

COMMONWEALTH OF PENNSYLVANIA
(Public Utility Commission)

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SANG CHOE, :
Complainant, : Case No.:
vs. : F-2023-3041321
PPL ELECTRIC UTILITIES :
CORPORATION :
Respondent. :
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Pages 1 through 50 TELEPHONIC HEARING
Judge's Chambers
Commonwealth Keystone Bldg.
400 North Street
Harrisburg, PA 17120

Tuesday, October 17, 2023
Met, pursuant to notice, at 10:03 A.M.

BEFORE: THE HONORABLE CHAD ALLENSWORTH
Administrative Law Judge

INDEX TO EXHIBITS
Docket No.: F-2023-3041321
Hearing Date: October 17, 2023

EXHIBIT: PECO EXHIBITS: NUMBER	EXHIBITS INDEX	
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1 (Account activity statement)	26	39
2 (Account Contact History)	35	39
3 (PUC Informal Decision)	42	45
4 (Electric Usage History)	33	39
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CHOE EXHIBITS		
1 (Account Activity Statement)	23	23

Jan	Feb	Mar	APR	May	June	July	Aug	Sep	Oct	Nov	Dec
				600 kwh \$ 82.82	607 kwh \$ 83.90	367 kwh \$ 60.12	546 kwh \$ 0.00	674 kwh \$ 43.00	500 kwh \$ 76.22	557 kwh \$ 82.80	970 kwh \$ 131.00
1336 kwh \$ 171.67	1215 kwh \$ 159.35	1093 kwh \$ 145.00	760 kwh \$ 104.38	645 kwh \$ 91.35	574 kwh \$ 82.93	669 kwh \$ 91.01	883 kwh \$ 114.71	667 kwh \$ 90.61	495 kwh \$ 71.43	564 kwh \$ 78.99	696 kwh \$ 93.10
1114 kwh \$ 143.94 \$ 143.94	1157 kwh \$ 148.68	1195 kwh \$ 150.73	764 kwh \$ 104.17	551 kwh \$ 80.54	617 kwh \$ 88.28	770 kwh \$ 107.24	562 kwh \$ 82.93	701 kwh \$ 99.20	503 kwh 76.01	451 kwh \$ 68.81	786 kwh \$ 168.90
944 kwh \$ 143.62	1342 kwh \$ 190.16	1022 kwh \$ 148.57	713 kwh \$ 108.40	666 kwh \$ 101.99	852 kwh \$ 88.44	568 kwh \$ 108.63	842 kwh \$ 153.22	954 kwh \$ 171.60	772 kwh \$ 144.48	989 kwh \$ 180.77	1193 kwh \$ 214.00
1842 kwh \$ 369.26	1527 kwh \$ 677.06	1732 kwh \$ 347.01	1451 kwh \$ 224.58	1172 kwh \$ 184.25	923 kwh \$ 138.33	July 1090 kwh 21.29	1357 kwh \$ 195.05				
							927 kwh \$ 141.36				

Aug 2

Aug 31

Choe Exhibit 1

PPL ELECTRIC EXHIBIT NO. 1

*** Account Information ***

*** Current Account Status ***

Account Number: 93420-98229
 Mail To: SANG MUK CHOE
 53 PENNWICK DR UNIT B
 LITITZ PA 17543
 Requested By: SANG MUK CHOE
 (717) 622-1129 Extension:

Payment Agreement
 Installment: \$0.00 Balance: \$0.00
 Budget Bill Amortization
 Installment: \$0.00 Balance: \$0.00
 Current Rate: RS

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
10/21/2019	Payment		\$-76.22								
10/31/2019	ELECTRIC SERVICE		\$82.80								
10/31/2019	Regular Bill	11/21	\$82.80				0218/0017	11332A	29	557	
11/19/2019	Payment		\$-82.80								
12/02/2019	ELECTRIC SERVICE		\$131.49								
12/02/2019	Regular Bill	12/23	\$131.49				0748/0001	12302A	32	970	
12/19/2019	Payment		\$-131.49								
01/02/2020	ELECTRIC SERVICE		\$171.67								
01/02/2020	Regular Bill	01/23	\$171.67				0920/0000	13638A	31	1336	
01/21/2020	Payment		\$-171.67								
01/31/2020	ELECTRIC SERVICE		\$159.35								
01/31/2020	Regular Bill	02/24	\$159.35				0831/0000	14853A	29	1215	
02/20/2020	Payment		\$-159.35								
03/03/2020	ELECTRIC SERVICE		\$145.00								
03/03/2020	Regular Bill	03/24	\$145.00				0847/0000	15946A	32	1093	
03/20/2020	Payment		\$-145.00								
04/01/2020	ELECTRIC SERVICE		\$104.38								
04/01/2020	Regular Bill	04/22	\$104.38				0507/0000	16706A	29	760	
04/20/2020	Payment		\$-104.38								
05/01/2020	ELECTRIC SERVICE		\$91.35								
05/01/2020	Regular Bill	05/26	\$91.35				0455/0000	17351A	30	645	
05/21/2020	Payment		\$-91.35								
06/02/2020	ELECTRIC SERVICE		\$82.93								
06/02/2020	Regular Bill	06/23	\$82.93				0199/0051	17925A	32	574	
06/19/2020	Payment		\$-82.93								
07/01/2020	ELECTRIC SERVICE		\$91.01								
07/01/2020	Regular Bill	07/22	\$91.01				0003/0272	18594A	29	669	
07/20/2020	Payment		\$-91.01								
08/03/2020	ELECTRIC SERVICE		\$114.71								

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH BILLED	KW
08/03/2020	Regular Bill	08/24	\$114.71				0000/0562	19477A	33	883	
08/20/2020	Payment		\$-114.71								
09/01/2020	ELECTRIC SERVICE		\$90.61								
09/01/2020	Regular Bill	09/22	\$90.61				0000/0357	20144A	29	667	
09/18/2020	Payment		\$-90.61								
10/02/2020	ELECTRIC SERVICE		\$71.43								
10/02/2020	Regular Bill	10/26	\$71.43				0066/0131	20639A	31	495	
10/22/2020	Payment		\$-71.43								
11/02/2020	ELECTRIC SERVICE		\$78.99								
11/02/2020	Regular Bill	11/23	\$78.99				0296/0004	21203A	31	564	
11/19/2020	Payment		\$-78.99								
12/02/2020	ELECTRIC SERVICE		\$93.73								
12/02/2020	Regular Bill	12/23	\$93.73				0494/0001	21899A	30	696	
12/21/2020	Payment		\$-93.73								
01/04/2021	ELECTRIC SERVICE		\$143.94								
01/04/2021	Regular Bill	01/25	\$143.94				0961/0000	23013A	33	1114	
01/21/2021	Payment		\$-143.94								
02/03/2021	ELECTRIC SERVICE		\$148.68								
02/03/2021	Regular Bill	02/24	\$148.68				0951/0000	24170A	30	1157	
02/22/2021	Payment		\$-148.68								
03/05/2021	ELECTRIC SERVICE		\$150.73								
03/05/2021	Regular Bill	03/29	\$150.73				0970/0000	25345A	30	1175	
03/25/2021	Payment		\$-150.73								
04/06/2021	ELECTRIC SERVICE		\$104.17								
04/06/2021	Regular Bill	04/27	\$104.17				0604/0000	26109A	32	764	
04/23/2021	Payment		\$-104.17								
05/05/2021	ELECTRIC SERVICE		\$80.54								
05/05/2021	Regular Bill	05/26	\$80.54				0333/0010	26660A	29	551	
05/24/2021	Payment		\$-80.54								
06/04/2021	ELECTRIC SERVICE		\$88.28								
06/04/2021	Regular Bill	06/28	\$88.28				0132/0090	27277A	30	617	
06/24/2021	Payment		\$-88.28								
07/06/2021	ELECTRIC SERVICE		\$107.24								
07/06/2021	Regular Bill	07/27	\$107.24				0001/0361	28047A	32	770	

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
07/23/2021	Payment		\$-107.24								
08/04/2021	ELECTRIC SERVICE		\$82.93								
08/04/2021	Regular Bill	08/25	\$82.93				0000/0348	28608A	29	561	
08/23/2021	Payment		\$-82.93								
09/02/2021	ELECTRIC SERVICE		\$99.20								
09/02/2021	Regular Bill	09/23	\$99.20				0000/0366	29309A	29	701	
09/21/2021	Payment		\$-99.20								
10/04/2021	ELECTRIC SERVICE		\$76.02								
10/04/2021	Regular Bill	10/25	\$76.02				0030/0151	29812A	32	503	
10/21/2021	Payment		\$-76.02								
11/02/2021	ELECTRIC SERVICE		\$68.81								
11/02/2021	Regular Bill	11/23	\$68.81				0146/0030	30263A	29	451	
11/19/2021	Payment		\$-68.81								
12/02/2021	ELECTRIC SERVICE		\$108.79								
12/02/2021	Regular Bill	12/23	\$108.79				0690/0000	31049A	30	786	
12/21/2021	Payment		\$-108.79								
01/04/2022	ELECTRIC SERVICE		\$143.62								
01/04/2022	Regular Bill	01/25	\$143.62				0806/0000	31993A	33	944	
01/21/2022	Payment		\$-143.62								
02/02/2022	ELECTRIC SERVICE		\$190.16								
02/02/2022	Regular Bill	02/23	\$190.16				1140/0000	33335A	29	1342	
02/18/2022	Payment		\$-190.16								
03/03/2022	ELECTRIC SERVICE		\$148.57								
03/03/2022	Regular Bill	03/24	\$148.57				0847/0000	34357A	29	1022	
03/22/2022	Payment		\$-148.57								
04/01/2022	ELECTRIC SERVICE		\$108.40								
04/01/2022	Regular Bill	04/25	\$108.40				0604/0000	35070A	29	713	
04/21/2022	Payment		\$-108.40								
05/03/2022	ELECTRIC SERVICE		\$101.99								
05/03/2022	Regular Bill	05/24	\$101.99				0436/0002	35736A	32	666	
05/20/2022	Payment		\$-101.99								
06/02/2022	ELECTRIC SERVICE		\$88.44								
06/02/2022	Regular Bill	06/23	\$88.44				0076/0116	36288A	30	552	
06/21/2022	Payment		\$-88.44								

PPL Electric Exhibit No. 1
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Bill Account: 93420-98229

Account Activity Statement

Date: 10/10/23
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DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
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07/01/2022	ELECTRIC SERVICE		\$108.63								
07/01/2022	Regular Bill	07/26	\$108.63			0000/0230	36856A	29		568	
07/22/2022	Payment		\$-108.63								
08/02/2022	ELECTRIC SERVICE		\$153.22								
08/02/2022	Regular Bill	08/23	\$153.22			0000/0448	37698A	32		842	
08/19/2022	Payment		\$-153.22								
08/31/2022	ELECTRIC SERVICE		\$171.60								
08/31/2022	Regular Bill	09/21	\$171.60			0000/0396	38652A	29		954	
09/19/2022	Payment		\$-171.60								
09/30/2022	ELECTRIC SERVICE		\$144.48								
09/30/2022	Regular Bill	10/24	\$144.48			0047/0152	39424A	30		772	
10/20/2022	Payment		\$-144.48								
10/31/2022	ELECTRIC SERVICE		\$180.77								
10/31/2022	Regular Bill	11/21	\$180.77			0356/0000	40413A	31		989	
11/17/2022	Payment		\$-180.77								
11/30/2022	ELECTRIC SERVICE		\$214.98								
11/30/2022	Regular Bill	12/21	\$214.98			0553/0009	41606A	30		1193	
12/19/2022	Payment		\$-214.98								
01/05/2023	CANCELED ELECTRIC SERVICE		\$207.78								
01/05/2023	Canceled Bill	01/26	\$207.78			1050/0000	43448A	35		1001	
01/17/2023	Adjustment		\$-207.78								
01/19/2023	ELECTRIC SERVICE		\$369.26								
01/19/2023	Regular Bill	02/09	\$369.26			1050/0000	43448A	35		1842	
01/31/2023	ELECTRIC SERVICE		\$307.80								
01/31/2023	Regular Bill	02/21	\$677.06			0721/0000	44975A	27		1527	
02/07/2023	Payment		\$-369.26								
02/16/2023	Payment		\$-307.80								
03/02/2023	ELECTRIC SERVICE		\$347.01								
03/02/2023	Regular Bill	03/23	\$347.01			0753/0000	46707A	30		1732	
03/17/2023	Payment		\$-347.01								
04/03/2023	ELECTRIC SERVICE		\$81.22								
04/03/2023	ENERGY HARBOR		\$143.36								
04/03/2023	Regular Bill	04/24	\$224.58			0649/0000	48158A	29		1451	
04/13/2023	Payment		\$-224.58								
05/03/2023	ELECTRIC SERVICE		\$68.46								

Bill Account: 93420-98229

Account Activity Statement

Date: 10/10/23
Page: 5

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
05/03/2023	ENERGY HARBOR		\$115.79								
05/03/2023	Regular Bill	05/24	\$184.25				0312/0020	49330A	32	1172	

06/08/2023	Payment		\$-184.25				
06/02/2023	ELECTRIC SERVICE		\$22.42				
06/02/2023	ELECTRIC SERVICE		\$18.39				
06/02/2023	ELECTRIC SERVICE		\$16.41				
06/02/2023	ENERGY HARBOR		\$30.04				
06/02/2023	American Power & Gas of PA LLC		\$28.50				
06/02/2023	ENERGY HARBOR		\$22.57				
06/02/2023	Regular Bill	06/26	\$138.33	0007/0027	50253A	30	923
06/05/2023	Payment		\$-138.33				
06/05/2023	Payment		\$-138.33				
07/03/2023	ELECTRIC SERVICE		\$65.01				
07/03/2023	ENERGY HARBOR		\$94.61				
07/03/2023	Regular Bill	07/25	\$21.29	0005/0158	51343A	29	1090
07/12/2023	Payment		\$-21.29				
08/02/2023	ELECTRIC SERVICE		\$77.26				
08/02/2023	ENERGY HARBOR		\$117.79				
08/02/2023	Regular Bill	08/23	\$195.05	0000/0419	52700A	32	1357
08/07/2023	Payment		\$-195.05				
08/31/2023	ELECTRIC SERVICE		\$60.90				
08/31/2023	ENERGY HARBOR		\$80.46				
08/31/2023	Regular Bill	09/21	\$141.36	0000/0302	53627A	29	927
09/05/2023	Payment		\$-141.36				
10/02/2023	ELECTRIC SERVICE		\$33.27				
10/02/2023	ENERGY HARBOR		\$31.60				
10/02/2023	Regular Bill	10/23	\$64.87	0042/0164	53991A	30	364
10/09/2023	Payment		\$-64.87				

PPL ELECTRIC EXHIBIT NO. 2

Account Contact History
Account: 9342098229 Customer Name: SANG MUK CHOE
From 10/10/2019 to 10/10/2023

Contact Date	Contact Type	Remarks	User
2023-10-09	WEB Customer Initiated Payment	Scheduled date 10 7 2023 Amount 64.87 User MASTERMOOK Owner YES. Confirmation Number 23100700	SELF SERVICE USER
2023-09-01	WEB Customer Initiated Payment	Scheduled date 9 1 2023 Amount 141.36 User MASTERMOOK Owner YES. Confirmation Number 23090113	SELF SERVICE USER
2023-08-07	WEB Customer Initiated Payment	Scheduled date 8 6 2023 Amount 195.05 User MASTERMOOK Owner YES. Confirmation Number 23080682	SELF SERVICE USER
2023-07-11	WEB Customer Initiated Payment	Scheduled date 7 12 2023 Amount 21.29 User MASTERMOOK Owner YES. Confirmation Number 23071225	SELF SERVICE USER
2023-06-16	SC - PUC Formal Complaint	The customer filed Formal Complaint Docket No. F-2023-3041321 - WATT ID 3852105	E02623
2023-06-16	Miscellaneous	WATT CCC Formal Complaint - Bill Dispute Work Item 3852105 Created	APRIL TOU
2023-06-05	WEB Customer Initiated Payment	Scheduled date 6 5 2023 Amount 138.33 User MASTERMOOK Owner YES. Confirmation Number 23060502	SELF SERVICE USER
2023-06-02	WEB Customer Initiated Payment	Scheduled date 6 3 2023 Amount 138.33 User MASTERMOOK Owner YES. Confirmation Number 23060329	SELF SERVICE USER
2023-05-30	SC - GRACE EXTENSION	Received notice that the customer appealed the decision for BCS 3890359. Necessary protections placed on the customer's account until 06 29 2023	E02623
2023-05-25	SC - GRACE EXTENSION	Caller Back Office Ratepayer. SC Status from Open to Closed Cust Rights Given Y Cust Satisfied Y Comments BCS 3890359 DEC CLOSED 5 25 2023 SEE CRS	CUCL143
2023-05-18	Cust Choice 1 Bill	Supplier added on 2023-05-23 - ENERGY HARBOR	
2023-05-18	Batch Enrollment		
2023-05-08	Cust Choice 1 Bill	Supplier added on 2023-05-11 - American Power Gas of PA LLC	
2023-05-08	Batch Enrollment		
2023-05-05	WEB Customer Initiated Payment	Scheduled date 5 5 2023 Amount 184.25 User MASTERMOOK Owner YES. Confirmation Number 23050555	SELF SERVICE USER
2023-05-02	Miscellaneous	WATT Generalist - Escalated Call Back - Lehigh Work Item 3697866 Completed	VALERIE A DICINDIO
2023-05-02	Miscellaneous	WATT ID 3697866 escalated call back to Sang Muk Choe no answer left a message on answering machine for call back	VALERIE A DICINDIO
2023-04-27	Miscellaneous	Caller SANG MUK CHOE Ratepayer. per his req. submitted req. in watt to have statemnt of acct mld - confirmed mailing address same as premise - issued watt for esc c b - RP is req to s w superv. offered assistance but he declined	NAOMI I ABREU
2023-04-27	Miscellaneous	Rp is req. a superv c b to 717-622-1129 after 4pm - offered to assist but he declined stated he just wants to s w superv. - reading prev. notes RP feels hes being overcharged	NAOMI I ABREU
2023-04-27	Miscellaneous	WATT Generalist - Escalated Call Back - Lehigh Work Item 3697866 Created	NAOMI I ABREU
2023-04-27	Correspondence - General	Template Name Statement of Account - No Dispute Created By Abreu Naomi Idalia Letter Edited No CS Letters ID 5157785	CSLET
2023-04-27	Call Transfer	Caller SANG MUK CHOE Ratepayer User Comments cci to get a statement of account sent via mail statement of acct sent after confirming mailing address cx wants acct info from 2018 adv cx trans to EE dept to see if they can send any document from 2018 cx sat	JELICIA RAMKISSOON
2023-04-27	WUR Assessment	SANG MUK CHOE Ratepayer. Caller s Concern Billing Payment - WUR will be sent. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO No.	JELICIA RAMKISSOON
2023-04-27	Call Transfer	Caller SANG MUK CHOE Ratepayer User Comments cci to get a statement of account activity transferred cx to billing for further assistance	LEAH BECKLES
2023-04-27	WUR Assessment	SANG MUK CHOE Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO No.	LEAH BECKLES
2023-04-24	OB Call - Outreach	Caller Back Office Ratepayer. esc cb 2nd attempt no answer left vm	TAYLOR ROSIE
2023-04-21	OB Call - Outreach	Caller Back Office Ratepayer. esc cb 1st attempt no answer left vm	TAYLOR ROSIE
2023-04-21	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 5149849	CSLET
2023-04-20	Miscellaneous	Caller SANG MUK CHOE Ratepayer. REQUESTED TO SPEAK WITH SUP REGARDING USAGE. HAS SPOKEN TO A AGENT BEFORE ME REGARDING IT. ISSUE A CALL BACK	REBECCA CHESTER
2023-04-20	SC - REFERRAL TO ONTRACK	Caller SANG MUK CHOE Ratepayer. REQUESTED APPLICATION MAILED.	E189377
2023-04-20	OnTrack Customer	Caller SANG MUK CHOE Ratepayer. REVIEWED OT PROGRAM. REQUESTED APPLICATION MAILED	REBECCA CHESTER
2023-04-20	Meter	Caller SANG MUK CHOE Ratepayer. cont..are based on actual readings.said he spk w landlord landlord told him to call us.adv increase use on his bill to date as well kept saying he knows we are overcharging him wanted meter check adv 35 to check meter he declined..did not ask sat clearly not satisfied	JANICE L IRELAND

Contact Date	Contact Type	Remarks	User
2023-04-20	Meter	Caller SANG MUK CHOE Ratepayer User Comments calling about increase in use..baseboard heat thermostat at 73 degrees all the time..usage started increasing at end of september....going over daily use for last 2 bills.he states he does not want to hear what i am going over.states ppl has been overcharging people this is why bills are so high.ex his bills	JANICE L IRELAND
2023-04-20	Correspondence - General	Template Name Master Utility Report Created By JANICE L IRELAND Letter Edited No CS Letters ID 5149424	CSLET
2023-04-20	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2023-04-20	WUR Assessment	SANG MUK CHOE Ratepayer. Caller s Concern Billed Amounts. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No. Interested in SO No.	JANICE L IRELAND
2023-04-20	WUR Assessment	SANG MUK CHOE Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO No.	LUIS GIRONDA
2023-04-20	Call Transfer	Caller SANG MUK CHOE Ratepayer User Comments usage on meter has been getting very high tran to ee	LUIS GIRONDA
2023-04-20	Call Transfer	Caller SANG MUK CHOE Ratepayer User Comments CCI HIS BILL AMOUNT IS 2 HIGH CX believe. ITS HIS METER CX WAS SENT 2 EE ON PREVIOUS CALLS CX WAS TRANS 2 BILLING. Rev 04 20 2023 15 07 AS THERE WERE AMOUNTS DUE ON HIS BILL.	KAVITA DURGA
2023-04-20	WUR Assessment	SANG MUK CHOE Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO No.	KAVITA DURGA
2023-04-12	WEB Customer Initiated Payment	Scheduled date 4 13 2023 Amount 224.58 User MASTERMOOK Owner YES. Confirmation Number 23041324	SELF SERVICE USER
2023-04-10	Call Transfer	Caller SANG MUK CHOE Ratepayer. CX CALLED TO GET TRANSFERED TO THE EE DEPARTMENT DID TRANSFER HJIM OVER AFTER VERIFYING HIS ACC	ISAAC WEEKES
2023-04-10	WUR Assessment	SANG MUK CHOE Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO No.	ISAAC WEEKES
2023-04-10	Call Transfer	Caller SANG MUK CHOE Ratepayer User Comments cci bc he want info abt his usage. xfer to EE	AURA RINCONES
2023-04-10	WUR Assessment	SANG MUK CHOE Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO No.	AURA RINCONES
2023-03-29	OB Call - Outreach	Caller Back Office Ratepayer. ob call left message for cust to call ppl back prvd ppl phn	KAREN C RENARD
2023-03-16	WEB Customer Initiated Payment	Scheduled date 3 16 2023 Amount 347.01 User MASTERMOOK Owner YES. Confirmation Number 23031600	SELF SERVICE USER
2023-03-16	Call Transfer	Caller SANG MUK CHOE Ratepayer User Comments cci reg a bill rec for 347.01 advcx bill high due to increase in rate to 0.14 from 0.12 advxc the bill due 2 21 would have included the corrected JAN bill of 369.26 plus FEB bill of 307.80 advc x the bill for JAN had to cancelled as it was est advxc of usage increase issued cb form for EE	DANIELLE PAUL
2023-03-16	WUR Assessment	SANG MUK CHOE Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO Not on Phone.	DANIELLE PAUL
2023-02-27	Cust Choice 1 Bill	Supplier added on 2023-03-02 - ENERGY HARBOR	
2023-02-27	Batch Enrollment		
2023-02-27	WEB EFT Canceled	Web ABP Unenrollment	SELF SERVICE USER
2023-02-22	SC - PUC Informal Complaint	PUC MDIA BCS 3890359	CUCL143
2023-02-21	Energy Education	Caller SANG MUK CHOE Ratepayer. Cust. upset w higher bills. Spoke through interpreter Korean to explain higher supply charges and cust. higher usage over winter months. Explained PA Power Shop. Cust. wishes to stop auto pay and receive paper bill. Cancelled Paperless billing. Please call cust. 717-622-1129 asap. Cust. not satisfied.	E159047
2023-02-21	Maintain Bill Account	Caller SANG MUK CHOE Ratepayer added - as alternate phone Does Not Have	E159047
2023-02-21	Maintain Bill Account	Caller SANG MUK CHOE Ratepayer updated primary phone from 717-894-8169 to primary phone 717-622-1129. Consent Attained	E159047
2023-02-21	Maintain Bill Account	Caller SANG MUK CHOE Ratepayer updated Paperless billing from Enrolled to Not Enrolled .	E159047
2023-02-21	Call Transfer	Caller SANG MUK CHOE Ratepayer User Comments CCI about high bill transferred to EE requires Korean Interpreter	MADANA DOOKIERAM
2023-02-21	WUR Assessment	SANG MUK CHOE Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO Not on Phone.	MADANA DOOKIERAM
2023-02-10	WUR Assessment	SANG MUK CHOE Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	JAYDEN LYONS
2023-02-10	Credit	Caller SANG MUK CHOE Ratepayer User Comments cx call Interpreter 15818 cx want to check payment told 677.06 due 02 21 23 was split into 2 autopay still active cx hung up	JAYDEN LYONS
2023-02-09	Miscellaneous	Caller SANG MUK CHOE Ratepayer. CUST CALLED ASK FOT INTERPRETOR TRANSLATOR ID 4292 CUST DISCONNECTED CALL AFTER MY OPENING	ENID GONZALEZ
2023-02-04	Data Repair	DR_REQ10782282 - CD-NXT-COLL-ACTION UPDATE	CSSDR044
2023-02-02	Data Repair	DR_REQ10782282 - CD-NXT-COLL-ACTION UPDATE	CSSDR044
2023-01-20	Data Repair	INC10765324 - Reads Workaround	CSSDR044

Contact Date	Contact Type	Remarks	User
2023-01-17	Miscellaneous	WATT No Bill - No Bill Residential Work Item 3140494 Created	CSS
2023-01-13	Cancel/Only Service	DR IR170744 - Perform Cancel Only.	
2021-07-15	Data Repair	Customer did not receive June July paperless billing email.	CSSDR044

PPL ELECTRIC EXHIBIT NO. 3

Opening Pending Mediations Informals Formals Admin

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Assign Informals (2)

Reassign Informals (50)

Informal Review

Final Review

Sent Not Analyzed (1424)

Decisions Received

General			
BCS Case No.	3890359	Case Notes	Count : 1 Detail...
CSS Account No.	9342098229	Received Date	02/22/2023
CSS Name	SANG CHOE	Due Date	03/23/2023
Name	SANG CHOE	Investigator Name	CASE POOL, BCS
Service Address 1	53 PENNWICK DR UNIT B	Mailing Address 1	
Service Address 2		Mailing Address 2	
Service City, State Zip	LITITZ, PA 17543-	Mailing City, State Zip	, -
PUC Address	53B PENNWICK DR,,LITITZ,PA,17543-		
Service Class	RESIDENTIAL	Case Origin	PUC WEBSITE
Phone Number	(717) 622-1129	Prior Case Number	0
Income Level		On Track	No
Reason For Contact	BILLING DISPUTES (# 18)		
Customer Position	18 ÷ HIGH BILL DISPUTE. THE CUSTOMER IS DISPUTING THE BILLS THAT HE WAS OVERCHARGED. 08/25/21 \$92.93_08/23/22 \$153.22 09/23/21 \$99.20-09/21/22 \$171.60 10/25/21 \$76.02-10/24/22 \$144.48 11/23/21 \$68.81_11/21/22 \$180.77 12/23/21 \$108.79_12/21/22 \$214.98 01/25/21 \$143.62-02/09/22 \$369.26 02/23/21 \$190.16 -02/16/22 \$ 307.16. PPL OVERCHARGED MORE THAN \$800. - RELIEF SOUGHT - I WOULD LIKE TO GET MY MONEY BACK. THE CELL PHONE NUMBER (717) 622 - 1129 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS MOOKHYUNA0822@GMAIL.COM HAS BEEN ALLOWED TO BE SHARED.		
Company Position	02/21/2023 I TALKED TO STEVE AND EXPLAINED EVERYTHING BASED ON BILL TRANSACTIONS. CO SAID THERE IS NOTHING THEY CAN DO ABOUT THIS ISSUE AND TOLD ME TO SWITCH. OTHER ELECTRONIC SUPPLIERS AND THERE WILL BE NO REIMBURSEMENT REGARDING THIS EVENT.		
Related Information			
Misc Info			
Heating	No	Service	On
Acct Bal Due Date	02/21/2023	Total Account Balance	0.00

Budget Bill Amount	175.00		
Arrearage	0.00	Reported Income Amount	0.00
Date of Last Customer Contact prior to Complaint			

[Type Assignment](#)

Case Type	Informal
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[Category and Section](#)

Primary Category	High Bill
Secondary Category	
Tertiary Category	
Assign To Section	CCC-

[Ownership](#)

Contact Person	E02542 - Miller, Constance I
Written By	Obando-Derstine, Carol
Written By Date	03/01/2023

[Other Information](#)

Adults	2	Children	1
Amount Needed to Update Most Recent Payment Arrangement		Universal Service Program	No

[Informal Final Report](#)

Details of the Company's Original Investigation

01/19/2023 - The Company cancelled the estimated bill and sent a corrected bill. The specific details regarding the corrected bill are included with the supplemental information attached to this report.

02/09/2023 - 02/21/2023 - The Company spoke to the customer multiple times. This is a summary of those contacts.

The customer/ratepayer called the Company and asked for an interpreter. The customer hung up the call shortly after it was opened.

The next day the customer called again and the Company connected the customer to an interpreter. The customer first wanted to check payment. The Company told the customer that \$677.06 was due on 02/21/2023, which included two bills. The customer was further informed that autopay remained active. The customer then hung up. On 02/21/2023, the customer called back about high bills and the Company transferred him/her to the energy education group with a Korean interpreter.

With the energy education group, the customer asked to drop paperless billing and the Company complied. The customer also updated his/her primary phone number but did not provide an alternate phone. During the call, the customer was upset with his bills. The Company, speaking through a Korean interpreter, explained higher supply charges and higher customer charges over the winter months. The Company explained the papowerswitch website to shop for a supplier. The customer asked for a call back from the Company.

Company's Final Position to the Customer

02/09/2023 - 02/21/2023 - The Company spoke to the customer multiple times. This is a summary of those contacts.

The customer/ratepayer called the Company and asked for an interpreter. The customer hung up the call shortly after it was opened.

The next day the customer called again and the Company connected the customer to an interpreter. The customer first wanted to check payment. The Company told the customer that \$677.06 was due on 02/21/2023, which included two bills. The customer was further informed that autopay remained active. The customer then hung up. On 02/21/2023, the customer called back about high bills and the Company transferred him/her to the energy education group with a Korean interpreter.

With the energy education group, the customer asked to drop paperless billing and the Company complied. The customer also updated his/her primary phone number but did not provide an alternate phone. During the call, the customer was upset with his bills. The Company, speaking through a Korean interpreter, explained higher supply charges and higher customer charges over the winter months. The Company explained the papowerswitch website to shop for a supplier. The customer asked for a call back from the Company.

Details of Company's Investigation after BCS Contact

The Company completed the "Estimate Bill- Cancel/Rebill Form," which is included with this report. The form shows the details regarding the estimated bill that was cancelled, the corrected bill information, as well as the information from the same billing month of the year prior.

Company's Final Position to BCS

The Company identified a technical system issue, which resulted in some customers receiving estimated bills. It also impacted the ability for some customers to view their usage online.

The Company found that while data from customers' meters was being gathered as usual, it was temporarily unavailable in the systems that generate bills and display customer usage data.

The Company followed the regulations found at 56.12(3) regarding issuing estimated bills for this situation.

The Company records indicate the technical issue preventing customers from accessing their online usage data has been resolved.

The Company will offer the customer additional time to pay, if necessary.

The Company communicated to customers via a message signed by PPL Electric President Steph Raymond.

This message discussed the technical issue which led to estimated bills, longer wait times due to the sharp increase in customer calls, as well as rising prices.

The communication provided customers with an update on the planned actions, such as adding more phone agents, waiving any late fees in January and February, assurance of no service terminations through March 31, and a reminder about the availability of payment plans and assistance programs.

The Company investigated the matter and did not find any inaccuracy with the billing.

[Analysis Information](#)

Justified	No
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No Analysis Items Found

Return To Search	Case History	Print	Delete
Violations	Decision	Analysis	Change State
Dismiss			

Opening Pending Mediations Informals Formals Admin

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Assign Informals (2)

Reassign Informals (50)

Informal Review

Final Review

Sent Not Analyzed (1424)

Decisions Received

General			
BCS Case No.	3890359	CSS Account No.	9342098229
Customer Name	SANG CHOE	Investigator Name	CASE POOL, BCS
Address 1	53 PENNWICK DR UNIT B	Service Class	RESIDENTIAL
Address 2		Case Origin	PUC WEBSITE
City, State Zip	LITITZ , PA 17543	Head Date	05/25/2023
Service Restore Amount	0.00	Current Monthly Payment	0.00
Service Continue Amount	0.00	Service Continue Date	
Decision Issue	Yes	Ending Monthly Payment	0.00
Chapter	56	Oral/Written	Written
Section Rule	56.163(1)	Violation	ACTUAL
Total Balance	0.00	Closed Date	05/25/2023
Reconnect Amount	0.00	Balance Date	05/15/2023
Special Budget Amount	0.00	Regular Budget Amount	175.00
Arrears Payment Plus	0.00	Final Monthly Payment	0.00
Resolution	DECISION ISSUED & THIS INFORMAL COMPLAINT IS DISMISSED. THE BILLS FROM 8/2021 TO 10/2022 AND 1/2023 TO THE CURRENT DATE ARE CORRECT AS RENDERED BASED ON AUTOMATIC METER READINGS. PPL MAY ISSUE BILLS BASED ON ESTIMATED METER READINGS. THE ESTIMATED BILL WAS CANCELLED, AND THE BILL ISSUED ON 1/19/2023 WAS BASED ON AN ACTUAL METER READING AND REPLACED THE CANCELLED ESTIMATED BILL. THE BILLS ARE BASED ON ACTUAL USAGE. THE USAGE HAS INCREASED COMPARED TO LAST YEAR AND IS CONSISTENT WITH SEASONAL FLUCTUATIONS. THE ACCOUNT BALANCE IS CORRECT.		
Terms			
Letter Description			

Action Required Options

Action Required	<input type="radio"/> Yes <input checked="" type="radio"/> No		
WorkQ Category	<input type="text" value=""/>		
Sub Category	<input type="text" value=""/>		
Up Front Amount	<input type="text" value=""/>	Up Front Due Date	<input type="text" value=""/>
Bill Type	<input type="text" value=""/>		
Plus Amount	<input type="text" value=""/>		
Beginning Date	<input type="text" value=""/>		
Write-Off Amount	<input type="text" value=""/>		
Comments	BCS#3890359 DEC CLOSED 5/25/2023 SEE CRS		
Processed By	305551	Processed Date	5/25/2023 4:17:34 PM

[Return to Case](#)

PPL ELECTRIC EXHIBIT NO. 4

Account Number	Billed	Days in bill	Total KWh Used	Avg kWh/day	Electricity costs	Avg. Temperature
9342098229	10/02/2023	30	364	12	\$64.87	69
9342098229	08/31/2023	29	927	32	\$141.36	75
9342098229	08/02/2023	32	1357	42	\$195.05	78
9342098229	07/03/2023	29	1090	38	\$159.62	70
9342098229	06/02/2023	30	923	31	\$138.33	57
9342098229	05/03/2023	32	1172	37	\$184.25	56
9342098229	04/03/2023	29	1451	50	\$224.58	43
9342098229	03/02/2023	30	1732	58	\$347.01	41
9342098229	01/31/2023	27	1527	57	\$307.80	39
9342098229	01/19/2023	35	1842	53	\$369.26	36
9342098229	11/30/2022	30	1193	40	\$214.98	47
9342098229	10/31/2022	31	989	32	\$180.77	54
9342098229	09/30/2022	30	772	26	\$144.48	68
9342098229	08/31/2022	29	954	33	\$171.60	78
9342098229	08/02/2022	32	842	26	\$153.22	79
9342098229	07/01/2022	29	568	20	\$108.63	73
9342098229	06/02/2022	30	552	18	\$88.44	66
9342098229	05/03/2022	32	666	21	\$101.99	52
9342098229	04/01/2022	29	713	25	\$108.40	45
9342098229	03/03/2022	29	1022	35	\$148.57	37
9342098229	02/02/2022	29	1342	46	\$190.16	27
9342098229	01/04/2022	33	944	29	\$143.62	41
9342098229	12/02/2021	30	786	26	\$108.79	43
9342098229	11/02/2021	29	451	16	\$68.81	61
9342098229	10/04/2021	32	503	16	\$76.02	69
9342098229	09/02/2021	29	701	24	\$99.20	77
9342098229	08/04/2021	29	561	19	\$82.93	77
9342098229	07/06/2021	32	770	24	\$107.24	76
9342098229	06/04/2021	30	617	21	\$88.28	64
9342098229	05/05/2021	29	551	19	\$80.54	54
9342098229	04/06/2021	32	764	24	\$104.17	47
9342098229	03/05/2021	30	1175	39	\$150.73	34
9342098229	02/03/2021	30	1157	39	\$148.68	34
9342098229	01/04/2021	33	1114	34	\$143.94	37
9342098229	12/02/2020	30	696	23	\$93.73	49
9342098229	11/02/2020	31	564	18	\$78.99	56
9342098229	10/02/2020	31	495	16	\$71.43	67
9342098229	09/01/2020	29	667	23	\$90.61	77
9342098229	08/03/2020	33	883	27	\$114.71	82
9342098229	07/01/2020	29	669	23	\$91.01	74
9342098229	06/02/2020	32	574	18	\$82.93	61
9342098229	05/01/2020	30	645	22	\$91.35	50
9342098229	04/01/2020	29	760	26	\$104.38	48
9342098229	03/03/2020	32	1093	34	\$145.00	39
9342098229	01/31/2020	29	1215	42	\$159.35	37
9342098229	01/02/2020	31	1336	43	\$171.67	36
9342098229	12/02/2019	32	970	30	\$131.49	42
9342098229	10/31/2019	29	557	19	\$82.80	58

The information contained in this file is intended for the confidential use by the customer and third parties authorized by the customer to receive the information. Any unauthorized use is prohibited.

PPL ELECTRIC EXHIBIT NO. 6

Account Number	Meter Number	Multiplier	Manufacturer	Date	Delivered Read	Total Usage kWh	Demand KW	Peak kWh	Off Peak kWh
9342098229	300461637	1	Siemens	01/04/2023	43448	44.363	6.25		
9342098229	300461637	1	Siemens	01/03/2023	43404	43.819	6.25		
9342098229	300461637	1	Siemens	01/02/2023	43356	48.015	6.25		
9342098229	300461637	1	Siemens	01/01/2023	43314	42.529	6.25		
9342098229	300461637	1	Siemens	12/31/2022	43270	43.29	6.25		
9342098229	300461637	1	Siemens	12/30/2022	43223	47.122	9.31		
9342098229	300461637	1	Siemens	12/29/2022	43168	54.937	9.31		
9342098229	300461637	1	Siemens	12/28/2022	43114	54.339	9.31		
9342098229	300461637	1	Siemens	12/27/2022	43057	56.55	9.31		
9342098229	300461637	1	Siemens	12/26/2022	42993	64.614	9.31		
9342098229	300461637	1	Siemens	12/25/2022	42925	67.636	9.31		
9342098229	300461637	1	Siemens	12/24/2022	42848	77.429	9.31		
9342098229	300461637	1	Siemens	12/23/2022	42788	60.023	9.31		
9342098229	300461637	1	Siemens	12/22/2022	42732	55.609	9.31		
9342098229	300461637	1	Siemens	12/21/2022	42670	61.971	9.31		
9342098229	300461637	1	Siemens	12/20/2022	42613	56.79	9.31		
9342098229	300461637	1	Siemens	12/19/2022	42549	64.384	9.31		
9342098229	300461637	1	Siemens	12/18/2022	42498	50.763	9.31		
9342098229	300461637	1	Siemens	12/17/2022	42449	49.157	9.31		
9342098229	300461637	1	Siemens	12/16/2022	42396	53.14	9.31		
9342098229	300461637	1	Siemens	12/15/2022	42346	50.148	9.31		
9342098229	300461637	1	Siemens	12/14/2022	42305	40.562	9.31		
9342098229	300461637	1	Siemens	12/13/2022	42255	49.998	9.31		
9342098229	300461637	1	Siemens	12/12/2022	42201	53.98	9.31		
9342098229	300461637	1	Siemens	12/11/2022	42144	57.462	9.31		
9342098229	300461637	1	Siemens	12/10/2022	42095	48.489	9.31		
9342098229	300461637	1	Siemens	12/09/2022	42047	48.015	9.31		
9342098229	300461637	1	Siemens	12/08/2022	42001	46.235	9.31		
9342098229	300461637	1	Siemens	12/07/2022	41961	39.952	9.31		
9342098229	300461637	1	Siemens	12/06/2022	41912	49.391	9.31		
9342098229	300461637	1	Siemens	12/05/2022	41854	57.893	9.31		
9342098229	300461637	1	Siemens	12/04/2022	41804	50.05	9.31		
9342098229	300461637	1	Siemens	12/03/2022	41758	45.592	9.31		
9342098229	300461637	1	Siemens	12/02/2022	41708	49.961	9.31		
9342098229	300461637	1	Siemens	12/01/2022	41657	51.372	6.27		
9342098229	300461637	1	Siemens	11/30/2022	41606	51.255	0		

Actual meter reads display in black. Estimated meter reads display in orange. We estimate readings from time-to-time for several reasons, and we could update these numbers later.

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