

Jay Larry Moyer
370 W. Johnson Street (c-1)
Philadelphia, PA 19144
267-693-2633

January 22, 2021

Ms. Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street, 2nd Floor North
Harrisburg, PA 17101-3265

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JAN 22 2021
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

RE: Docket # C-2017-2629683

Dear Secretary Chiavetta:

From the time when the above pending Complaint was filed, my purpose has been to obtain complete, transparent, and accurate information regarding my PV generating system. Errors and omissions, large and small, on the part of PPL, have repeatedly impeded that objective. The recent exchange with Mr. Ryan involves still another case of disorienting error and resulting confusion.

Mr. Ryan's letter of January 21, 2021, seems to acknowledge a Company error. However, Mr. Ryan also seems to suggest that I should have deduced and comprehended meaning other than what was expressed in his letter of November 20, 2020. Mr. Ryan alludes to that letter and now suggests that when he wrote "satellite account" on November 20, I should have understood that he actually meant my "solar account".

I accepted the November 20 letter as written, and I responded accordingly on November 30, 2020. Even now, it is impossible to know the accuracy of either claim since the data in question is recorded internally and without my knowledge. My only access to the data is by special year-end request, long after the data has been recorded and compiled.

The present Complaint was filed because of significant errors and irregularities in PPL's billing procedures. Errors have been repeated without consequence to PPL, but with profound effect on me. Still today, an accurate reconstruction of the facts is increasingly difficult, if not impossible. When the errors are mine, I will make every effort to accept responsibility for them, but I do not accept responsibility for those of PPL. In this instance, the pattern of inaccurate information has again resulted in misunderstanding and confusion.

Until PPL is required to provide me with aggregation data on a monthly basis, I will be at the mercy of PPL and at the mercy of a policy which says, "Trust Us". It will be impossible for me to know what data PPL is gathering from my PV system month-by-month. I will be compelled, at best, to wait for more than a year, by which time it will be virtually impossible to verify the

complex data and to detect errors that occur in PPL's "manual" process. The "manual billing process" used for my accounts only increases the likelihood of error.

Respectfully submitted,


J. Larry Moyer

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Cc: Mr. Devin Ryan
Office of Special Assistants

Certificate of Service

I hereby certify that true and correct copies of the foregoing letter 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).

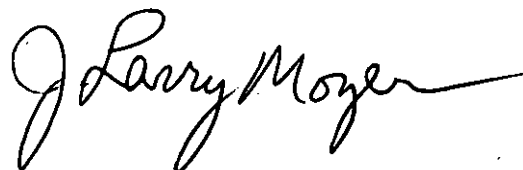
Mr. Devin Ryan
Post & Schell
17 North Second Street (12th Flr.)
Harrisburg, PA 17101
(via USPS)

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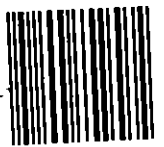
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