

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.

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

1. Customer (Complainant) Information

C-2016-2537649

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 Sylvia M. Carter

Street/P.O. Box 3214 Maplecrest TR Apt #

City LANCASTER State PA Zip 17601

County LANCASTER

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

(717) 522-1254 (home) (717) 368-0033 (mobile)

E-mail Address (optional):

Utility Account Number (from your bill) 97531-00012

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.

Name

Street/P.O. Box

City State Zip

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.

North American Power / PPL

3. **Type of Utility Service**

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

- |  |   |
|--|---|
| <input checked="" type="checkbox"/> ELECTRIC | <input type="checkbox"/> WASTEWATER/SEWER                                     |
| <input type="checkbox"/> GAS                 | <input type="checkbox"/> TELEPHONE/TELECOMMUNICATIONS (local, long distance)  |
| <input type="checkbox"/> WATER               | <input type="checkbox"/> MOTOR CARRIER (e.g. taxi, moving company, limousine) |
| <input type="checkbox"/> 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.  
*July 2014 - Feb 2015  
Copies were fax to the PUC all but this on Date Feb 21, 2015*
- 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).

Note: If your complaint is only about removing or modifying a municipal lien filed by the City of Philadelphia, the Public Utility Commission (PUC) cannot address it. Only local courts in Philadelphia County can address this type of complaint. The PUC can address a complaint about service or incorrect billing even if that amount is subject to a lien.

In addition, the PUC generally does not handle complaints about cell phone or Internet service, but may be able to resolve a dispute regarding voice communications over the Internet (including the inability to make voice 911/E911 emergency calls) or concerns about high-speed access to Internet service.

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.

*Correct the charges I was over (Charge by North America Power because of wrong rate per Kwh)*

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

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. Prior Utility Contact**

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

YES

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.

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:**

I Sylvia M. Carter, 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).

Sylvia M. Carter April 5 2016  
(Signature of Complainant) (Date)

\_\_\_\_\_  
Title of authorized employee or officer (only applicable to corporations, associations, partnerships, limited liability companies or political subdivisions)

Note: If the Complainant is a corporation, association, partnership, limited liability company or political subdivision, the verification **must** be signed by an authorized officer or authorized employee. If the Formal Complaint is **not signed** by one of these individuals, the PUC **will not accept it**.

10. **Two Ways to File Your Formal Complaint**

**Electronically.** You must create an account on the PUC's eFiling system, which may be accessed at <http://www.puc.pa.gov/efiling/default.aspx>.

**Note:** If you are appealing your Bureau of Consumer Services (BCS) decision, you must file your formal complaint by mail.

**Mail.** Mail the completed form with your original signature and any attachments, by certified mail, first class mail, or overnight delivery to this address:

Secretary  
Pennsylvania Public Utility Commission  
400 North Street  
Harrisburg, Pennsylvania 17120

Note: Formal Complaints sent by fax or e-mail 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 Formal Complaint for your records.

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.

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 \_\_\_\_\_

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.

This go with the Formal Complaint filed against PPL Electric and North America Power



PPL Electric Utilities

Questions? Please contact us by Feb 24. **1-800-DIAL-PPL** (1-800-342-5775) M-F: 8am to 5pm

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

Bill/Acct. No.	Due Date	Amount Due
77531-00012	Feb 24, 2015	\$580.09

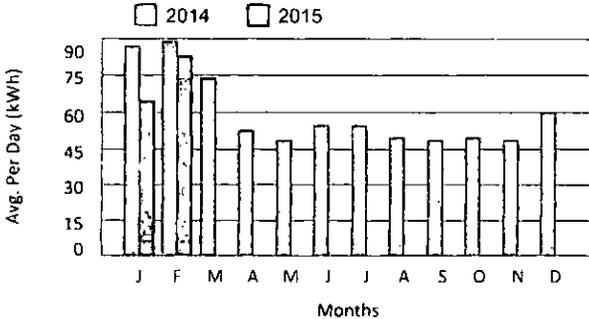
**Your Electric Usage Profile**

Service to: *Paul 3/2015 330.58*  
 SYLVIA M CARTER  
 3214 MAPLECREST TER  
 LANCASTER, PA 17601

Meter: **23288670**

Your next meter reading is on or about Mar 4, 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.
Feb 2015	28	2330	83	25F
Feb 2014	30	2664	89	23F

Billing Period	Type	Reading
Feb 2	Actual	3629
Jan 5	Actual	1299
28 Days	kWh Billed	2330

Yearly Comparison	Total Use	Avg. Monthly
Mar 2014 - Feb 2015	20144	1679
Mar 2013 - Feb 2014	23159	1930

*bal \$241.51*

**Billing Summary**

(Billing details on back)

Balance as of Feb 3, 2015	\$478.51
Charges:	
Total Supplier Charges	\$3.30
Total PPL Electric Utilities Charges	\$98.28
<b>Total Charges</b>	<b>\$580.09</b>
<b>Amount Due By Feb 24, 2015</b>	<b>\$580.09</b>
Account Balance	\$580.09

PPL Electric Utilities' price to compare for your rate is \$0.09318 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 [ppl electric.com](http://ppl electric.com).
- Information about appliance energy use and tips on saving energy are available through the Energy Library on our Web site, [ppl electric.com/e-power](http://ppl electric.com/e-power)
- 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: [ppl electric.com](http://ppl electric.com)

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

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

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

Other important information on the back of this bill →

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



PPL Electric Utilities

Bill/Acct. No.	Due Date	Amount Due
77531-00012	Feb 24, 2015	\$580.09

Amount Enclosed:

000,338.58

SYLVIA M CARTER  
 PO BOX 2572  
 RONKONKOMA, PA 11779

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

1 9400005800940000580092 7753100012

## Your Current Supplier Contact Info.

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

☒ **North American Power** Phone: 1-888-313-9086  
**Customer Services**  
20 Glover Avenue  
3rd Floor  
Norwalk, CT 06851

## Manage Your Account

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

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

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

## General Information

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

PPL Electric Utilities uses about \$8.13 of this bill to pay state taxes and about \$34.03 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.

**Supply Charge** - Charge for the electricity you receive either from PPL Electric Utilities or the Supplier you have chosen. The amount you pay per kilowatt-hour (kWh) may be a fixed or variable price.

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

## Billing Details - (Bill Acct. 77531-00012)

Page 2

Previous Balance	\$720.38
Payment Received Jan 27, 2015 - Thank You!	-\$241.87
<b>Balance as of Feb 3, 2015</b>	<b>\$478.51</b>
<b>Charges for - North American Power (1-888-313-9086)</b>	
Supply Charge for Jan 5 - Feb 2	
Generation & Transmission Charges	
GENERATION 2,330 KWH @ 0.0729	169.86
CUSTOMER CREDIT	-166.56
Total North American Power Charges	\$3.30
<b>Charges for - PPL Electric Utilities (1-800-342-5775)</b>	
Residential Rate: RS for Jan 5 - Feb 2	
Distribution Charge:	
Customer Charge	14.13
2,330 kWh at 3.48785600c per kWh	81.27
System Improvement Charge at 3.15%	3.01
PA Tax Adj Surcharge at -0.13300000%	-0.13
Total PPL Electric Utilities Charges	\$98.28
<b>Amount Due By Feb 24, 2015</b>	<b>\$580.09</b>
Account Balance	\$580.09

**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.

North American Power and Gas Services, LLC  
 ZZZ2215363--CAP20141217SYLVIA CARTER  
 Print As: SYLVIA CARTER

9664  
 Wells Fargo Bank, N.A. - Services Operating  
 1010 8610  
 Date: 12/17/2014

Date	Bill #	Reference Number	Location	Amount Entered	Term Discount	Amount Paid
Acct	Memo	Department ID				
12/17/2014	Corrective/Compliance Refund2215363	20	20--Nort...ces, LLC	\$236.97	\$0.00	\$236.97
6390--Customer Accommodat	Corrective/Compliance Refund					\$236.97
Net Amount:						

Talk to Kate about 9:30 2/18/2015  
 she told me to get the money to PPL I told her the amount was wrong and she OKed giving PPL the money as we continue to work on the \$242.00 outstanding bal.

717-(783-5232) 783 5232

} ~~3367387~~ Payment made 2/18/2015 per 3/2/15

North American Power and Gas Services, LLC  
 ZZZ2215363--CAP20141217SYLVIA CARTER  
 Print As: SYLVIA CARTER

9664  
 Wells Fargo Bank, N.A. - Services Operating  
 1010 8610  
 Date: 12/17/2014

Date	Bill #	Reference Number	Location	Amount Entered	Term Discount	Amount Paid
Acct	Memo	Department ID				
12/17/2014	Corrective/Compliance Refund2215363	20	20--Nort...ces, LLC	\$236.97	\$0.00	\$236.97
6390--Customer Accommodat	Corrective/Compliance Refund					\$236.97
Net Amount:						

255.44  
 236.97  
 -----  
 492.41

TOTAL Supplier Charges 3.30  
 " PPL Electric Utilities Charges 98.28  
 North American Power+Gas Services Check 236.97  
 3/2/2015 Payment was \$338.58

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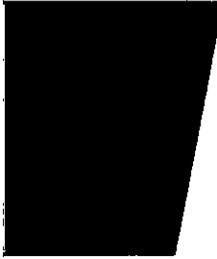
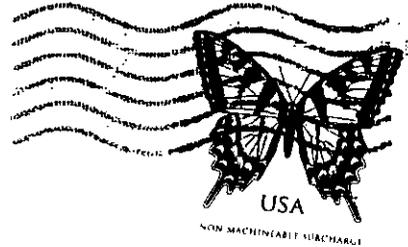
This Formal Complaint go with the  
Formal Complaint filed against PFD Electric  
this ~~was~~ my Supplier at the time also  
this bill you do not have showing  
the check sent to me from the Supplier  
paid to PFD Electric

From:

*Selma + Hosea Carter*  
*3214 Maplecrest Y*  
*Lancaster, Pa. 17601*

HARRISBURG PA 171

05 APR 2015 PM 1 L



To: *Pennsylvania Public Utility Commission*  
*400 North Street*  
*Harrisburg, Pennsylvania*  
*17120*

Ready **P**ost.

Document Mailer

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