep 2, 2014	\$502.34

### Your Electric Usage Profile

Service to:  
LARRY MOYER  
73 WOODS RD  
KLINGERSTOWN, PA 17941

Meter: 49749430  
Your next meter reading is on or about Sep 10, 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
Aug 2014	31	227	7	70F
Aug 2013	29	222	8	72F

Billing Period	Type	Reading
Aug 11	Actual	49554
Jul 11	Actual	49327
31 Days	kWh Billed	227

Yearly Comparison	Total Use	Avg. Monthly
Sep 2013 - Aug 2014	5936	445
Sep 2012 - Aug 2013	6214	518

### Billing Summary

(Billing details on back)

Balance as of Aug 11, 2014 \$487.22

Charges:  
Total PPL Electric Utilities Charges \$15.12

Total Charges \$502.34

Amount Due by Sep 2, 2014 \$502.34

Account Balance \$502.34

PPL Electric Utilities' price to compare for your rate is \$0.09036 per kWh. This changes the 1st of Mar, Jun, Sept, and Dec. Visit papowerswitch.com or www.aca.state.pa.us for supplier offers.

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### Payment Methods

Online at pplelectric.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 stub in the envelope provided with a check payable to PPL Electric Utilities.



PPL Electric Utilities

HB 01 004487 61398 0 20 A



LARRY MOYER  
370 W JOHNSON ST UNIT C1  
PHILADELPHIA, PA 19144-3119

Bill Acct. No.	Due Date	Amount Due
06476-21001	Sep 2, 2014	\$502.34

Amount Enclosed:



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



1 7300005023430000502342 0647621001

### Your Default Supplier Contact Info.

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

PPL Electric Utilities Customer Services  
 827 Hausman Rd  
 Allentown, PA 18104-9392  
 Phone: 1-800-842-5775  
 (1-800-DIAL-PPL)  
 pplelectric.com

### 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 1-800-842-5775 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 \$0.68 of this bill to pay state taxes and about \$31.25 is used to pay the PA Gross Receipts Tax.

### Billing Details - (Bill Acct. 06476-21001)

Page 2

Previous Balance	\$487.22	
Balance as of Aug 11, 2014		\$487.22
<b>Charges for - PPL Electric Utilities</b>		
Residential Rate: RS for Jul 11 - Aug 11		
<b>Distribution Charge:</b>		
Customer Charge	14.12	
227 kWh at 3.23419200¢ per kWh	7.34	
System Improvement Charge at 2.79%	0.60	
PA Tax Adj Surcharge at -0.08500000%	-0.02	
<b>Transmission Charge:</b>		
227 kWh at 1.07100000¢ per kWh	2.43	
<b>Generation Charge:</b>		
Capacity and Energy		
227 kWh at 7.96500000¢ per kWh	18.08	
<b>Total PPL Electric Utilities Charges</b>		<b>\$42.55</b>
<b>Other Charges for PPL Electric Utilities</b>		
Excess Credit	-27.43	
<b>Total of Other Charges</b>		<b>\$-27.43</b>
<b>Amount Due By Sep 2, 2014</b>		<b>\$502.34</b>
<b>Account Balance</b>		<b>\$502.34</b>

Full Retail = 17.27

### Understanding Your Bill

**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.

**Generation Charge** - Charge 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.

**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.

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

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

Actual - Reading by distribution company.

17

# Compilation

<u>2013</u>	Rdy	Gen (Kwh)	per unit	Credits
Apr	89334	480	10.381	49.83
May	88747	587	10.381	40.28
June	88141	606	11.08	0
July	87586	555	11.08	69.47
Aug	87041	545	11.08	24.60
Sept.	86444	597	} 11.641	41.79
Oct.	85933	511		{ 11.659
		8401		
NOV.	85820			
DEC.	85745			

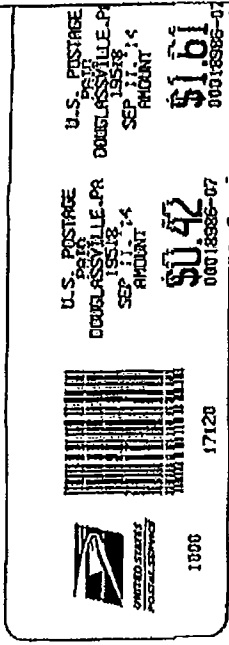
Bank - 2014

May	- 9.71
June	18.20
July	30.63
Aug.	56.50
Sept.	

# GATS

Apr	495
May	595
June	637
July	672
Aug	572
Sept	488

Larry Meyer  
370 W. Johnson St (c-1)  
Phila., PA 19144



Ms. Rosemary Chiavetta, Secretary  
Pennsylvania Public Utility Commission  
400 North St.  
Harrisburg, PA 17120

RECEIVED  
2014 SEP 15 AM 11:13  
SECRETARY'S BUREAU

# **APPENDIX “C”**



COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
P.O. BOX 3265, HARRISBURG, PA 17105-3265

IN REPLY PLEASE  
REFER TO OUR FILE

October 9, 2015

C-2011-2273645  
C-2014-2444864

Jay Larry Moyer

v.

PPL Electric Utilities Corporation

TO ALL PARTIES:

Enclosed is a copy of the Initial Decision on Remand of The Office of Administrative Law Judge.

If you do not agree with any part of this decision, you may send written comments (called Exceptions) to the Commission. Your signed Exceptions to the decision, if any, must be: 1) **filed** with the Secretary of the Commission, and 2) mailed or hand-delivered to each party of record, **within twenty (20) days** of the date of this letter.

To file Exceptions with the Secretary of the Commission, you must mail or hand-deliver them as follows:

If using U.S. Postal Service:

Secretary  
Pa. Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

If using Overnight or Hand Delivery Service:

Secretary  
Pa. Public Utility Commission  
400 North Street  
Commonwealth Keystone Building, 2<sup>nd</sup> Floor  
Harrisburg, PA 17120

Or, instead of mailing or hand-delivering your Exceptions, you may electronically file them with the Secretary of the Commission. To do so, you need to establish an account on the Commission's eFiling system, which may be accessed at <http://www.puc.state.pa.us/efiling/default.aspx>. Please note that Exceptions sent to the Commission by fax or e-mail will **not** be accepted for filing.

In addition to filing your Exceptions with the Secretary of the Commission, a courtesy copy of your Exceptions should be e-mailed to the Commission's Office of Special Assistants (OSA) at [ra-OSA@pa.gov](mailto:ra-OSA@pa.gov). If the document is too large to e-mail, please mail or hand-deliver a copy on CD-ROM or DVD (or other data storage media), in Microsoft Word 2010 format or other compatible format to either address noted above.

Replies to Exceptions, if any, must be **filed** with the Secretary of the Commission and **served** on each party of record and the Commission's OSA, in the manner described above. **They are due within ten (10) days of the date when Exceptions are due.**

It is your responsibility to serve all the parties with your Exceptions and Replies to Exceptions. Failure to do so may render your filing unacceptable. A certificate of service (see format in 52 Pa. Code §1.58) shall be attached to the filed Exceptions or Replies to Exceptions.

Exceptions and Replies to Exceptions shall follow 52 Pa. Code §§5.533 and 5.535 particularly the 40-page limit for Exceptions and the 25-page limit for Replies to Exceptions. Exceptions should clearly be labeled as "EXCEPTIONS OF (name of party) - (protestant, complainant, staff, etc.)". Any reference to specific sections of the Administrative Law Judge's Initial Decision shall include the page number(s) of the cited section of the decision.

If no Exceptions are received, the decision of the Administrative Law Judge could become final without further Commission action. You will receive written notification if this occurs. However, even if no exceptions are received, the Commission may review and change the decision pursuant to Section 332(h) of the Public Utility Code, 66 Pa. C.S. § 332(h).

Very truly yours,

Rosemary Chiavetta  
Secretary

JF  
Enclosures  
Certified Mail  
Receipt Requested

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Jay Larry Moyer	:	
	:	
v.	:	C-2011-2273645
	:	C-2014-2444864
PPL Electric Utilities Corporation	:	

**INITIAL DECISION ON REMAND**

Before  
Cynthia Williams Fordham  
Administrative Law Judge

This proceeding involves two formal complaints filed by Jay Larry Moyer regarding the billing process and payments for virtual meter aggregation electric service provided to Mr. Moyer's house and detached solar facility. In the first complaint, Docket No. C-2011-2273645, Mr. Moyer alleges that PPL Electric failed to aggregate his accounts under its virtual net meter aggregation tariff and that he did not receive proper credits or payments for the electricity that was generated by his solar panels. In the second complaint, Docket No. C-2014-2444864, Mr. Moyer alleges that PPL Electric's billing processes were inaccurate and that information was missing from the bills for his virtual net meter aggregation accounts. Mr. Moyer requests that the Commission require PPL Electric to automate the billing process for its virtual metering customers.

Mr. Moyer failed to prove that PPL Electric did not aggregate his accounts in compliance with its tariff and the Commission's regulations. PPL Electric has presented compelling reasons for not automating the billing process for virtual metering customers. Mr. Moyer has failed to provide additional evidence to outweigh PPL Electric's argument. The first complaint is granted with respect to compensation for credits "earned" between May and December 2010 and to allow Mr. Moyer's facilities to be regarded as a virtual metering facility

unless there is a change in the law or PPL Electric's tariff. The other allegations in the complaints are dismissed.

### HISTORY OF THE PROCEEDING

On November 15, 2011, Jay Larry Moyer ("Moyer" or the "Complainant"), through his counsel, filed a formal complaint with the Pennsylvania Public Utility Commission ("Commission") against PPL Electric Utilities Corporation ("PPL" or the "Respondent") regarding electric service to 73 Woods Road in Klingerstown, PA. This complaint ("first complaint") was docketed at Docket No. C-2011-227345. The Complainant alleged, among other things, the following: 1) that the Complainant contacted the Respondent regarding the installation of solar panels at his property; 2) that the Respondent assigned account number xxxxx-21001 to the meter on the Complainant's house and assigned account number xxxx-97002 to the meter associated with the Complainant's solar panels; 3) that the solar panels were mounted, inspected and approved by the Respondent in March 2009; 4) that the Complainant did not receive credits or payments for the electricity that was generated by his solar panels between April 2009 and February 2010; 5) that the checks that he received since April 2010 did not have an accounting or explanation of the payment; and 6) that the Respondent has failed to properly aggregate the Complainant's accounts according to the virtual net metering provisions in the Respondent's Net Metering Rider. The Complainant requested that the Commission order the Respondent to apply virtual net metering to the Complainant's two accounts; disclose all credits and/or payments that have been made to the Complainant; and, if necessary, fully reimburse the Complainant for the electricity generated.

On December 8, 2011, the Respondent filed an Answer. The Respondent requested that the complaint be dismissed. The Respondent stated that the Commission's mediation process was an appropriate forum to address the issues set forth in the complaint. In the Answer, the Respondent admitted that the Complainant contacted it regarding the installation of solar panels at his property. The Respondent explained that for purposes of net and virtual metering, the account associated with the Complainant's solar panels is called the host account and the account associated with the Complainant's house is called the satellite account. The

Respondent admitted that the Complainant's solar panels were mounted, inspected and approved by the Respondent in March 2009. The Respondent admitted that it did not aggregate the excess, uncredited kilowatt hours generated from the Complainant's solar panels with the usage at the Complainant's residence from March 2009 through December 2009. However, the Respondent averred that it aggregated the excess, uncredited kilowatt hours generated from the Complainant's solar panels with the usage at the Complainant's residence from January 2010 through May 2010. The Respondent denied that it failed to compensate the Complainant for the excess generation produced by the solar panels. The Respondent explained that it would apply its virtual meter aggregation program to qualifying host and satellite accounts in accordance with all applicable laws and the Respondent's electric tariff.

On March 12, 2012 John K. Baille, Esquire, withdrew as counsel for the Complainant.

The matter was referred to the Mediation Unit. By mediation notice dated March 22, 2012, a mediation session was scheduled for April 10, 2012.

By hearing notice dated May 29, 2012, a hearing was scheduled for July 10, 2012, and the matter was assigned to the undersigned.

At the request of the Complainant, the July 10, 2012 hearing was rescheduled for August 15, 2012. The hearing notice was dated June 4, 2012.

A Prehearing Order was sent to the parties on July 19, 2012.

A hearing was held in this matter in the Philadelphia Regional Office on August 15, 2012, before Administrative Law Judge Cynthia Williams Fordham. The Complainant, Jay Larry Moyer, and two witnesses<sup>1</sup>: Charles Reichner, the owner of Heat Shed;

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<sup>1</sup> The Respondent's attorney objected to the direct testimony of Donald Kohn, another PPL customer with a PV solar system. The Complainant indicated that Mr. Kohn was prepared to testify about his experience with obtaining records from the Respondent (1 Tr. 79-80). Since Mr. Kohn did not have direct knowledge of the

and Ron Celentano, a solar photovoltaic industry consultant, testified in support of the complaint and sponsored eighteen exhibits.

Complainant's Exhibits 1 and 2-pictures of the solar system and the light on the pole;  
Complainant's Exhibits 3, 4, 5 and 6 were not admitted into the record (1 Tr. 120-123);<sup>2</sup>  
Complainant's Exhibit 7 - credits applied to the satellite account;  
Complainant's Exhibits 8 and 9 were withdrawn (1 Tr. 126, 127, 133);  
Complainant's Exhibit 10 - net metering regulations;  
Complainant's Exhibit 11 - register;  
Complainant's Exhibit 12 - June, July, August and September 2011 bills;  
Complainant's Exhibit 13 - June and July 2012 bills;  
Complainant's Exhibits 14 and 15 were not admitted into the record (1 Tr. 135-137);  
Complainant's Exhibit 16 - Mr. Reichner's e-mail, dated June 21, 2008, to the Complainant;  
Complainant's Exhibits 17 and 18 were not admitted (1 Tr. 137, 138, 142).

PPL presented the following PPL Cross Exhibits:

PPL Cross Exhibit 1 - e-mail from Heather Yoder, Consumer Liaison from the Office of Consumer Advocate, to the Complainant about having non-generational load;  
PPL Cross Exhibit 2 - the Complainant's record of his conversation with George Beam from PPL was marked but not offered into evidence; and  
PPL Cross Exhibit 3 - was withdrawn.

Christopher T. Wright, Esquire, represented PPL Electric Utilities Corporation.

The Respondent presented two witnesses: Keith Erney, a communications specialist for the Respondent, and Aloysius Cannon, a financial planning business specialist for the Respondent, who sponsored eight exhibits:

PPL Exhibit 1 - PPL's tariff for Rate Schedule GS-1 Small General Service at Secondary Voltage effective Jan. 1, 2011-Host Account Rate Schedule;  
PPL Exhibit 2- Rate Schedule RS Residential Service effective June 1, 2012-Satellite Account Rate Schedule;  
PPL Exhibit 3 - 2007 Net and Virtual Metering Tariffs;  
PPL Exhibit 4 - 2011 Net and Virtual Metering Tariffs effective January 1, 2011;

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Complainant's interactions with the Respondent and Mr. Kohn was not a party to this matter, he was not allowed to testify (1 Tr. 82-84).

<sup>2</sup> Transcript from the 2012 hearing ("1 Tr.")

PPL Exhibit 5 - the Chart of Credits to Host Account;  
PPL Exhibit 6 - Complainant's Bureau of Consumer Services' ("BCS") informal complaint and the BCS decision dated February 2, 2011;  
PPL Exhibit 7 - April 2009 to May 2012 worksheets; and  
PPL Exhibit 8 - computation of the difference between the credits that were applied and the credits that should have been applied to the Complainant's accounts.

The Complainant presented the following Complainant's Cross Exhibits:

Complainant's Cross Exhibit 1 - e-mail dated April 29, 2011 from Mr. Erney regarding the Complainant's complaint;  
Complainant's Cross Exhibit 2 - e-mail dated July 12, 2011, from Mr. Erney regarding the Complainant's net metering application.

The record consisted of a 254-page transcript of the hearing and nineteen exhibits. The record closed on September 7, 2012, when the transcript was received.

By Initial Decision dated January 23, 2013, the undersigned stated that the Complainant failed to prove by a preponderance of the evidence that the Respondent failed to aggregate the Complainant's accounts according to the virtual net metering provisions in the Respondent's Net Metering Rider or that the Respondent failed to fully reimburse the Complainant for the electricity generated. Accordingly, the undersigned dismissed the first complaint.

On March 15, 2013, the Complainant filed Exceptions to the Initial Decision with a Request for Oral Argument. In the Exceptions, the Complainant reiterated his concerns regarding the Respondent's billing process and disagreed with the interpretation of the Respondent's tariff for virtual net metering and the amount of compensation the Complainant should receive. The Respondent filed Reply Exceptions on March 29, 2013, refuting the exceptions, especially the exceptions regarding the billing process and the accuracy of the credits that the Complainant received. Subsequently, the Complainant filed numerous requests to reopen the record and submit additional information in support of his first complaint. The Respondent filed responsive pleadings.

On January 9, 2014, the Commission issued an Opinion and Order, vacating the Initial Decision and remanding the complaint at Docket No. C-2011-2273645 to the Office of Administrative Law Judge for further proceedings as may be required to address the accuracy of the bills and credits provided by the Respondent for the Complainant's virtually net-metered accounts. *Larry Moyer v. PPL Electric Utilities Corporation*, Docket No. C-2011-2273645, at 20-21 (Opinion and Order entered Jan. 9, 2014) ("*January 2014 Order*"). The Commission ordered the following, among other things: 1) that Mr. Moyer's Request to Reopen the Record was granted for the limited purpose of further developing the record with regard to the bills and credits received by Mr. Moyer from PPL Electric Utilities Corporation; 2) that within sixty days PPL Electric Utilities Corporation shall file with the Office of Administrative Law Judge, the Commission Secretary and Mr. Larry Moyer, a tabulation that reflects the specific *actual* information on a monthly basis between March 2009 and the last full monthly billing periods for the two accounts at issue in this proceeding that ended prior to the entry date of this Opinion and Order; 3) that PPL Electric Utilities Corporation shall utilize the relevant data to demonstrate the amount of credits and cash-out payments Complainant should have received between April 2009, and the monthly billing periods ending prior to the entry date of this Opinion and Order; 4) if the parties are unable to reach an agreement, Mr. Moyer may request that the Office of Administrative Law Judge schedule further hearings, but he must delineate specific errors in the bills, credits and payments rendered by PPL Electric; and 5) PPL Electric shall permit the Complainant to virtually aggregate his two existing metering accounts from March 2009 and prospectively, subject to changes in applicable laws or tariffs.. *Larry Moyer v. PPL Electric Utilities Corporation*, Docket No. C-2011-2273645, at 20-21 (Opinion and Order entered Jan. 9, 2014) ("*January 2014 Order*") Ordering Paragraphs 6-9.

On January 17, 2014, the Complainant filed a Motion for Certification of Interlocutory Order for Immediate Appeal of the complaint at Docket No. C-2011-2273645. On January 30, 2014, the Respondent filed an Answer in Opposition to the Motion. On February 14, 2014, the Commission entered an Opinion and Order granting, in part, and denying, in part, the Motion filed by the Complainant on January 17, 2014. Specifically, the Commission concluded that an immediate appeal of the *January 2014 Order* would not advance the termination of this proceeding and, therefore, denied the Complainant's request to permit an immediate appeal from

the *January 2014 Order*. The Commission, however, granted, in part, the Complainant's alternative request that the Commission establish a deadline for the Law Bureau to provide a status report to the Commission regarding whether the net metering regulations need to be clarified.<sup>3</sup>

On March 10, 2014, the Respondent submitted the tabulation that reflects the specific *actual* information on a monthly basis between March 2009 and the last full monthly billing periods for the two accounts at issue in this proceeding that ended prior to the entry date of the Commission Order.

Subsequently, the Complainant filed two separate Petitions for Review with the Commonwealth Court at Docket Nos. 390 CD 2014 and 448 CD 2014. By Orders dated May 14, 2014, and July 21, 2014, the Commonwealth Court quashed the Complainant's two Petitions for Review.

By correspondence dated September 26, 2014 and October 7, 2014, the Complainant requested a further hearing on the complaint at Docket No. C-2011-2273645. The Complainant explained his intent to introduce evidence regarding the Respondent's billing practices for virtual net metering. It is noted that the Complainant's requests for further hearings on the complaint at Docket No. C-2011-2273645 failed to "delineate *specific* errors in the bills, credits and payments rendered by PPL Electric" as required by the Commission's *January 2014 Order*. See *January 2014 Order*, Ordering Paragraph 8 (emphasis in original). Nevertheless, by correspondence dated October 14, 2014, the Respondent agreed that further hearings should be scheduled and requested that a prehearing conference be held to establish a litigation and hearing schedule and to address any other matters that would facilitate resolution of the matter.

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<sup>3</sup> By Order entered February 20, 2014, the Commission requested comments on the Proposed Rulemaking Order amending Chapter 75 of the Commission's regulations, 52 Pa.Code §§ 75.1, *et seq.*, to further comply with the Alternative Energy Portfolio Standards Act of 2004, 73 P.S. §§ 1648.1 – 1648.8 and 66 Pa.C.S. § 2814. The Proposed Rulemaking Order was published in the *Pennsylvania Bulletin* on July 5, 2014. See 44 Pa.B. 4179. The stated purpose of the Proposed Rulemaking Order is to update the existing portfolio standards, interconnection, and net metering rules to provide guidance and clarify certain issues of law, administrative procedure, and policy in accordance with the intent of the AEPS Act. Comments have been filed to the proposed regulations, which remain pending before the Commission.

On October 23, 2014, the undersigned issued a Prehearing Order on Remand, regarding the first complaint.

On October 23, 2014, the Respondent was served with a second formal complaint filed by the Complainant at Docket No. C-2014-2444864 ("second complaint"). In the second complaint, the Complainant alleged issues regarding the accuracy and content of the Respondent's billing processes for the Complainant's virtual net metering accounts. In the second complaint, the Complainant requested that the Commission order the Respondent to develop and implement new billing procedures and processes for virtual net metering accounts using a single bill for both accounts to be virtually aggregated.

By hearing notice dated November 5, 2014 a prehearing conference was scheduled for November 25, 2014.

On November 5, 2014, the Respondent filed an Answer and Preliminary Objections to the second complaint. In the Preliminary Objections the Respondent requested that the second complaint be dismissed pursuant to 52 Pa.Code § 5.101(a)(6), because the allegations, issues, and relief requested in the second complaint would be fully addressed by the parties and the Commission through the first complaint proceeding. In the alternative, the Respondent requested that the second complaint be consolidated with the first complaint.

The Complainant filed an Answer to the Preliminary Objections on November 12, 2014. In the Answer to the Preliminary Objections, the Complainant requested that the Preliminary Objections be dismissed and that the two complaints continue to proceed separately.

On November 13, 2014, the undersigned issued Prehearing Order #2 on Remand, directing the parties to submit prehearing memorandum on or before November 21, 2014.

Both parties submitted Prehearing Memoranda by November 21, 2014.

The prehearing conference was held as scheduled in the Philadelphia Regional Office on November 25, 2014. During the prehearing conference, a procedural schedule was established.

By Prehearing Order #3, dated January 14, 2015, the undersigned memorialized the procedural schedule, denied the Respondent's Preliminary Objections and granted the Respondent's Motion to Consolidate the First and Second Complaints. The cases docketed at C-2011-2273645 and C-2014-2444864 were consolidated pursuant to 52 Pa.Code § 5.81.

On February 2, 2015, the Complainant served his written direct testimony ("Moyer Direct") in the above-captioned consolidated proceeding.

On March 4, 2015, the Respondent served Interrogatories, Requests for Production of Documents, and Requests for Admission Propounded on Jay Larry Moyer - Set I on Remand ("Moyer Set I").

The Respondent submitted PPL Electric Statement No. 1- the rebuttal testimony of Mr. Aloysius P. Cannon, Jr. on March 6, 2015.

By correspondence dated March 9, 2015, the Complainant renewed his request to present evidence during the hearing using PowerPoint software. He noted that the undersigned denied this request during the prehearing conference.

By correspondence, dated March 13, 2015, the Respondent, through its counsel, responded to the Complainant's correspondence. The Respondent stated that the request is improper and should be rejected.

By letter dated March 13, 2015, the Complainant served via first class mail the Complainant's Objections to Interrogatories, Requests for Production of Documents and Requests for Admission Set I and some of his answers to PPL to Moyer Set I.

By Order #4 on Remand dated March 16, 2015, the undersigned ruled that the Complainant's request to present a Power Point presentation during the hearings to be held on April 21 and 22, 2015, was denied. The parties were directed to continue to comply with the procedural schedule.

On March 24, 2015, counsel for the Respondent, contacted the Complainant in an effort to resolve the objections to discovery without the need for formal motions. The Complainant refused to resolve any of the objections.

On March 24, 2015, the Respondent filed the Motion of PPL Electric Utilities Corporation to Dismiss Objections and Compel Responses to Discovery Propounded on Jay Larry Moyer - Set I on Remand. The Respondent stated that pursuant to 52 Pa.Code § 5.321(c), a party is entitled to obtain discovery of any matter not privileged that is relevant to the pending proceeding, or any matter that is reasonably calculated to lead to the discovery of admissible evidence. The Respondent requested that the Motion be granted and that the Complainant be ordered to answer fully Moyer-Set I, Nos. 1-6, 8-9, and 11.

By correspondence dated March 26, 2015, the Complainant filed a response indicating that the Respondent's Motion was untimely because his objections were filed and received by the Commission on March 13, 2015, and the Motion to Compel was filed on March 24, 2015. (The undersigned received the Complainant's correspondence on March 30, 2015.) The Complainant requested that the Motion to Compel be dismissed.

The Complainant submitted his Surrebuttal Testimony ("Moyer Surrebuttal") on April 3, 2015.

By Prehearing Order #5 on Remand, dated April 7, 2015, the Motion of PPL Electric Utilities Corporation to Dismiss Objections and Compel Responses to Discovery Propounded on Jay Larry Moyer - Set I on Remand was granted.

The hearing on remand in Docket No. C-2011-2273645 and the initial hearing in Docket No. C-2014-2444864 were held on Wednesday, April 21, 2015. The hearing scheduled

for April 22, 2015 was cancelled. The Complainant, Larry Moyer, appeared *pro se*. Mr. Moyer preserved Moyer Direct and Moyer Surrebuttal. The Complainant was cross-examined during the hearing.

The following exhibits were attached to the Complainant's direct and surrebuttal testimony:

- JLM-1 - email dated May 7, 2007 to the Complainant from R. Johnson PPL;
- JLM-2 - emails dated October 2008 regarding solar interconnection;
- JLM-3 - PPL Electric Exhibit 6- Bureau of Consumer Services Decision (#2778513) dated February 2, 2011;
- JLM-4 - PPL's Reply Exceptions Docket No. C-2011-2273645;
- JLM-5 - Final Rulemaking Order L-00050174 EGS net Metering;
- JLM-6 - Final Rulemaking Order L-00050174 EGS net Metering;
- JLM-7 - not admitted;
- JLM-8 - not admitted;
- JLM-9 - PPL's Reply Exceptions Docket No. C-2014-2444864;
- JLM-10 - April 28, 2011 email regarding complaint;
- JLM-11 - July 12, 2011 email regarding net metering application;
- JLM-12 - not admitted;
- JLM-13 - Final Rulemaking Order L-00050174 EGS net Metering;
- JLM-14 - not admitted;
- JLM-15 - PPL email July 12, 2011;
- JLM-16 - not admitted;
- JLM-17 - PPL email March 4, 2014;
- JLM-18 - Virtual Metering Application (PPL)
- JLM-19 - Interconnection Application/Agreement
- JLM-20 - Final Acceptance to Interconnect
- JLM-21 - System Inspection
- JLM-22 - PPL Preliminary Objections to formal complaint C-2014-2444864
- JLM-23 - PPL Reply to formal complaint C-2014-2444864 p. 6
- JLM-24 - PPL Reply to formal complaint C-2014-2444864 p. 3
- JLM-25 - PPL email July 12, 2011 regarding Moyer net metering application;
- JLM-26 - PPL Reply to Exceptions C-2011-2273645;
- JLM-27 - Reimbursement check (#0011004286-April 1, 2010);
- JLM-28 - Reimbursement check (#0011007090-April 28, 2010);
- JLM-29 - PPL Reply to Exceptions C-2011-2273645;
- JLM-30 - Penn Future Letter dated June 7, 2011;
- JLM-31 - Cash out check (#22808-June 13, 2012-\$20.18);
- JLM-32 - Cash out letter (June 8, 2012);
- JLM-33 - Cash out check (#22808-June 13, 2012-\$20.18);
- JLM-34 - Cash out letter (May 15, 2013);
- JLM-35 - PPL Compilation 3 pages;
- JLM-36 - Chart Applied Credit;

JLM-37 - Chart Meter Readings;  
JLM-38 - Miscellaneous PPL emails meter changes;  
JLM-39 - PPL Original Exhibit 6 informal case;  
JLM-40 - PPL's Reply to formal complaint C-2011-2273645 p. 5;  
JLM-41 - PPL's Reply Exceptions Docket No. C-2011-2273645 p.13;  
JLM-42 - Document omitted;  
JLM-43 - Document omitted;  
JLM-44 - PPL email Worthington January 6, 2011;  
JLM-45 - Document omitted;  
JLM-46 - Document omitted;  
JLM-47 - not admitted;  
JLM-48 - JLM-53 - 1-page documents;  
JLM-54- not admitted;  
JLM-55 - Virtual metering worksheet;  
JLM-56 - JLM-79 - omitted;  
JLM-80 - PPL Original Exhibit 5;  
JLM-81 - PPL Original Exhibit 7;  
JLM-82 - PPL Year End Calculation Sheets (2013?);  
JLM-83 - JLM-84 - 1-page documents;  
JLM-85 - JLM-100 - omitted;  
JLM-101 - 170 - Bills associated with the Complainant's solar panels' account;  
JLM-171 - JLM-201 - omitted;  
JLM-202 - 267 - Bills associated with the Complainant's house account.

The following exhibits were admitted: JLM - 1-6, 9 - 11, 13, 15, 17 - 41, and 44, 48-53, 55, 80-84, 101-170 and 202-267.

The Respondent, PPL Electric Utilities Corporation, was represented by Christopher T. Wright, Esquire, and Devin Ryan, Esquire. The Respondent preserved PPL Electric Statement No. 1-rebuttal testimony of Mr. Aloysius P. Cannon, Jr. with PPL Exhibits AFC-1 through AFC 5. Mr. Cannon was cross-examined during the hearing.

AFC-1 - PPL's net metering tariff effective January 1, 2013;  
AFC-2 - PPL's procedures for the monthly calculation of the virtual metering analysis and credit calculations;  
AFC-3 - 2007 Net and Virtual Metering Tariffs;  
AFC-4 - 2011 Net and Virtual Metering Tariffs effective January 1, 2011; and  
AFC-5 - spreadsheet that provides a breakdown of the aggregation and billing history for Mr. Moyer's host and satellite accounts.

The Complainant filed his main brief on June 4, 2015. The Respondent's counsel filed the reply brief on June 29, 2015.

The record consists of a 238-page transcript of the hearing on remand (“Tr.”), the Complainant’s testimony, Moyer Direct and Moyer Surrebuttal, and the testimony of the Respondent’s witness, PPL Electric Statement No. 1, the Complainant’s 180 exhibits, and the Respondent’s 5 exhibits, the Complainant’s main brief and the Respondent’s reply brief. The record closed on June 30, 2015, after the reply brief was filed.

### FINDINGS OF FACT

1. The Complainant is Jay Larry Moyer who resides at 370 West Johnson Street, Philadelphia, PA 19144.
2. The Respondent in this proceeding is PPL Electric Utilities Corporation.
3. The two formal complaints concern service at the Complainant’s property at 73 Woods Road, Klingerstown, PA 17941 (Moyer Direct at 3).
4. Net metering is the process by which an eligible renewable customer-generator’s account is credited for generating electricity from a qualifying Tier I or Tier II alternative energy source (PPL St. No. 1 at 5).
5. Net metering allows customer-generators to use the electricity produced from eligible alternative energy systems to offset all or a portion of the customer-generator’s electric usage (PPL St. No. 1 at 5).
6. If a customer-generator supplies more electricity to the electric distribution system than the electric distribution company delivers to the customer-generator in a billing period, the excess generation is carried forward and credited against the customer-generator’s usage in subsequent billing periods at the full retail rate, which includes the distribution charge, transmission service charge, generation supply charge, and any riders applicable to the customer rate schedule (PPL St. No. 1 at 5-6).

7. Any excess, unused generation continues to accumulate until the end of the PJM Interconnection LLC (“PJM”) Planning Period, May 31 of each year, and is then cashed out at the electric distribution company’s applicable Price-to-Compare (“PTC”) and paid to the customer-generator (PPL St. No. 1 at 6).

8. Meter aggregation is the process by which an eligible renewable customer-generator is able to aggregate the meters on the properties he or she owns or leases and operates for purposes of net metering (PPL St. No. 1 at 7).

9. For meter aggregation, the properties must be located within two miles of the boundaries of the renewable customer-generator’s property and located within the Company’s service territory (PPL St. No. 1 at 7).

10. There are two types of meter aggregation: (1) physical meter aggregation; and (2) virtual meter aggregation (PPL St. No. 1 at 7).

11. For physical meter aggregation, a customer-generator, at his or her expense, physically connects the generating facilities to his or her single meter (PPL St. No. 1 at 7).

12. Virtual meter aggregation is when the customer-generator’s generating facilities and other property are not physically connected to the same meter (PPL St. No. 1 at 7).

13. For virtual meter aggregation, the Respondent measures the electricity generated and used at the generating facilities (host account) and aggregates that with the customer’s usage at his or her other property (satellite account) (PPL St. No. 1 at 7).

14. In this case, for virtual meter aggregation the Respondent measures the electricity generated and used at the Complainant’s solar facility (host account) and aggregates it with the customer’s usage at his residential property (satellite account) (PPL St. No. 1 at 7).

15. With virtual meter aggregation, there are two meters with two different points of interconnection: (1) a bidirectional meter at the generating facilities that measures both usage and generation of electricity; and (2) a standard smart meter at the usage account (typically a residence) that measures the customer's usage (PPL St. No. 1 at 7, 10).

16. Since virtual net meter aggregation requires two separate meters, the customer-generator receives two separate bills, one for each metered account (PPL St. No. 1 at 7).

17. The Complainant contacted the Respondent in 2007 and talked to Robert Johnson at PPL Electric about installing a PV solar generating system (Moyer Direct at 5).

18. The PPL Net and Virtual Metering Tariffs, which became effective on July 2007, were the tariff provisions in effect when the Complainant installed his solar array (PPL. Ex. AFC-3).

19. In March 2009, Heat Shed, which was owned by Charles Reichner, installed a PV solar generating system at the service address (Moyer Direct at 6).

20. The Complainant is currently a customer-generator participating in the Respondent's virtual meter aggregation program (Moyer Direct at 4; PPL St. No. 1 at 18).

21. The Complainant's PV solar system is a 4.75-kilowatt system designed and sized to provide power to the Complainant's home in Schuylkill County (Moyer Direct at 3).

22. The Complainant's system is located on a hillside six hundred yards north of the Complainant's house (Moyer Direct at 6).

23. Physical meter aggregation (rooftop solar) is not suitable for the Complainant's house because it receives limited sunlight (Moyer Direct at 6).

24. Physical meter aggregation is not practical because the Complainant's house and the solar panels are separated by a ravine, a stream and a wooded area (Moyer Direct at 6).

25. The installation of the Complainant's solar system, the inspection and the interconnection were completed on March 10, 2009 (Moyer Direct at 6).

26. The Complainant's host account is on rate schedule GS-1 (PPL St. No. 1 at 26).

27. The Complainant's satellite account is on rate schedule RS, the residential rate (PPL St. No. 1 at 26).

28. The Complainant was one of the first customer-generators to request virtual meter aggregation on the Respondent's system, originally being permitted to participate in March 2009 (Moyer Direct at 4; PPL St. No. 1 at 18)

29. The Complainant began participating in the program when the Company was learning how to implement virtual meter aggregation and how to overcome the hurdle of its billing system's inability to aggregate virtual meter aggregation customer-generators' accounts on an automated basis (PPL St. No. 1 at 10; Tr. 208).

30. PPL applied virtual metering to Mr. Moyer's accounts from March 2009 through December 2009 (PPL. Ex. AFC-5).

31. There was no requirement for monthly aggregation between March 2009 and December 2009 (PPL. Ex. AFC-5).

32. In March 2009, there was no monthly crediting, and Mr. Moyer's account was cashed out after the December 2009 billing period (PPL. Ex. AFC-5).

33. Mr. Moyer received a cash-out of \$493.71, which was the value of excess generation produced from March 2009 through December 2009,<sup>4</sup> plus an additional 512 kWh that were on a meter that was replaced (PPL Ex. AFC-5).

34. The bank of credits was zeroed after the December 2009 billing period (PPL St. No. 1 at 22; PPL Ex. APC-5).

35. From January 2010 through May 2010, PPL Electric continued virtual net meter aggregation and applied a credit of \$151.54 in May 2010 (PPL St. No. 1 at 22; PPL Ex. APC-5).

36. In May 2010, the Respondent determined that the Complainant's alternative energy system did not qualify for virtual meter aggregation because it did not have load independent of the alternative energy system, which is often referred to as "non-generational load."<sup>5</sup> (PPL St. No. 1 at 19).

37. The only additional load at the generating facilities was a light that would not exist if the generating facilities were not present (PPL St. No. 1 at 19).

38. The Complainant was removed from virtual meter aggregation effective June 2010 (PPL St. No. 1 at 18).

39. The \$151.54 credit applied in May 2010 remained on the Complainant's bills and was carried forward and credited against the total bill as a dollar amount in the subsequent months until the negative balance was exhausted (PPL St. No. 1 at 23; PPL Ex. APC-5).

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<sup>4</sup> Under the tariff in effect at the time, the annual cash out period was on a calendar year basis, and credits were cashed out at the full retail rate rather than the PTC.

<sup>5</sup> The requirement for load independent of the alternative energy system was recently reiterated in the Commission's Proposed Rulemaking Order issued on February 20, 2014, at Docket No. L-2014-2404361, and the Commission's *Advanced Notice of Final Rulemaking Order* issued on April 23, 2015, at Docket No. L-2014-2404361.

40. The Respondent did not apply any credits between June 2010 and December 2010, because the Respondent determined that the Complainant did not qualify as a net or virtual metering customer (PPL Ex. AFC-5).

41. On or about December 16, 2010, the Complainant filed an informal complaint with the Bureau of Consumer Services, BCS Case No. 2778513, about his removal from virtual meter aggregation (PPL St. No. 1 at 18).

42. The Bureau of Consumer Services dismissed the informal complaint by decision, dated February 2, 2011 (PPL St. No. 1 at 18).

43. To settle the dispute, the Respondent agreed in June 2011 to allow the Complainant to participate in virtual meter aggregation (PPL St. No. 1 at 18).

44. PPL Electric applied credits to Mr. Moyer's account in September 2011 for the excess generation produced by his solar facility since January 2011, *i.e.*, since the time he filed his informal complaint (PPL St. No. 1 at 18).

45. PPL Electric again applied credits to Mr. Moyer's account in December 2011 (PPL Ex. AFC-5).

46. In December 2011, the Respondent shifted to crediting on a monthly basis. Each month thereafter, PPL Electric credited Mr. Moyer's bill on a monthly basis and, when applicable (PPL Ex. AFC-5).

47. In net metering accounts, usage is measured by a bidirectional meter, which goes in forward or reverse directions depending on what is occurring at the time (PPL St. No 1 at 6).

48. The bidirectional meter does not record either total usage or total generation, it only records the net difference between total usage and total generation (PPL St. No. 1 at 6).

49. The Complainant's two accounts did not qualify for virtual metering under the terms of PPL's tariff because there was no non-generational load (PPL St. No. 1 at 9).

50. The Respondent's tariff for Rate Schedule GS-1 Small General Service at Secondary Voltage and its Net and Virtual Metering Tariffs were revised effective January 1, 2011 (PPL Ex. AFC-5).

51. Beginning in January 2011, the Respondent's tariff required the annual cash out for net metering customers to occur in May, at the end of the PJM planning year (PPL Ex. AFC-5).

52. According to the Respondent's tariff, the value of the cash out is determined based on the price to compare based on the rate of the host account (PPL Ex. AFC5).

53. According to the Respondent's tariff, on a monthly basis any unused kilowatt-hours are carried forward and applied to any subsequent billing periods to offset future usage (PPL Ex. St. 1 at 22).

54. In May of each year, the Respondent pays for the unused kilowatt-hours at the price to compare (PPL Ex. AFC-5).

55. In or around June 2011, the Respondent made an exception to allow the Complainant to qualify for virtual metering (PPL Ex. AFC-5).

56. Although the Complainant did not have an independent load during the period of June 2010 through December 2010, PPL Electric has agreed to fully compensate the Complainant for the value of any credits he would have but did not receive for the excess generation produced since March 2009, when his system initially began participating (PPL St. No. 1 at 20).

57. The Respondent calculated the amount owed as \$559.95, which with interest is \$738.98 (PPL St. No. 1 at 24; PPL Ex. APC-5).

58. Since the exception was implemented in September 2011, the Respondent has applied virtual metering to the Complainant's accounts on a monthly basis since December 2011 (Tr. 170, 171).

59. There was a cash-out for the Complainant at the end of the 2012 PJM planning period in May 2012 for excess, unused generation remaining on the host account that was not consumed by either the host or the satellite.

60. The cash-out was based on the full retail rate of the Price to Compare of the host account pursuant to PPL Ex. 4 (Tr. 171).

61. Although the Complainant's cash outs are not reflected on his bills, the Complainant did receive checks for those cash outs (Moyer Exhibits JLM-27 and JLM-28).

62. The Respondent utilizes an inexpensive manual process to track and record the generation facility account's generation in excess of its usage (i.e., "excess generation") and aggregates it with the other account's usage (PPL St. No. 1 at 11; Tr. 188).

63. The customer-generator's usage and generation is tracked, offset, banked, and cashed out (PPL St. No. 1 at 9-10).

64. For virtual meter aggregation customer-generators, the Respondent uses computer software to track, record, store, and calculate the excess generation produced, the credits applied, and the cash outs paid (PPL St. No. 1 at 11).

65. For each virtual net meter aggregation customer, the Respondent maintains a computer generated spreadsheet that tracks, on a monthly basis, the excess

generation at the generation facility account and the allocation of excess kWh to each usage account (PPL St. No. 1 at 11).

66. After it submitted rebuttal testimony in 2015, the Respondent tried and was unable to modify its billing system to implement automated virtual meter aggregation as requested by the Complainant (Tr. 223).

67. The Complainant takes electricity from and puts electricity back onto the system at the interconnection point for his solar account, and he takes electricity from the system at the interconnection point for his residential account (Tr. 95-96, 117-18).

68. The Complainant's own facilities provide him with information on the electricity he generates (Moyer Direct at 44).

69. The Complainant's independent side meter has recorded the generation produced at his detached solar array since it began operating in 2009, and the detached solar facility's "own inverter tracks generation and stores data showing kilowatt hours of generation." (Moyer Direct at 44).

70. The Respondent provides the following other avenues for its virtual meter aggregation customer-generators to access information on their accounts: PPL Electric's energy analyzer is a web-based product that any of its customer-generators can access and examine their electric use daily; and there is a virtual net meter aggregation post where a customer-generator participating in that program can see the generation facility account's generation hour by hour each day (PPL St. No. 1 at 34-35).

71. After the end of the PJM planning year, the Company provides a calculation sheet to determine the monthly credits upon customer request (PPL St. No. 1 at 35).

72. The Company has offered to provide the Complainant with the monthly calculation sheets that it uses to calculate and apply the credits to his accounts, which contain all of the information requested by the Complainant (Tr. 181-82, 190, 200, 218-220).

73. The Complainant has refused to accept these calculation sheets (Tr. 111).

74. The Complainant's solar facilities are separately metered, have none of the characteristics of a "dwelling," and receive single-phase electric service at secondary voltage (PPL St. No. 1 at 28).

75. The distribution charges imposed on the Complainant's solar account are the same charges that apply to other customers that are not customer-generators. *See* Supp. No. 125 to Electric Pa. P.U.C. No. 201, Twenty-Sixth Revised Page No. 24.

76. The customer charge is designed to recover costs associated with connecting a customer to the system regardless of the customer usage (PPL St. No. 1 at 29-30).

77. Although PPL Electric has 98 virtual meter customers, the Complainant is the only one who has complained about the manual billing (Moyer Brief at 21; PPL St. No. 1 at 37-39).

#### DISCUSSION

Pursuant to section 332(a) of the Public Utility Code, 66 Pa.C.S. §332(a), the burden of proof is on the proponent of a rule or order. In this proceeding, the Complainant is the proponent of a rule or order. Therefore, the Complainant bears the burden of proving by a preponderance of the evidence that the Respondent has violated the Public Utility Code or a regulation or order of the Commission. *Se-Ling Hosiery v. Margulies*, 364 Pa. 45, 70 A.2d 854 (1950). The Complainant must show that the utility is responsible or accountable for the problem described in the complaint. *Feinstein v. Philadelphia Suburban Water Company*, 50 Pa. PUC 300 (1976).

The record in this proceeding must be reviewed to determine whether the Complainant has satisfied his burden of proof. If the burden of proof has been satisfied, the burden of going forward with the evidence, sometimes called the burden of persuasion, to rebut the evidence of the Complainant shifts to the Respondent. If the evidence presented by the Respondent is of co-equal weight, the Complainant has not satisfied his burden of proof. The Complainant must present additional evidence to rebut the Respondent's evidence. *Morrissey v. Pa. Dept. of Highways*, 424 Pa. 87, 225 A.2d 895 (1967). *Burleson v. Pa. PUC*, 443 A.2d 1373 (Pa. Cmwlth. 1982), *aff'd*, 501 Pa. 433, 461 A.2d 1234 (1983). While the burden of persuasion may shift back and forth during a proceeding, the burden of proof never shifts. The burden of proof always remains on the party seeking affirmative relief from the Commission. *Milkie v. Pa. PUC*, 768 A.2d 1217 (Pa. Cmwlth. 2001).

The Commission's decision must be supported by substantial evidence. 2 Pa.C.S. § 704. Various Pennsylvania courts have defined the term "substantial evidence" as such relevant evidence that a reasonable mind might accept as adequate to support a conclusion. Substantial evidence is more than a mere trace of evidence or a suspicion of the existence of a fact sought to be established. *Norfolk & Western Ry. Co. v. Pa. P.U.C.*, 489 Pa.109, 413 A. 2d 1037 (1980); *Murphy v. Dept. of Public Welfare*, 85 Pa. Cmwlth. 23, 480 A.2d 382 (1984).

## 1. PPL Electric's Meter Aggregation Program and Billing Process

### a. Manual versus Automated Billing Process

First, the Complainant avers that the Company should be directed to upgrade its billing system to permit automated billing. The Complainant describes the billing process as a "shifting, unreliable manual process that is fraught with irregularities" (Moyer Brief at 12).

The Respondent contends that no applicable law or regulation requires an automated billing process to be used for virtual meter aggregation. The Respondent's position is that its billing system, as currently configured, cannot process virtual meter aggregation customer-generators' accounts on an automated basis. As a result, in accordance with Commission precedent, the Respondent developed and utilizes a manual billing process for

virtual meter aggregation. The Respondent contends that its personnel have fine-tuned this inexpensive manual billing process, and that it accurately calculates and applies credits for the electricity generated by virtual meter aggregation customer-generators as required by 52 Pa.Code § 75.12. Therefore, the Respondent submits that it should not be required to upgrade the Company's billing system to permit automation for virtual meter aggregation (PPL Electric Brief at 10, 11).

The Respondent explained that, in contrast to traditional net metering and physical meter aggregation, virtual meter aggregation requires multiple meters because there are two points of interconnection with the electric system. Net Metering for Renewable Customer Generators PPL Electric Utilities Corporation Supplement No. 125 Electric Pa. P.U.C. No. 201, Fifth Revised Page No. 19L.4, Canceling Third and Fourth Revised Page No. 19L.4 (AFC Ex. 1). There is a meter at the generating facilities and a meter at the usage account (PPL St. No. 1 at 10). Consequently, PPL Electric must "virtually" aggregate the excess generation measured from the generating facility meter with the usage measured from the usage account meters (PPL St. No. 1 at 10). Unlike the single bidirectional meters used for traditional net metering and physical meter aggregation, the Respondent's billing system currently is not capable of aggregating these two separate accounts through an automated process for two reasons (PPL St. No. 1 at 10-11; Tr. 218). First, the billing system cannot currently transfer and aggregate data among separate meters, data from the generating facility to the usage account or vice versa (PPL St. No. 1 at 10). Second, the generating facilities often generate more electricity than they use. Therefore, the meter will run backwards and produce a negative meter read (i.e., negative usage). However, PPL Electric's billing system cannot accommodate negative meter reads (PPL St. No. 1 at 10-11). For these reasons, the Respondent utilizes an inexpensive manual process to track and record the generation facility account's generation in excess of its usage (i.e., "excess generation") and aggregates it with the other usage account's usage (PPL St. No. 1 at 11; Tr. 188). The customer-generator's usage and generation is tracked, offset, banked, and cashed out as appropriate and required by the Commission's regulations at 52 Pa.Code § 75.12 (PPL Brief at 40; PPL St. No. 1 at 9-10).

Under PPL Electric's manual billing process for virtual meter aggregation, the meters for the generation facility account and usage account(s) are read on the same day (PPL St. No. 1 at 11). The Respondent measures the generation at the generation facility account and aggregates it with the usage at the other account (PPL St. No. 1 at 11). The excess generation is applied up to the usage metered at each other account (PPL St. No. 1 at 11). This allocation is done on a one-to-one kWh basis, meaning that one kWh generated at the generation facility account is applied as one kWh at the satellite account (PPL St. No. 1 at 11). The excess generation being applied appears as an "excess credit" on the other account's bill (PPL St. No. 1 at 33; *see, e.g.*, Moyer Exhibit JLM-266). The "excess credit" is a dollar amount that equals the value of the excess generation being applied times the other account's full retail rate during the applicable billing cycle (PPL St. No. 1 at 33). Any unused excess generation that remains after applying the excess credit is then banked in kWhs and carried forward to offset usage in subsequent billing cycles (PPL St. No. 1 at 13). Any banked generation remaining at the end of the PJM planning year (May 31<sup>st</sup> of each year) is then cashed out at the PTC for the generation facility account (PPL Electric Brief at 25; PPL St. No. 1 at 13).

The Respondent uses computer software to track, record, store, and calculate the excess generation produced, the credits applied, and the cash outs paid for virtual meter aggregation customer-generators. For each virtual net meter aggregation customer, the Respondent maintains a computer generated spreadsheet that tracks, on a monthly basis, the excess generation at the generation facility account and the allocation of excess kWh to each usage account.<sup>6</sup> (PPL St. No. 1 at 11).

The Respondent's witness testified that after he submitted his rebuttal testimony in 2015, the Respondent tried and was unable to modify its billing system to implement automated virtual meter aggregation as requested by the Complainant (Tr. 223).

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<sup>6</sup> PPL Electric has a manual that details the process for its staff to access, update, and post the spreadsheet (PPL Ex. APC-2). As seen in Exhibit APC-2, PPL Electric's personnel retrieve the relevant meter readings from the generation account and then input the meter readings from the generation account into the spreadsheet (PPL St. No. 1 at 11-12). Next, the employee obtains the total usage in kWh for each usage account and inputs those values into the spreadsheet (PPL St. No. 1 at 12). The formulas in the spreadsheet then automatically calculate the credits owed for that billing cycle (PPL St. No. 1 at 12).

The Respondent further argues that the upgrade to an automated system would benefit only ninety-eight customer-generators. The Complainant is the only one who has filed a formal complaint about the manual billing process. Accordingly, the Respondent maintains that its decision to continue using the manual system instead of undertaking a costly upgrade to automate the virtual meter aggregation clearly is reasonable (PPL Electric Brief at 37, 58).

b. Single bill

The Complainant explains that the option of physical meter aggregation is clearly untenable for him. The house and the solar panels are separated by a ravine, a stream and a wooded area. Therefore, bringing wires across this area to his house would be “possible,” but impractical and prohibitively expensive. Should PPL Electric agree to re-wire the system at its expense, the Complainant might reconsider that option. In the meantime, the Complainant is a residential customer-generator who elected virtual meter aggregation and who remains in a “two-meter situation.” He objects to incurring double charges for access to PPL’s infrastructure. Both of the bills issued by the Respondent (solar bills and house bills) include “distribution charges.” (Moyer Brief at 7, 8).

The Respondent explains that nothing in its Commission-approved tariff or any applicable laws or regulations requires a single account or single bill for virtual meter aggregation customer-generators’ accounts. It established two separate accounts (one for the residence and one for the detached solar facilities) because each property possesses a separate meter and separate point of interconnection. The Respondent’s policy is to institute a separate account for each meter that has a different point of interconnect. Moreover, each property uses PPL Electric’s electric distribution system in different ways, with the residence only receiving electricity from PPL Electric’s system, and the detached solar array both receiving electricity from and supplying electricity to the system. As a result, PPL Electric, in accordance with the requirements of its Commission-approved tariff, instituted two separate accounts for the Complainant’s residence and detached solar array (PPL Electric Brief at 15).

c. Rate RS

The Complainant believes that his detached solar array should receive service under Rate Schedule RS, not Rate Schedule GS-1, and that PPL Electric should not impose distribution charges on the account for his detached solar array.

The Respondent explains that its Commission-approved tariff outlines several conditions for a customer's property to qualify for Rate Schedule RS. The tariff states that Rate Schedule RS applies to single phase electric service for: (1) a single family dwelling and detached buildings when the detached buildings are served at the customer's expense through the same meter as the single family dwelling; (2) a separate dwelling unit in an apartment house; (3) a single farm dwelling and general farm uses when general farm uses are served at the customer's expense through the same meter as the single farm dwelling; or (4) a building previously wired for single meter service which is converted to not more than eight separate dwelling units served through one meter (PPL St. No. 1 at 27; Supplement No. 102 to Electric Pa. P.U.C. No. 201, Eighteenth Revised Page No. 20A - Rate Schedule RS Residential Service Application Rate Schedule RS).

According to the tariff, a customer qualifies for Rate Schedule GS-1 if the property will receive small general single-phase non-residential service at secondary voltage (PPL St. No. 1 at 27). Secondary voltage is the voltage after one standard transformation at the point of delivery from the line voltage (PPL St. No. 1 at 28). For example, in the case of the Complainant's detached solar facilities, the Company must perform one standard transformation to step down the voltage of the distribution line from 240 volts to 120 volts in order to provide service to his solar array (PPL St. No. 1 at 28; Supplement No. 125 to Electric Pa. P.U.C. No. 201, Twenty-Sixth Revised Page No. 24 - Rate Schedule GS-1 Small General Service At Secondary Voltage Application Rate Schedule GS-1).

The Respondent maintains that the Complainant's detached solar facilities do not qualify for Rate Schedule RS under the tariff for several reasons. First, the solar facilities are separately metered, and the Company's Commission-approved tariff requires them to be served

through the same meter as the Complainant's residence to qualify for Rate Schedule RS (PPL St. No. 1 at 28). Second, the Complainant's detached solar array has none of the characteristics of a "dwelling" as defined by the Company's tariff (PPL St. No. 1 at 28). Third, the detached solar array receives single-phase electric service at secondary voltage, thereby placing it under Rate Schedule GS-1 (PPL St. No. 1 at 28). As explained previously, PPL Electric has to step down the voltage of the distribution line from 240 volts to 120 volts in order to provide service to his detached solar array (PPL St. No. 1 at 28). For all of these reasons, the Complainant's detached solar array does not qualify for Rate Schedule RS and properly qualifies for Rate Schedule GS-1.

PPL Electric explains that it is required by law to adhere to its tariff. The Respondent's tariff sets out specific requirements for a customer's facilities to qualify for Rate Schedule RS, and the Complainant's solar facilities fail to satisfy those requirements. The Complainant's detached solar array meets all of the qualifications for Rate Schedule GS-1. PPL Electric's Commission-approved tariff also sets forth the distribution charges that are to be imposed on Rate Schedule GS-1 accounts. All customers that have multiple accounts are required to pay the distribution charges for each account. Therefore, the Respondent must adhere to its tariff and impose these distribution charges on the Complainant's account for his detached solar array.

d. Information in bill/Separate spreadsheet

The Complainant also avers that numerous line items of additional information should appear on his bills. He requested that the credits for excess generation, the kilowatt usage for the solar account and information regarding the cash out checks he received be on the bills he receives (Moyer Brief at 12-14).

The Respondent contends that nothing in its Commission-approved tariff or any applicable law or regulation requires PPL Electric to present all of the information requested by the Complainant. Moreover, it is uncontested that PPL Electric has offered to provide the monthly calculation sheets that it uses to determine and apply the Complainant's credits for excess generation on a monthly basis. These calculation sheets contain all of the information

requested by the Complainant. However, the Complainant maintains that his concerns will only be satisfied if the information is presented on the bill.

The Respondent states that to the extent there have been alleged inconsistencies in the information presented on the Complainant's bills, the Respondent has explained or refuted those inconsistencies.

In the *January 2014 Order*, the Commission ordered the Respondent to provide additional information regarding the Complainant's billing, credits and payments.

Since the Complainant may not be in possession of all of the information necessary to definitively resolve the issues regarding his billing, credits and payments, we shall direct PPL to file additional information on the record within sixty days of the entry of this Opinion and Order. Specifically, we shall direct PPL to file a revised version of Exhibit No. 7 that contains actual data for the period from March 2009 to the last monthly billing periods for each of Mr. Moyer's two accounts that ended prior to the entry date of this Opinion and Order. This information should be presented in a format that enables the Parties to directly associate the monthly bills with the credits and cash-out payments. Accordingly, we shall grant the Complainant's Exceptions regarding the accuracy of PPL's records, billing and payments to the extent that we are remanding this proceeding to the OALJ for the further development of the record. We shall also vacate the Initial Decision to the extent that it found that PPL properly provided credits to the Complainant.  
*January 2014 Order at 20.*

In response to the Commission's request, the Respondent provided JLM - 35.

Subsequently, the Respondent updated the information and submitted PPL Electric Exhibit APC-5 to show how the manual billing process has been used to aggregate, credit, and bill the Complainant's accounts. PPL Electric Exhibit APC-5 demonstrates that using the manual billing process, the Respondent has calculated and applied credits appropriately from when the Complainant began participating in virtual meter aggregation in March 2009 to February 2015 (PPL St. No. 1 at 21). PPL Electric Exhibit APC-5 catalogs all of the relevant information for each of the Complainant's monthly bills from March 2009 to February 2015:

- Column A - The applicable billing date.
- Column B - The meter reading for the solar account (solar facilities) as registered on the single bidirectional meter used at the solar account.
- Column C - The excess generation (kWh) produced at the solar account, determined from the meter reading at the solar account. This is determined from the difference between the meter reading in the current billing cycle and the meter reading from the prior billing cycle. For example, for excess kWh hours for May 2009 is the difference between the April 2009 meter read (20017) and the May 2009 meter read (19448) = 569 kWh.<sup>7</sup>
- Column D - The full retail rate applicable to the residential account (in cents per kWh) used to calculate the value of the excess generation produced by the solar account.
- Column E - The monthly value of the excess generation in dollars. This is calculated by multiplying the total excess generation for the month (Column C) by the full retail rate applicable during that month (Column D).
- Column F - The meter reading at the residential account.
- Column G - The usage (kWh) at the residential account. This is determined from the difference between the meter reading in the current billing cycle and the meter reading from the prior billing cycle.
- Column H - The credits (kWh) applied (if any) to the residential account. This column reflects that credits that were actually applied to the Complainant's account.
- Column I - The dollar value of any credits applied to the residential account (Column H) at the full retail rate (Column D).
- Column J - The balance of any remaining net excess generation (kWh) that is banked at the solar account, carried forward, and applied to offset usage in subsequent billing cycles. This is determined from the balance of any credits due in the prior month (Column J) plus the excess generation produced during the monthly billing cycle (Column C) minus any usage at the residential account (Column G).
- Column K - The cents per kWh used to calculate the cash-out.

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<sup>7</sup> If the bidirectional meter is running backward (a lower meter read than the month before), then the alternative energy system is producing more electricity than it is consuming, *i.e.*, excess generation. If, however, the bidirectional meter is running forward (a higher meter read than the month before), then the alternative energy system is consuming more electricity than it is producing.

- Column L - The value of the cash-out in dollars actually issued to the Complainant.
- Column M - The available residential account balance shown on the Complainant's bill.
- Column N - Comments to help explain what occurred during that period.

PPL Electric Exhibit APC-5 shows how the Respondent has calculated and applied credits for the Complainant's excess generation. For example, in January 2015, the Complainant had excess generation of 221 kWh at his solar account (Column C). His bank at the end of the prior billing cycle (December 2014) contained net excess generation of 707 kWh (Column J). Therefore, he had a maximum of 928 kWh that he could use to offset his usage in the January 2015 billing cycle. The Complainant only used 907 kWh at his residential account. Thus, the full 907 kWh of usage at the residential was offset, and the Complainant received a credit of \$117.08 to that effect (i.e., 907 kWh multiplied by the full retail rate of 12.909 cents per kWh). It should be noted, however, that the credit of \$117.08 does not appear on the January 2015 bill; rather, due to the one-month delay, it appears on the February 2015 bill. The remaining 21 kWhs for January 2015 were then banked at the solar account for use in a subsequent billing cycle (PPL Electric Brief at 22).

In addition, the Complainant objects to certain terminology used by the Respondent in its bills. He objects to the Respondent's witness stating that the Respondent will first "post" the credit before the bill is "rendered". The Complainant states that the terms "post" and "rendered" are inconsistent with the Public Utility Code and that their meanings are obscure. The Complainant states that the Respondent refers to the credit applied to the Complainant's account as "excess credit." The Complainant believes that the phrase "excess credit" is ambiguous and misleading (Moyer Brief at 16-17).

The Respondent states that no applicable law or regulation prohibits the use of this terminology. Moreover, the Respondent utilizes this terminology to help convey the complex concepts involved with virtual meter aggregation to customer-generators. The

Respondent's position is that nothing is ambiguous about these terms and that their meaning has been explained (PPL Electric Brief at 32-36).

### Disposition

The Complainant has asked the Commission to require the Respondent to do the following: automate the bills for virtual metering customers; give him a single bill for his net metering accounts with all the pertinent information included; refrain from using certain terminology; and apply Rate RS to his net metering accounts.

The Complainant has established a *prima facie* case regarding the issues of automating the bills for virtual metering customers and providing a correct single bill with pertinent information included.

The Respondent has presented information to show that it has an automated system for net metering accounts with physical aggregation (one meter) and the customers receive one bill. However, the Complainant has a virtual metering account with two meters. One is at his residence and the other is 600 yards away from his residence. Since there is a generating facility and a usage facility, there are two accounts. Therefore, there will be two bills. Furthermore, the Respondent's automated billing process cannot process two meters on the same bill.

Although there are ninety-eight customers that are involved in virtual metering, the Complainant is the only one who has complained about the manual billing process. The Respondent has made a business decision that it is not reasonable to expend resources to automate the virtual metering accounts for less than one hundred people. Instead, the Respondent has improved its manual billing process. Although all of the information that the Complainant requested is not on the bill, it is on the separate spreadsheet that the Respondent prepares each month. The Complainant has rejected the Respondent's offer to receive this information each month.

The Respondent provided reasonable explanations for its decision to continue manual billing. Furthermore, it is clear that with virtual meter aggregation there will be two meters and two accounts. Consequently, there will be two bills. The Respondent showed that the information that the Complainant wants on the bills is available on a separate document that it has offered to give the Complainant.

Therefore, the Respondent has rebutted the evidence presented by the Complainant concerning automating the bills for virtual metering customers and providing a correct single bill with pertinent information included.

The Complainant did not present evidence to refute the evidence provided by the Respondent to show that the requested information is either on the bill or on the spreadsheet. In addition, the Complainant failed to demonstrate that the information on PPL Exhibit AFC-5 was incorrect or inadequate. The Complainant referred to JLM - 35, a document previously submitted by the Respondent.

The Complainant did not present proof that the terminology used by the Respondent was inaccurate or confusing. In addition, the Complainant did not show that both of his accounts should be under the RS rate.

Although the Complainant did not sustain his burden of proof initially, the Respondent presented evidence to demonstrate that the terminology was not inaccurate or confusing. In addition, the Respondent explained the RS and the GS rates as set forth in the Commission approved tariff. Based on the tariff, the generating facility does not comply with the requirements for the RS rate.

The Complainant has failed to sustain his burden of proof on the issues of automating the bill for virtual metering customers, changing the content of the bills, changing the terminology used by the Respondent, allowing him to use the RS rate for both accounts and instituting a single billing system for virtual metering customers. Accordingly, the Respondent did not violate the applicable statutes, regulations or its tariff.

2. Respondent made exception for Complainant-virtual metering.

Although the Complainant does not have the independent load, in June 2011, the Respondent made an exception to allow the Complainant to qualify for virtual metering. The exception was implemented in September 2011. PPL went back to January 6, 2011, and credited the Complainant as a virtual metering customer from that time forward. PPL started applying virtual metering on a monthly basis in December 2011. PPL has applied virtual metering to the Complainant's accounts on a monthly basis since December 2011.

The tariff provision entitled Net Metering for Renewable Customer Generators was revised and the new tariff provision became effective on January 1, 2011, Electric Pa. P.U.C. No. 201, Third Revised Page No. 19L.2 (PPL Ex. 4). Under the billing provisions portion, the tariff indicated the following:

1. The customer-generator will receive a credit for each kilowatt-hour received by the Company up to the total amount of electricity delivered to the Customer by the Company during the billing period at the full retail rate consistent with Commission regulations. If a customer-generator supplies more electricity to the Company than the Company delivers to the customer-generator in a given billing period, the excess kilowatt-hours shall be carried forward and credited against the customer-generator's usage in subsequent billing periods at the full retail rate. Any excess kilowatt-hours will continue to accumulate until the end of the PJM planning period ending May 31 of each year. On an annual basis consistent with the PJM planning period, the Company will compensate the customer-generator for kilowatt hours received from the customer-generator for kilowatt hours received from the customer-generator in excess of the kilowatt hours delivered by the Company to the customer-generator during the preceding year at the Company's Price to Compare consistent with Commission regulations. The customer-generator is responsible for the customer charge, demand charge and other applicable charges under the applicable Rate Schedule.

The evidence in the record demonstrates that the Respondent compensated the Complainant pursuant to its revised tariff. The record shows that the Respondent credited the Complainant's accounts in compliance with its tariffs.

PPL provided the Complainant with a cash out at the end of the 2012 PJM planning period in May 2012 for excess, unused generation remaining on the host account that was not consumed by either host or satellite. It was based on the full retail rate of the Price to Compare of the host account pursuant to PPL Ex. 4 (Tr. 171).

Since the Respondent did not apply credits between June 2010 and December 2010, the Respondent prepared a document, which tracks the maximum benefit that the complainant would have received if he qualified for virtual metering during the period from March 2009 through February 2015, Mr. Moyer's alternative energy system generated a total of approximately 28,485 kWh and his residential property used a total of approximately 31,592 kWh, which means that Mr. Moyer used a total of approximately 3,107 kWh more than his alternative energy system generated (PPL Ex. AFC-5). The total full retail rate value for the total excess kWh produced by Mr. Moyer's alternative energy system between March 2009 and February 2015 is \$3,340.73. This is the total amount of credits and cash outs that Mr. Moyer could have received if his alternative energy system was eligible and participated in virtual net meter aggregation between March 2009 and February 2015. The total credits actually applied to Mr. Moyer's satellite account was \$2,245.37, and Mr. Moyer was actually issued a total of \$535.41 in cash-outs, which means that Mr. Moyer actually received a total of \$2,780.78 of credits and cash-outs during the time period from March 2009 through February 2015. The difference in what Mr. Moyer actually received and what he could have received if his alternative energy system was eligible and participated in virtual net meter aggregation during the entire time period from March 2009 through February 2015 is \$559.95. With interest, the amount owed to Mr. Moyer if his alternative energy system were eligible and participated in virtual net meter aggregation between March 2009 and February 2015 is \$738.98. The Respondent agreed to pay the Complainant \$738.98 (PPL Electric Brief at 20; PPL St. No. 1 at 24; PPL Ex. APC-5).

### 3. Damages and civil penalties

Although the undersigned does not find that the Respondent violated the Public Utility Code, AEPS Act, the Commission's net metering regulations or its tariff, the positions of

the parties regarding damages and civil penalties will be addressed in this Remand proceeding. In the *January 2014 Order* in this proceeding, the Commission requested additional information from the Respondent and vacated the Initial Decision.

In his Main Brief, the Complainant presents additional requests for relief. First, the Complainant requests that the Commission award “a reasonable estimate of appropriate compensation” in addition to his claim for a refund of demand/customer charges and compensation of credits allegedly owed for the period of June 2010 through December 2010. Second, the Complainant requests that the Commission impose civil penalties for alleged violations of the Public Utility Code, AEPS Act, and the Commission’s net metering regulations. Third, the Complainant proposes, for the first time in his Main Brief, a plan to implement his requested changes to PPL Electric’s virtual meter aggregation program and billing process. Fourth, the Complainant requests that his solar facilities be permanently qualified for virtual meter aggregation (Moyer Brief at 23-26).

The Complainant requests that the Commission award “a reasonable estimate of appropriate compensation” in addition to his claim for a refund of demand/customer charges and compensation of credits allegedly owed for the period of June 2010 through December 2010. (Moyer Brief at 23-24)

The Respondent contends that the Complainant’s request is nothing more than a claim for monetary damages. It is well established that the Commission does not have the jurisdiction to order a public utility to pay monetary damages. *See Byer v. Peoples Natural Gas Co.*, 380 A.2d 383 (Pa. Super. 1977) (holding that the Commission does not have the authority to award damages); *Feingold v. Bell of Pennsylvania*, 477 Pa. 1, 383 A.2d 791 (1977) (holding that the Commission does not have the authority to award damages), *DeFrancesco v. Western Pennsylvania Water Company*, 499 Pa. 374, 453 A.2d 595 (1982); *Elkin v. Bell of Pa.*, 491 Pa. 123, 420 A.2d 371 (1980). Therefore, the Complainant’s request for damages must be denied.

The Complainant also requests that the Company be fined \$98,000 (which represents the 98 virtual net metering customers) and assessed a further \$1,000 civil penalty (Moyer Brief at 24, 26).

The Respondent requests that the Complainant's request for civil penalties be denied. The Respondent explained that under § 69.1201 of the Commission's regulations, the Commission considers several factors and standards in determining whether a fine for violating a Commission order, regulation, or statute is appropriate, and if so, the amount of such fine (i.e., the *Rosi* standards). See 52 Pa.Code § 69.1201; see also *Rosi v. Bell – Atlantic Pa., Inc.*, Docket No. C-00992409 (Order Entered Mar. 16, 2000). However, when evaluating the *Rosi* standards here, a fine is not appropriate in this case (PPL Electric Brief at 53).

First, the conduct was not of a "serious nature." 52 Pa.Code § 69.1201(c)(1). There is nothing in the record to demonstrate that PPL Electric's virtual meter aggregation and billing processes have violated any provisions of the Public Utility Code, the AEPS Act, the Commission's regulations, or PPL Electric's tariff. The Respondent maintains that it has strictly adhered to the language set forth in its Commission-approved tariff and charged the Complainant appropriately. Therefore, PPL Electric should not be penalized for complying with its Commission-approved tariff.

Second, the resulting consequences of the Company's conduct were not "of a serious nature." *Id.* § 69.1201(c)(2). PPL Electric's actions resulted in no personal injury or property damage. In addition, the Respondent has agreed to credit the Complainant's account for \$738.98 for the period during which he was not participating in the virtual meter aggregation program.

Third, the Commission evaluates whether the utility's conduct was "intentional or negligent." *Id.* § 69.1201(c)(3). The record demonstrates that PPL Electric always has been operating pursuant to its reasonable interpretation of the Commission's regulations, the AEPS Act, the Public Utility Code, and its Commission-approved tariff. PPL Electric cannot be subject to penalties because it was only enforcing its Commission-approved tariff. See 66 Pa.C.S.

§ 3303. Therefore, the Respondent submits that it did not intentionally or negligently violate the applicable laws, regulations or its tariff.

Fourth, the Company has “made efforts to modify internal practices and procedures to address the conduct at issue and prevent similar conduct in the future.” *Id.* § 69.1201(c)(4). As explained previously, the Company has made several modifications over the years to improve its manual billing process for virtual meter aggregation, but eventually developed an accurate and consistent billing process (PPL St. No. 1, at 15). Further, it is undisputed that PPL Electric has repeatedly offered to provide all of the information that the Complainant requests on a monthly basis. (Tr. 181-82, 190, 200, 218-220; Moyer Brief, at 24-25). PPL Electric also now offers year-end worksheets to its virtual meter aggregation customer-generators so that they may better verify the Company’s calculation and application of credits to their accounts (PPL St. No. 1, at 35).

Fifth, the number of customers affected by the Company’s conduct is only one. 52 Pa.Code § 69.1201(c)(5). The Complainant proposes that the Company should “be fined in the amount of \$98,000.00 which represents the 98 virtual net metering customers who have been subjected to the same flawed ‘manual billing process’ used for the Complainant.” (Moyer Brief at 26). Only the Complainant has brought a complaint against the Company regarding its use of a manual billing process. Calculating such a penalty based upon the number of other virtual meter aggregation customer-generators, who have not filed any formal complaints or otherwise complained about the manual billing process, is unreasonable (PPL St. No. 1 at 37).

Sixth, if a violation is found, the Commission should consider PPL Electric’s compliance history and note this case as an “isolated incident from an otherwise compliant utility.” 52 Pa.Code § 69.1201(c)(6).

Seventh, PPL Electric has fully cooperated with the Commission directives and policies. 52 Pa.Code § 69.1201(c)(7). Although this case is not a Commission investigation, PPL Electric has cooperated and fully participated in the Commission’s formal mediation

process. PPL Electric also submitted the additional data as directed by the Commission's *January 2014 Order* § 5.231.

Eighth, the Commission considers the deterrence effect of a civil penalty or fine. *See Id.* § 69.1201(c)(8). There is nothing of record to demonstrate that PPL Electric has violated the Public Utility Code, the AEPS Act, Commission regulations or orders, or PPL Electric's tariff. Thus, there is nothing to deter. PPL Electric has a legal obligation to comply with applicable laws and regulations and the Commission's orders. The Company will continue to comply with the Commission's directives on its virtual meter aggregation program regardless of the amount of any such civil penalty or fine.

Ninth, the Commission considers its past decisions in similar situations. *See id.* § 69.1201(c)(9). The Commission has encouraged public utilities to use manual processes when automated ones are not readily available. *See, e.g., Petition of Duquesne Light Co. for a Waiver of the Three Business Days Switching Requirements under 52 Pa.Code § 57.174*, Docket No. P-2014-2448863, at 8, 10 (Order Entered Dec. 4, 2014). Consequently, the Company should not be penalized for taking actions consistent with the Commission's prior decisions.

Tenth, the Commission should consider other relevant factors. 52 Pa.Code § 69.1201(c)(10). At all times material to this proceeding, PPL Electric has acted in good faith when implementing virtual meter aggregation. Indeed, PPL Electric has gone above and beyond trying to accommodate the Complainant, including, but not limited to: (1) made numerous attempts to settle and resolve the Complainant's concerns; (2) allowed him to participate in virtual meter aggregation despite the lack of independent load at his detached solar facilities; (3) agreed to fully compensate him \$738.98 for the period during which he was not participating in virtual meter aggregation; and (3) offered to provide him with the calculation sheets that the Company uses to determine and apply his generation credits on a monthly basis, which contain all of the information that he seeks (PPL St. No. 1 at 18-20, 24; Tr. 181-82, 190, 200, 218-220; Moyer Brief at 24-25). Imposing a civil penalty under these circumstances could send the wrong message about making reasonable and prudent efforts to settle with customer complainants. Finally, and importantly, it is undisputed that PPL Electric's billing system simple cannot do

what the Complainant demands. PPL Electric should not be penalized for something it cannot do (PPL Electric Brief at 54-57).

#### Disposition

It is well established that the Commission does not award damages to parties. Thus, the Complainant is not entitled to damages.

The Complainant did not address the *Rosi* standards. If the Commission finds that the Respondent violated the Public Utility Code, AEPS Act, and the Commission's net metering regulations, the Respondent has made a compelling case, which is unrefuted. Therefore, no civil penalty is warranted.

#### 4. Virtual Meter Eligibility

In its *January 2014 Order*, the Commission stated the following:

With respect to Mr. Moyer's prospective eligibility for net metering or virtual meter aggregation, consistent with the waiver discussed, *supra*, we shall order PPL to continue to permit Mr. Moyer to utilize net metering and virtual meter aggregation for his existing 4.75 kW solar array and residence in the future (subject to future changes in applicable laws or tariffs). Because we have determined that it is not necessary to address this issue in this proceeding and due to the fact that we are vacating the Initial Decision, we shall refer the legal issue raised by this proceeding to the Commission's Law Bureau to consider whether our regulations need to be clarified.  
*Order at 20.*

In its *January 2014 Order*, the Commission ordered PPL Electric Utilities Corporation to permit Mr. Moyer to net meter his 4.75 kW solar array and virtually aggregate his two existing metering accounts from when Mr. Moyer's solar array was first connected to PPL Electric Utilities Corporation's system in March 2009, and prospectively, subject to changes in applicable laws or tariffs. *January 2014 Order* Ordering paragraph 9.

Accordingly, the first complaint is granted with respect to compensation for credits “earned” between May and December 2010 and, in accordance with Ordering paragraph 9 of Opinion and Order entered January 9, 2014, *January 2014 Order*, to allow Mr. Moyer’s facilities to be regarded as a virtual metering facility unless there is a change in the law or PPL Electric’s tariff.

The following allegations in the complaints are dismissed: that the Respondent has failed to properly aggregate the Complainant’s accounts according to the virtual net metering provisions in the Respondent’s Net Metering Rider; that the Respondent failed to fully reimburse the Complainant for the electricity generated; that the Respondent is not providing accurate information regarding the credits and payments; that the Respondent should automate the bills for virtual metering customers; that the Respondent should provide a correct single bill with additional information included; that the Complainant should have one account for virtual metering; and that the Respondent should refrain from using certain terminology.

#### CONCLUSIONS OF LAW

1. The Commission has jurisdiction over the parties and subject matter in this proceeding. 66 Pa.C.S. § 701.
2. That the Complainant has the burden of proof in this matter pursuant to 66 Pa.C.S. § 332(a).
3. The Alternative Energy Portfolio Standards Act (73 P.S. §§ 1648.1-1648.8). AEPS Act, the Public Utility Code, or the Commission’s regulations do not require electric distribution companies to use an automated billing process for virtual meter aggregation.
4. The Commission encourages public utilities to utilize manual processes when automated processes are unavailable, too costly, or incapable of performing the necessary functions. *Petition of Duquesne Light Co. for a Waiver of the Three Business Days Switching*

*Requirements under 52 Pa.Code § 57.174*, Docket No. P-2014-2448863, at 8, 10 (Order Entered Dec. 4, 2014).

5. The regulation at 52 Pa.Code § 75.13(c) does not prohibit an electric distribution company from applying the amount of the credit in the next billing cycle.

6. PPL Electric's virtual meter aggregation manual billing process properly combines the readings and billing of customer-generators by aggregating their usage and generation appropriately, as required by 52 Pa.Code § 75.12.

7. Public utilities must strictly adhere to the language in their tariffs, and Commission-approved tariffs have the force and effect of law. See *PPL Elec.*, 912 A.2d 386, 402 (citing 66 Pa.C.S. § 1303 and *Pa. Elec. Co. v. Pa. PUC*, 663 A.2d 281, 284 (Pa. Cmwlth. 1995)).

8. A public utility's tariff is "binding on the customer as well as the utility." *Id.* (citing *Pa. Elec. Co. v. Pa. PUC*, 663 A.2d 281, 284 (Pa. Cmwlth. 1995)).

9. PPL Electric's Commission-approved tariff requires the Company to place the Complainant's solar facilities under Rate Schedule GS-1, not Rate Schedule RS (PPL St. No. 1 at 28).

10. Relieving any customer-generator of its responsibility to pay customer charges or demand related charges would create an unjust and unreasonable burden on all other ratepayers." *Pa. PUC v. PPL Electric Utilities Corp.*, Docket Nos. R-2010-2161694, 2010 Pa. PUC LEXIS 2001 at \*85 (Order Entered Dec. 21, 2010).

11. The Commission is without jurisdiction to award damages; accordingly, the Complainant's request for "a reasonable estimate of appropriate compensation" is a claim for monetary damages that is denied. See *Byer v. Peoples Natural Gas Co.*, 380 A.2d 383 (Pa. Super. 1977); *Feingold v. Bell of Pennsylvania*, 477 Pa. 1, 383 A.2d 791 (1977); *DeFrancesco v.*

*Western Pennsylvania Water Company*, 499 Pa. 374, 453 A.2d 595 (1982); *Elkin v. Bell of Pa.*, 491 Pa. 123, 420 A.2d 371 (1980).

12. It is well-established that parties are not permitted to present new arguments or proposals for the first time in the briefing stage. *Pa. PUC v. Pa. Power and Light Co.*, Docket Nos. R-822169, et al., 55 P.U.R.4th 185, 57 Pa. PUC 559, 596-97 (Order Entered Aug. 19, 1983); *Enron Capital & Trade Res. Corp. v. Peoples Natural Gas Co.*, Docket No. R-00973928C0001, 1997 Pa. PUC LEXIS 178, at \*10-11 (Nov. 13, 1997) (Recommended Decision), affirmed, 1998 Pa. PUC LEXIS 199 (Order Entered Aug. 24, 1998); *Pa. PUC v. Columbia Gas of Pa., Inc.*, Docket Nos. R-2014-2407345, C-2014-2410197, C-2014-2415136, at 65 (Aug. 22, 2014) (Recommended Decision).

13. PPL Electric's virtual meter aggregation manual billing process properly combines the readings and billing of customer-generators by aggregating their usage and generation appropriately, as required by 52 Pa.Code § 75.12.

14. The Complainant's request for a refund of the customer and demand charges is barred by the Commission-made rates doctrine. *See Cheltenham & Abington Sewage Co. v. Pa. PUC*, 344 Pa. 366, 25 A.2d 334, 338 (1942); *West Penn Power Co. v. Pa. PUC*, 100 A.2d 110, 114 (Pa. Super. 1953); *Peoples Natural Gas Co. v. Pa. PUC*, 34 A.2d 375 (Pa. Super. 1943).

15. An Electric Distribution Companies cannot be subject to penalties as a result of enforcing its Commission-approved tariff. *See* 66 Pa.C.S. § 3303.

16. The Complainant has not met his burden of proof to demonstrate that PPL Electric's virtual meter aggregation program and billing process violates the Public Utility Code, AEPS Act, Commission regulations, or PPL Electric's tariff.

17. The Complainant has not met his burden to demonstrate that his detached solar array should be under Rate Schedule RS.

18. The Complainant has not met his burden to demonstrate that he should not pay the customer and demand charges associated with his detached solar array.

19. The Complainant has not met his burden to establish he is entitled to the refunds, damages, and civil penalties requested.

ORDER

THEREFORE,

IT IS ORDERED:

1. That the complaint filed by Jay Larry Moyer against the PPL Electric Utilities Corporation at Docket C-2011-2273645 is dismissed in part and granted in part. It is granted with respect to compensation for credits “earned” between May and December 2010 as set forth in Ordering Paragraph 4. In addition, Mr. Moyer’s facility will be regarded as a virtual metering facility as set forth in Ordering Paragraph 3. The complaint is dismissed with respect to all other allegations.

2. That the Complaint filed by Jay Larry Moyer against PPL Electric Utilities Corporation at Docket No. C-2014-2444864 is dismissed in its entirety.

3. That PPL Electric Utilities Corporation, as directed by the Pennsylvania Public Utility Commission in its Opinion and Order entered January 9, 2014, at Docket No. C-2011-2273645, shall continue to permit the Complainant to virtually aggregate his two existing metering accounts, subject to changes in applicable laws or tariffs.

4. That as agreed by PPL Electric Utilities Corporation on the record, the Company shall credit Jay Larry Moyer’s residential account \$738.98.



# **APPENDIX “D”**

**J. Larry Moyer**  
**370 W. Johnson Street (C-1)**  
**Philadelphia, PA 19144**  
**email: gtown73@hotmail.com; cell: 267-693-2633**

RECEIVED  
2015 OCT 19 PM 1:49  
PA.P.U.C.  
SECRETARY'S BUREAU

October 13, 2015

C-2014-2444864

Mr. Nase:

Thank you for taking my call last week regarding developments in my case before the Commission. I'm writing now to express my dismay at the continuing developments and the disregard for due process that they represent.

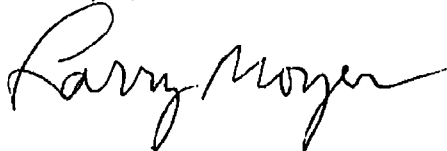
According to the PUC website, the Initial Decision on Remand was filed on Friday, October 9, three days after my call to you.

My conversations with PPL Electric on October 6 were followed by a letter from PPL Electric, dated October 5, 2015. The letter was prepared four days before the Initial Decision on Remand was filed. The letter, which I received on October 8, 2015, did not distinguish the two accounts at 73 Woods Road, but listed only the "Solar Panels". What it did state was the Company's intent to "terminate electric service" effective on October 14, 2015. The letter stated further that "This action is being taken because your bill is overdue in the amount stated above" (\$365.88). At this point, It is unclear whether power will be terminated on October 14 (tomorrow) or not.

As of today, I have still not received any direct notice from the PUC regarding the Initial Decision on Remand, though I have now viewed it on the PUC Website. Neither have I received any indication when I can expect to receive the \$738.98 which was confirmed by Judge Fordham.

The disadvantages to me throughout this case have been most apparent, but this hasty and premature dunning letter adds insult to injury. It is apparent that PPL Electric received early notice of the Judge's decision, and even now ignores my right to file Exceptions, which I intend to exercise.

Thank you,



Larry Moyer

Encl: PPL letter advising of service cut-off

OFFICE OF SPECIAL  
ASSISTANTS  
2015 OCT 15 PM 2:39

RECEIVED



MB 01 005595 55441 E 14 A



LARRY MOYER  
370 W JOHNSON ST UNIT C1  
PHILADELPHIA PA 19144-3119

October 05, 2015

Bill Account No: 67277-97002

Acct Balance: \$365.88

For: 73 Woods Rd, Solar Panels  
Klingerstown Pa 17941

Amt Past Due: \$365.88

Shut-off Date: October 14, 2015

Under the rules established by the Public Utility Commission, we are notifying you that we intend to terminate electric service to the service address listed above on or after 8:00 AM on the above termination date. This action is being taken because your bill is overdue in the amount stated above. You may avoid discontinuance of service by paying the past due amount prior to the termination date or by **CALLING A SERVICE REPRESENTATIVE AT 1-800-358-6623** to make arrangements for payment. **YOU SHOULD ALSO CONTACT US AS SOON AS POSSIBLE IF YOU FEEL THAT YOU HAVE BEEN IMPROPERLY BILLED OR YOU NEED FURTHER INFORMATION.**

**IF AFTER YOU HAVE DISCUSSED WITH US YOUR BILLING OR PAYMENT PROBLEM, YOU ARE NOT SATISFIED, YOU HAVE THE RIGHT TO CONTACT THE PENNSYLVANIA PUBLIC UTILITY COMMISSION AT 1-800-782-1110, OR BY WRITING TO PO BOX 3265, HARRISBURG, PENNSYLVANIA 17120 FOR FURTHER INFORMATION AND ASSISTANCE. IF YOU ARE CALLING FROM OUT-OF-STATE, CALL 1-717-783-1740. THE COMMISSION WILL HAVE STAFF AVAILABLE TO ATTEMPT TO MEDIATE YOUR BILLING PROBLEM IN ORDER TO AVOID TERMINATION.**

PPL Electric Utilities service personnel do not accept payments. Please do not wait for a service person to arrive at your door; the service person will not accept payments or negotiate payment plans. As of April 1, 2005, the service person will terminate at the first visit to your property. In addition, PPL Electric Utilities will terminate service Mondays through Fridays, except holidays.

Go to an authorized payment agency today. Pay the full amount past due and contact one of our service representatives with your receipt information. If you pay by credit card, contact one of our service representatives with the confirmation number.

If termination takes place, a security deposit will be required for reconnection, and a

reconnection charge of \$30.00 (\$50.00 for overtime) will be required. Generally, service will be reconnected the first workday after payment is made and verified.

Revenue Collections Supervisor

10/25/05

10/25/05

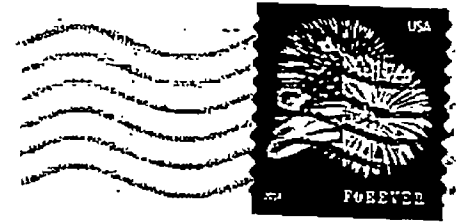
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Mr. Larry Moyer  
370 W. Johnson St. Apt. C1  
Philadelphia, PA 19144-3119

PHILADELPHIA PA 191

13 OCT 2015 PMS 1



Mr. Jonathan Nase, Deputy Director Legal  
Office of Special Assistants  
Pennsylvania Public Utility Commission  
PO Box 3265  
Harrisburg , PA 17105-3265

17105326565



# **APPENDIX “E”**

C-2011-227264/s

**J. Larry Moyer**  
**370 W. Johnson Street (C-1)**  
**Philadelphia, PA 19144**  
**email: gtown73@hotmail.com; cell: 267-693-2633**

Mr. Jonathan M. Nase  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
3rd Floor, 9 East  
400 North Street  
Harrisburg, PA 17120

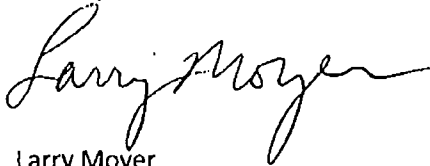
October 20, 2015

Mr. Nase:

For your information, I'm enclosing several documents that relate to PPL's recent "10-DAY SHUT-OFF NOTICE". The October bills show, first, that they fail to report verifiable, "real-time" aggregation between my two meters and, second, that the actual data in the several documents cannot be reconciled.

In addition, the "10-DAY SHUT-OFF NOTICE" does not account for a sum of \$738.98, which is to be credited to the Residential Account (06476-21001) by order of the Initial Decision on Remand.

Thank you,

  
Larry Moyer

Encl: "10-DAY SHUT-OFF NOTICE"  
Bill (Residential) dated October 9, 2015  
Bill ("Solar panels") dated October 12, 2015

RECEIVED  
2015 OCT 22 PM 3:29  
PA P.U.C.  
SECRETARY'S BUREAU





Pay/Manage your account online at [ppllectric.com](http://ppllectric.com)



Questions? Please contact us by Oct 30.  
1-800-DIAL-PPL  
(1-800-342-5775)  
M-F: 8am to 5pm

PPL Electric Utilities

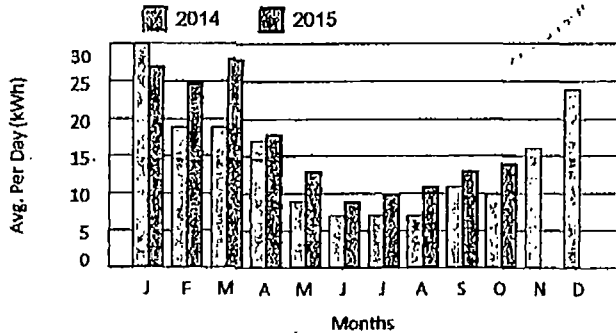
Bill/Acct. No.	Due Date	Amount Due
06476-21001	Oct 30, 2015	\$865.65

### Your Electric Usage Profile

Service to:  
LARRY MOYER  
73 WOODS RD  
KLINGERSTOWN, PA 17941

Meter: 49749430  
Your next meter reading is on or about Nov 10, 2015.

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 2015	29	400	14	61F
Oct 2014	30	307	10	60F

Billing Period	Type	Reading
Oct 9	Actual	56449
Sep 10	Actual	56049
29 Days	kWh Billed	400

Yearly Comparison	Total Use	Avg. Monthly
Nov 2014 - Oct 2015	6271	523
Nov 2013 - Oct 2014	5404	450

### Billing Summary

(Billing details on back)

Balance as of Oct 9, 2015 \$837.96  
Charges:  
Total Distribution Charges \$29.49  
Total Generation & Transmission Charges \$37.98  
Total Other Charges -\$39.78

Total Current Charges \$865.65

Amount Due By Oct 30, 2015 \$865.65

Account Balance \$865.65

#### How To Shop For Electricity

You can choose the company that supplies your electricity. Visit [papowerswitch.com](http://papowerswitch.com) or [www.oca.state.pa.us](http://www.oca.state.pa.us) for supplier offers. If you are shopping, know your contract expiration date.

Here's the information you need to shop:  
Bill/Account Number: 06476-21001 - Rate Schedule: RS (Residential)  
Current Supplier: PPL Electric Utilities

PPL Electric Utilities price to compare for your rate is 50.09493 per kWh. This changes the 1st of June and December.

### Manage Your Account

Pay Your Bill	Online Options (ppllectric.com)
Online: Visit <a href="http://ppllectric.com">ppllectric.com</a>	- Report an outage/check outage status
Phone: Call 1-800-342-5775	- Make a payment, view your bill and usage history.
Mail: Use envelope provided	- Sign up for alerts.
Card: MasterCard, Discover, Visa or debit, call 1-800-672-2413 (service fee applies)	- Enroll in paperless billing, automatic bill pay, budget billing.
	- View your rate schedule at: <a href="http://ppllectric.com/rates">ppllectric.com/rates</a>

Correspondence:  
Customer Services, 827 Hausman Road, Allentown, PA 18104-9392

Other important information on the back of this bill →

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



PPL Electric Utilities

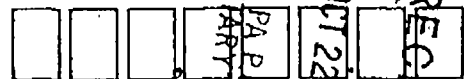
MB 01 005779 58922 B 26 A



LARRY MOYER  
370 W JOHNSON ST UNIT C1  
PHILADELPHIA, PA 19144-3119

Bill/Acct. No.	Due Date	Amount Due
06476-21001	Oct 30, 2015	\$865.65

Amount Enclosed:



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



SECRETARY'S OFFICE  
2015 OCT 22  
RECEIVED  
PA 3:30

## Your Message Center

- The \$837.96 balance includes \$9.55 in prior late payment charges.
- 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 [ppllectric.com](http://ppllectric.com).
- 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)
- 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.
- Keep light bulbs and fixtures clean. Dust and dirt absorb light and can reduce light output by as much as half.
- Save postage and late charges - sign up for Automated Bill Payment.

## 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 \$12.90 of this bill to pay state taxes and about \$54.00 is used to pay the PA Gross Receipts Tax.

## Understanding Your Bill

**Customer Charge** - Monthly charge to recover costs of billing, meters and equipment.

**Distribution Charge** - Monthly charge to recover costs of local equipment used to deliver electricity from high-voltage transmission lines (see Transmission Charge) and safely step down voltage for use in your home or business.

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

**Generation Charge** - Monthly charge to recover the cost of the production or purchase of electricity.

**kWh (Kilowatt-hour)** - A measure of how much electricity your household uses. One kilowatt-hour equals the amount of electricity used by ten 100-watt lights left on for one hour.

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

## Billing Details - (Bill Acct. 06476-21001)

Page 2

Previous Balance	\$837.96
Balance as of Oct 9, 2015	\$837.96
<b>Charges for - PPL Electric Utilities</b>	
Residential Rate: RS for Sep 10 - Oct 9	
Distribution Charge:	
Customer Charge	14.18
400 kWh at 3.48700000¢ per kWh	13.94
System Improvement Charge at 5.00%	1.41
PA Tax Adj Surcharge at -0.13300000%	-0.04
Total Distribution Charges	\$29.49
Generation & Transmission Charges for Sep 10 - Oct 9	
Transmission Charge:	
400 kWh at 1.27900000¢ per kWh	5.12
Generation Charge:	
Capacity and Energy	
400 kWh at 8.21300000¢ per kWh	32.86
Total Generation & Transmission Charges	\$37.98
<b>Other Charges for PPL Electric Utilities</b>	
Late Payment Charge	9.74
Excess Credit	-49.64
Late Payment Charge	0.12
Total of Other Charges	\$-39.78
<b>Amount Due By Oct 30, 2015</b>	<b>\$865.65</b>
Account Balance	\$865.65

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

**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.

**Transmission Charge** - Monthly charge to recover the cost of moving electricity over high-voltage transmission lines from generation facilities to PPL Electric Utilities' distribution lines (see Distribution Charge).



Pay/Manage your account online at [ppl.electric.com](http://ppl.electric.com)

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

Attached Bill

PPL Electric Utilities

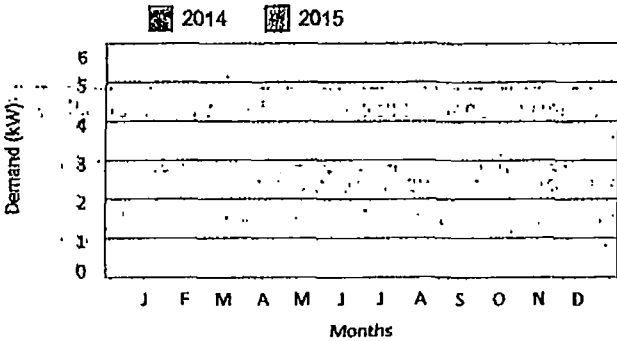
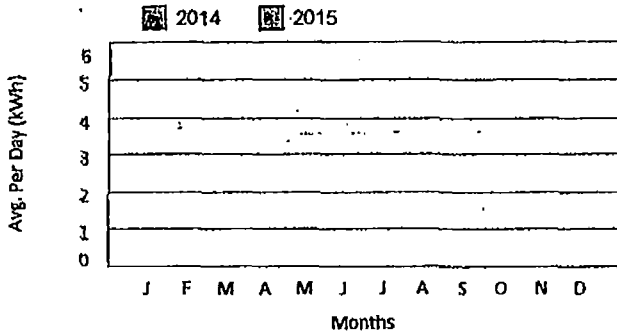
Bill Acct. No.	Due Date	Amount Due
67277-97002	Oct 28, 2015	\$384.72

### Your Electric Usage Profile

Service to:  
LARRY MOYER  
73 WOODS RD, SOLAR PANELS  
KLINGERSTOWN, PA 17941

Your next meter reading is on or about Nov 10, 2015.

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



### Billing Summary

(Billing details on back)

Balance as of Oct 12, 2015	\$365.88
Charges:	
Total Distribution Charges	\$18.01
Total Other Charges	\$0.83
<b>Total Current Charges</b>	<b>\$384.72</b>
<b>Amount Due By Oct 28, 2015</b>	<b>\$384.72</b>
Account Balance	\$384.72

### How To Shop For Electricity

You can choose the company that supplies your electricity. Visit [papowerswitch.com](http://papowerswitch.com) or [www.pca.state.pa.us](http://www.pca.state.pa.us) for supplier offers. If you are shopping, know your contract expiration date.

Here's the information you need to shop:

Bill Account Number: 67277-97002 Rate Schedule: G51  
Current Supplier: PPL Electric Utilities

PPL Electric Utilities price to compare for your rate is \$0.08982 per kWh. This changes the 1st of June and December.

### Manage Your Account

Pay Your Bill	Online Options ( <a href="http://ppl.electric.com">ppl.electric.com</a> )
Online: Visit <a href="http://ppl.electric.com">ppl.electric.com</a>	Report an outage/check outage status
Phone: Call 1-800-342-5775	Make a payment, view your bill and usage history.
Mail: Use envelope provided	Sign up for alerts.
Card: MasterCard, Discover, Visa or debit, call 1-800-672-2413 (service fee applies)	Enroll in paperless billing, automatic bill pay, budget billing.
	View your rate schedule at: <a href="http://ppl.electric.com/rates">ppl.electric.com/rates</a>

### Correspondence:

Customer Services, 827 Hausman Road, Allentown, PA 18104-9392

Other important information on the back of this bill →

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



PPL Electric Utilities

AB 01 003971 60750 B 17 C



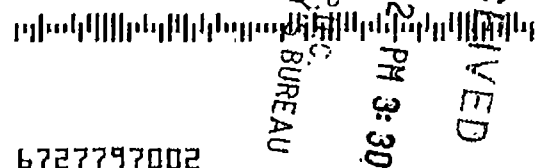
LARRY MOYER  
370 W JOHNSON ST UNIT C1  
PHILADELPHIA, PA 19144-3119

Bill Acct. No.	Due Date	Amount Due
67277-97002	Oct 28, 2015	\$384.72

Amount Enclosed:



PPL ELECTRIC UTILITIES  
2 NORTH 9TH STREET CENTENNIAL  
ALLENTOWN, PA 18101-1100



1 7800003847280000384724 6727797002

**Your Message Center**

- 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 [ppllectric.com](http://ppllectric.com).
- 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.
- Save postage and late charges - sign up for Automated Bill Payment.

**Billing Details - (Bill Acct. 67277-97002)**

Previous Balance	\$365.88
Balance as of Oct 12, 2015	\$365.88
<b>Charges for - PPL Electric Utilities</b>	
General Service Rate: GS1 for Sep 10 - Oct 9	
Distribution Charge:	
Customer Charge	16.00
Smart Meter Rider - Phase 2	0.16
Competitive Enhancement Rider	0.04
System Improvement Charge at 5.00%	0.81
PA Tax Adj Surcharge at -0.13300000%	-0.02
PA Sales Tax	1.02
<b>Total Distribution Charges</b>	<b>\$18.01</b>
<b>Other Charges for PPL Electric Utilities</b>	
Late Payment Charge	0.83
<b>Total of Other Charges</b>	<b>\$0.83</b>
<b>Amount Due By Oct 28, 2015</b>	<b>\$384.72</b>
Account Balance	\$384.72

**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 \$5.41 of this bill to pay state taxes and about \$22.63 is used to pay the PA Gross Receipts Tax.

Reading Dates		Meter Number	Meter Constant	Meter Reading		Kilowatt Hours
Previous	Present			Previous	Present	
Sep 10	Oct 9	10069153	1	79977	79977	0
Days Billed: 29					Total	0

**Understanding Your Bill**

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

**Competitive Enhancement Rider** - Monthly charge to recover costs to support shopping for retail electricity supply.

**Customer Charge** - Monthly charge to recover costs of billing, meters and equipment.

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

**kWh (Kilowatt-hour)** - A measure of how much electricity your household uses. One kilowatt-hour equals the amount of electricity used by ten 100-watt lights left on for one hour.

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

**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.

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

**Actual** - Measures your monthly electricity use based on an actual reading.

\*Federal I.D. 23-0959590

# **APPENDIX “F”**



17 North Second Street  
12th Floor  
Harrisburg, PA 17101-1601  
717-731-1970 Main  
717-731-1985 Main Fax  
www.postschell.com

---

Devin Ryan

dryan@postschell.com  
717-612-6052 Direct  
717-731-1985 Direct Fax  
File #: 140074

November 9, 2015

***VIA ELECTRONIC FILING***

Rosemary Chiavetta  
Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street, 2nd Floor North  
P.O. Box 3265  
Harrisburg, PA 17105-3265

**Re: Jay Larry Moyer v. PPL Electric Utilities Corporation**  
**Docket Nos. C-2011-2273645, C-2014-2444864**

Secretary Chiavetta:

PPL Electric Utilities Corporation (“PPL Electric” or the “Company”) submits this letter in response to the letters of Mr. Jay Larry Moyer dated October 13, 2015, and October 20, 2015.

In his letters, Mr. Moyer avers that he is facing termination of service for his solar panel and residential accounts. However, Mr. Moyer’s accounts are not currently facing termination. Mr. Moyer received the shut-off notices for his accounts because the time-based litigation hold on his accounts had inadvertently expired. It is important to recall that this matter has been in litigation for over four years, which contributed to PPL Electric’s personnel inadvertently not renewing the time-based litigation hold. When PPL Electric discovered the error, it promptly contacted Mr. Moyer on October 7, 2015, clarified that he was not facing termination, and explained that no decision had been rendered in his case yet.

In addition, contrary to Mr. Moyer’s claims, PPL Electric had no advance notice of the outcome in the Initial Decision on Remand. Mr. Moyer received the shut-off notices due to an inadvertent error by the Company as described above, not because PPL Electric learned the disposition of the Initial Decision on Remand prior to its release. PPL Electric only discovered the outcome of the Initial Decision on Remand when the decision was served on all parties.

Finally, Mr. Moyer’s erroneously contends that his October 15, 2015 shut-off notice and his bill due by October 30, 2015, which were both attached to his October 20, 2015 letter, show

ALLENTOWN HARRISBURG LANCASTER PHILADELPHIA PITTSBURGH PRINCETON WASHINGTON, D.C.

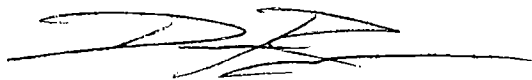
A PENNSYLVANIA PROFESSIONAL CORPORATION

Rosemary Chiavetta  
November 9, 2015  
Page 2

conflicting past due amounts. The shut-off notice indicates that the past due amount for Mr. Moyer's residential account was \$788.32. As seen on the October 30, 2015 bill, Mr. Moyer's past due balance as of October 9, 2015, was \$837.96. However, the bill also shows that an excess generation credit of \$49.64 was applied to Mr. Moyer's account. Therefore, after subtracting the \$49.64 excess generation credit from the \$837.96, the past due balance equals \$788.32.

In conclusion, PPL Electric appreciates this opportunity to respond to Mr. Moyer's letters and clarify the inaccuracies contained therein.

Respectfully submitted,



Devin Ryan

DTR/jl

cc: Jay Larry Moyer  
Honorable Cynthia Williams Fordham  
Jonathan M. Nase