
Catherine Lowe,
v.
PPL Electric Utilities
Corporation

Docket No.:
F-2023-3040666

Initial Call-In
Telephonic

Pages 1 - 130

Judge's Chambers
Piatt Place
301 5th Avenue
Pittsburgh, PA

Tuesday, October 24, 2023
Commencing at 10:01 a.m.

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Docket No. F-2023-3040666

Hearing Date: October 24, 2023

NUMBER FOR IDENTIFICATION IN EVIDENCE

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Redacted

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from the Complainant regarding**

Catherine Lowe

v.

PPL Electric Utilities Corporation

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F-2023-3040666

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(F-2023-3040666)**

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**Fact Sheet Pertaining to Claim
Catherine Lowe v. PPL Electric Utilities Corporation
(F-2023-3040666)**

1. BACKGROUND

- 1.1 The case pertains to PPL billing for electricity for a 2,400-sq-ft, three-bedroom house in Hemlock Farms in Lords Valley, PA. The description of the property is attached per **Exhibit 1**.
- 1.2 Our family of two usually lives in the house during the summer months. In wintertime the house is mostly left uninhabited at a temperature of 55F. One neighbor stops by once a week to check on the house, which is also protected by ADT Security, which notifies us online of any intrusions. In addition, the Public Safety Office at Hemlock Farms monitors the neighborhood daily so as to prevent trespassing. A sample ADT report is attached as **Exhibit 2**. There were no instances of trespassing or unauthorized entry noted ever since we bought the house in 2021.
- 1.3 The house is equipped with a central HVAC system, which is relatively new and is still covered by the manufacturer's warranty. Under the contract, the unit is maintained by HANNABERY LLC under a "silver plan." Their latest report showing that the system has been in good order is attached per **Exhibit 3**.
- 1.4 Other infrastructure, such as septic tank, is nonelectrical. The electrical wiring, serving a medium-size refrigerator, washer, dryer, and lighting, is adequate and functions perfectly well.
- 1.5 In November-December 2021 we had to stay in the house and keep it very warm due to a health condition – hence we had somewhat higher electrical bill for this period. In the cold season of 2022-23, relevant to this case, we lived in the house only from November 17, 2022 through December 8, 2022, as witnessed by our passport stamps (**Exhibit 4**) and can be confirmed by our neighbors. Thereafter, the house was completely uninhabited from December 8, 2022 through July 17, 2023.

2. PPL BILLS FOR DECEMBER 2022 AND JANUARY AND FEBRUARY 2023

- 2.1 Hence it came as a shock that for December 2022 we were billed and auto-paid **\$852.75**: The corresponding 2021 bill, when we actually lived in the house, was \$265. Over the phone, the PPL representative suggested that the exorbitant amount was a result of a billing mistake and that we would be credited over the next billing cycle (**Exhibit 13**). We immediately de-selected "autopay" on our online account and hoped that PPL would take corrective action promptly. For the December 2022 bill please refer to **Exhibit 5**.

- 2.2 Far from a “credit,” our January 2023 bill for the empty house amounted to **\$927.57**. The previous year it was \$548.97, but we actually lived in the house then, as per para. 1.5 above. To our enquiry, PPL explained that they had this bill “corrected” from a bill that had been issued before, for staggering amount of over \$6,000. (That bill, according to PPL, was also caused by a “glitch.”) The notion that a \$927 bill for a small uninhabited house must be a glitch as well was beyond the understanding of the PPL representatives, who intimated that they were busy recovering PPL’s entire billing system. For our January 2023 bill, please refer to **Exhibit 6**.
- 2.3 Our next bill for the month of February 2023 was in the amount of **\$803.87** (in 2022 it was \$389.39). **Exhibit 7** refers.
- 2.4 Thus, the overall total for the three bills (December 2022 and January and February 2023) came to Two Thousand Five Hundred and Thirty-Five dollars (**\$2,535.31**), which represented an increase of **110%** over the corresponding period last year (**\$1,204.22**). Our daily “average consumption” inexplicably was shown on PPL billing as \$25-\$30.
- 2.5 The abnormal spike in billing stopped as abruptly as it had begun. The attached **Exhibit 8** (“Daily Consumption”) clearly shows the time frame of the anomaly: 11/14/22 through 2/9/23. The graph in **Exhibit 9** is self-explanatory in this respect.
- 2.6 On the surface, it may appear that our PPL billing situation was a glitch, an outlier. However, according to Pennsylvania Utility Commission’s Public Announcement of January 31, 2023, the circumstances surrounding PPL’s unusually high bills raised concerns about the “accuracy and integrity of PPL’s billing practices” (**Exhibit 10**). Multiple issues with PPL services are well summarized in the official letter of Congressman Matt Cartwright to the PUC Chair Gladys Brown Dutrieuille dated February 2, 2023 (**Exhibit 11**). Based on these interventions alone, it is safe to conclude that our case is not an isolated incident but rather a manifestation of larger, systemic problems.

3. COMMUNICATIONS WITH PPL

- 3.1 **Exhibit 12** represents a record of our “account contact history,” or call history, as compiled by PPL. Even these shorthand notes demonstrate that PPL customer service representatives were either incompetent or not empowered to solve the issue. Working from the same scenario, each of our interlocutors attempted to avoid discussing uncomfortable facts by forwarding our call to PPL’s “Energy Education” line. Our call waiting time was 45 to 90 minutes on international phone lines. Thus, we strongly object to PPL’s suggestion that Customer Service “shortened wait time by adding phone agents” as well as its subsequent disingenuous conclusion “Customer Satisfied” in **Exhibit 13**.
- 3.2 Overall, throughout our contacts, the PPL position was incongruous, illogical, and lacking transparency. E.g., the PUC investigation titled “Informal Case View” (**Exhibit 13**) stated the following: “Company advised customer **bill was determined by last year's usage**. [...]”

Company advised customer bill will be adjusted and a credit will be added for usage that was not used. Company advised customer she can request a refund and will be a mailed check." However, the conclusion on the next page completely contradicts this admission: "The Company billed the customer on **actual meter readings**" (emphasis added).

4. PPL ARGUMENTS

4.1 In the course of discussions with PPL representatives and their Counsel, we were presented with three major arguments explaining the Company's position: the billing was based on actual meter readings (AMR) by PPL "smart meters," which are fault-free; the amount of the bills was drastically influenced by the the cost of electricity; the higher amounts were predicated on the lower outside temperatures. In our opinion, none of these arguments, or their sum, can explain the irregularities with our billing.

4.1.1 METER READINGS. Several years ago, PPL deployed the systems and infrastructure required to enable the new Automated Metering technology. This was followed by the deployment of 1.4 M radio frequency (RF) meters manufactured by the Swiss company Landys + Gyr (**Exhibit 14**).

4.1.2 On several occasions, PPL representatives were trying to persuade us that L+G meters cannot fault "in principle" (notwithstanding the stated infallibility of smart meters, PPL chose to replace ours in early October 2023. **Exhibit 17** refers). Leaving the notion of a "faultless" technology aside, our brief research has shown that L+G equipment indeed has strong reputation on the market. However, the quality of the gadgets does not answer the questions related to data acquisition, transmission, and processing. Even by L+G's own admission, their systems have vulnerabilities, particularly in the transmission and processing of data (**Exhibit 15**). In this context it will be recalled that PPL's epic billing failure, which affected 800,000 customers, was most likely caused by faulty data processing.

4.1.3 PPL's assertion that they had an "isolated glitch" limited to the beginning of January 2023 does not stand the light of the day. Media reports show that the issues started in December 2022 and stretched well into April 2023 (**Exhibit 16**). According to Pennsylvanian energy experts, even in May 2023, "normal billing" resumed for only 87% of their customers. Thus, PPL's argument that "we replaced your \$6,000 bill with a \$900 one and now it's OK" is meritless.

4.1.4 COST OF ELECTRICITY. As per para 2.4 above, the overall total for the three bills in question (December 2022 and January and February 2023) came to Two Thousand Five Hundred and Thirty-Five dollars (\$2,535.31), which represented the increase of 110% over the corresponding period last year (\$1,204.22).

4.1.5 On several occasions, PPL representatives suggested the 110% increase could be explained by a 17% energy price hike. This argument was repeated by PPL in PUC’s “Informal Case View” (**Exhibit 13**). Obviously, from the position of logic and arithmetic, this explanation does not make sense. It also contradicts the calculations contained in PPL’s president’s letter “To Our Valued Customers” estimating a monthly increase, depending on consumption, between \$26 and \$77 (**Exhibit 18**). In our case, this increase went into hundreds of dollars because of apparent mistakes in the consumption data.

4.1.6 The consumption data, as per PPL bills, is shown below:

	2021/22	2022/23	% increase
December	1979 kWh	4739 kWh	168
January	4018 kWh	4755 kWh	18
February	2875 kWh	4119 kWh	44

Thus, average increase in **consumption** for the three months amounted to **76%**, which cannot be rationally explained unless you consider measuring failure.

4.1.7 OUTSIDE TEMPERATURE. Another PPL explanation of the alleged enormous increase in consumption was related to the “colder” weather. This argument is missing the target as well, since the weather was somewhat warmer yet daily costs much higher:

	Average temp 2021/22	Average temp 2022/23	Average daily cost
December	38 F	39 F	+201%
January	33 F	34 F	+ 85%
February	25 F	33 F	+ 86%

Source: PPL bills.

4.1.8 **Exhibit 19** represents a sampling of days with the same or very similar outside temperatures, however, showing a differential in daily electricity consumption of 100 to 300%. Judging by statistical analysis, PPL’s argument appears entirely random.

5. ATTEMPTS TO SETTLE

5.1 It is well understood that technology failures happen. Thus, we made a good-faith effort to find a mutually acceptable solution based on the following corrective actions:

- a) A refund in the amount of \$852.75 for the incorrect billing auto-paid for

December 2022.

- b) Revision and correction of the bills for January 2023 (\$927.57) and February 2023 (\$803.87).
- c) Correction of the PPL problem that caused the faulty billing.
- d) From PPL, a formal acknowledgment of a mistake made.

5.2 PPL responded by minimizing the issue, offering us \$25 as a “goodwill” gesture. Later the amount offered was somewhat increased, but — financially **and** ethically — we are far apart.

5.3 In the absence of an alternative dispute resolution, we had no choice but to proceed with a formal complaint.

EXHIBIT 1

Property description

EXHIBIT 2

ADT Security Sample Report

Unexpected Activity for DMYTRO DOVGOPOLY's System: The Front Door was Opened at 1:20 pm

ADT Security <notifications@adtcontrol.com>
To: <dovgopolydmitri@gmail.com>

Sun, Jul 16 at 7:20 PM



Brilliantly Safe™

Unexpected Activity



The Front Door was opened
at 1:20 pm

Would you like to receive this notification again?
Your response helps us make your system work better for
you.

Yes

No

Pause this notification for 24 hours

EXHIBIT 3

HVAC



Dmitri Dovgopoly <dovgopolydmitri@gmail.com>

Maintenance Appointment

<sue.m@hannabery.com>

Fri, Oct 6 at 9:44 PM

To: <dovgopolydmitri@gmail.com>

Good afternoon,

Please see attached invoice. Our technician performed the routine maintenance and inspection on 9/20/23. He did both a heating and cooling inspection, and the heat pump is operating to factory specifications.

Thank you,

Sue Michaels

Service Office Supervisor

Hannabery HVAC

610-366-9401 ext. 123

sue.m@hannabery.com

Main Office:

[200 Schantz Rd](#)

[Allentown, PA 18104](#)

www.hannabery.com

453619.pdf

CALL SLIP # 453619 SITE # 14894-001

THIS IS YOUR BILL

Zone: Crawspace Only

INVOICE # S313495

HANNABERY HVAC
 www.hannabery.com 200 Schantz Road PA#8215
 Allentown, PA 18104-8600
 (610) 366-9400 (215) 536-0150 In Pa: (800) 544-4328
 EMERGENCY SERVICE: 610-366-8000

RETURN SLIP #

REASON FOR CALL:

HEAT & A/C SAME TIME

BILL TO: DOVGOPOLY, DMYTRO
 1632 HEMLOCK FARMS
 HAWLEY PA 18428
 PHONE: H _____ W _____
 Email: dovGOPOLYDMITRI@gmail.com

SERVICE: DOVGOPOLY, DMYTRO & CATHERINE LOWE
 LOCATION: 132 SURREY DRIVE
 HAWLEY PA 18428
 PHONE: H (917) 913-0235 W _____
 Email: _____

Make	Type	Model	Serial Number	Install. Date
GOODMAN	OUTDOOR H/P	GSZ140421KF	2006359582	9-30-20
	INDOOR A/H	ARUF43C14AD	2008295668	

INSPECTION: IDA: 68 °F ODA: 65 °F ARRIVAL 2:45 PM DEPART 4:45 PM DATE 9/20/2023

INDOOR UNIT: 245 Volts
 FILTER: OK Size: aa410
 AIR: R/A 68 °DB 58 °WB
 AIR: S/A 45 °DB 46 °WB
 RASP _____ Total Static: _____
 SASP _____ Total Static: _____
 ELEC. CONN. OK Stat Settings: _____
 M.D. TXV OFF
 COIL OK COND DRAIN OK
 SUPP HEAT 14.4 Kw 59.2 Amps
 ELEC. HEAT RISE 34 °F
 CFM: 1347 FAN 1.68 Amps
 CAP (RATED): 10 I 10.12

OUTDOOR UNIT: 246 Volts
 COIL OK ELECT COND OK
 FAN .89 A COMPR 8.12 A
DEFROST TERMINATION:
 TEMP na PRESS na
 DEF. CONT. CONTACTOR
 REF. RECOVERED _____ lbs.
 REF. RETURNED _____ lbs.
 Select: Heat: _____ Cool: _____
 SUCT 134 115 Psi
 DISCH _____ Psi
 LIQ 410 237 Psi

SENSOR READINGS:
 Ohms/Vdc | Temperature
 O.A. _____ | _____
 L.L. _____ | _____
 DIS _____ | _____
 N.D. _____ | _____
 D.D. _____ | _____
 >> Heat: _____ Cool: _____
 SLT 68 | 56
 LLT 89 | 73
 SH 21 | 17
 SC 29 | 6
 CODE: _____

GAS: NAT. L.P.
 INCOMING PRESS _____
 MANIFOLD PRESS _____
 VENTING OK
 SAFETY FUNCT OK
 FLAME REC _____
 TEMP RANGE _____ °F
 TEMP RISE _____ °F
 RATED/ACTUAL: _____
 P. SWITCH 1 _____
 P. SWITCH 2 _____
 INDUCER _____
 BURNERS OK

OIL/GAS COMBUSTION:
 DRAFT O.F. _____ wc"
 DRAFT BREECH _____ wc"
 CO² _____ O² _____
 SMOKE # _____
 NET STACK _____ °F
 EFFICIENCY _____ %
 CO: _____
 PUMP PRESS _____ Psi
 NOZZLE SIZE _____
 CIRC: _____ R/A
 OIL FILTER _____
 VACUUM _____ wc"

Task # / Task Description / Work Performed (Non-Taxed)	Qty	Accept	Decline	SilverStar	Regular	After Hours	Billed
COOLING & HEATING INSPECTION, PREPAID	1	<input checked="" type="checkbox"/>					
ARC-HC06-0003 REPLACE 210/410 MEDIA W/INSPECTION, 1ST FLOOR ...	1	<input checked="" type="checkbox"/>		\$78.13	\$86.80		\$78.13

Task	Part # / Description / Materials Used	Qty	Accept	Decline	SilverStar	Price	Billed
T2	AA410 410 REPLACEMENT MEDIA FILTER - MODEL 2410 & 4400	1	<input checked="" type="checkbox"/>				

Technician Comments:

Completed sterling heat and cool inspection. Rec'd approval to replace Aprilaire 410 media air filter, filter should be replaced every 6 to 12 months. Checked pressures, r410 levels, sub cool, superheat, reversing valve shift, aux and em heat, electrical connections, amps, volts, caps, contactor, blower wheel, coils and condensate. Washed coil, brushed trap, and cleaned condensate pump. Tested drain and pump with one gallon of water, tests ok.

Warranty Information:

Manf. Ext Warranty: _____ Policy # _____ Exp. Date _____
 Warranty Claim _____ Warranty Type _____ Part Claim # _____ Labor Claim # _____

Sub Total	\$78.13
Tax	
Paid In Full Total	\$78.13

Technician Signature Charles E

Customer Signature Clowe

Payment Terms:

Acceptance of Proposal: The above is satisfactory and is hereby accepted in accordance with Hannabery HVAC's standard Terms and Conditions of Contract, which is available at www.hannabery.com/terms.shtml or can be printed upon request. Hannabery HVAC's official registration number with the Department of Consumer Protection can be obtained from the PA Office of Attorney General's Bureau of Consumer Protection by calling toll-free within PA 1-800-520-6680. Registration does not imply endorsement. Returned checks subject to a \$25.00 Fee.

No.	Cardswipe	Exp.
Both	Sterling Plan Inspection	000553

EXHIBIT 4

Passport Arrival Records

Arrived in US on 17 November 2022

Departed US on 8 December and arrived in Spain 9 December 2022

L i e b e

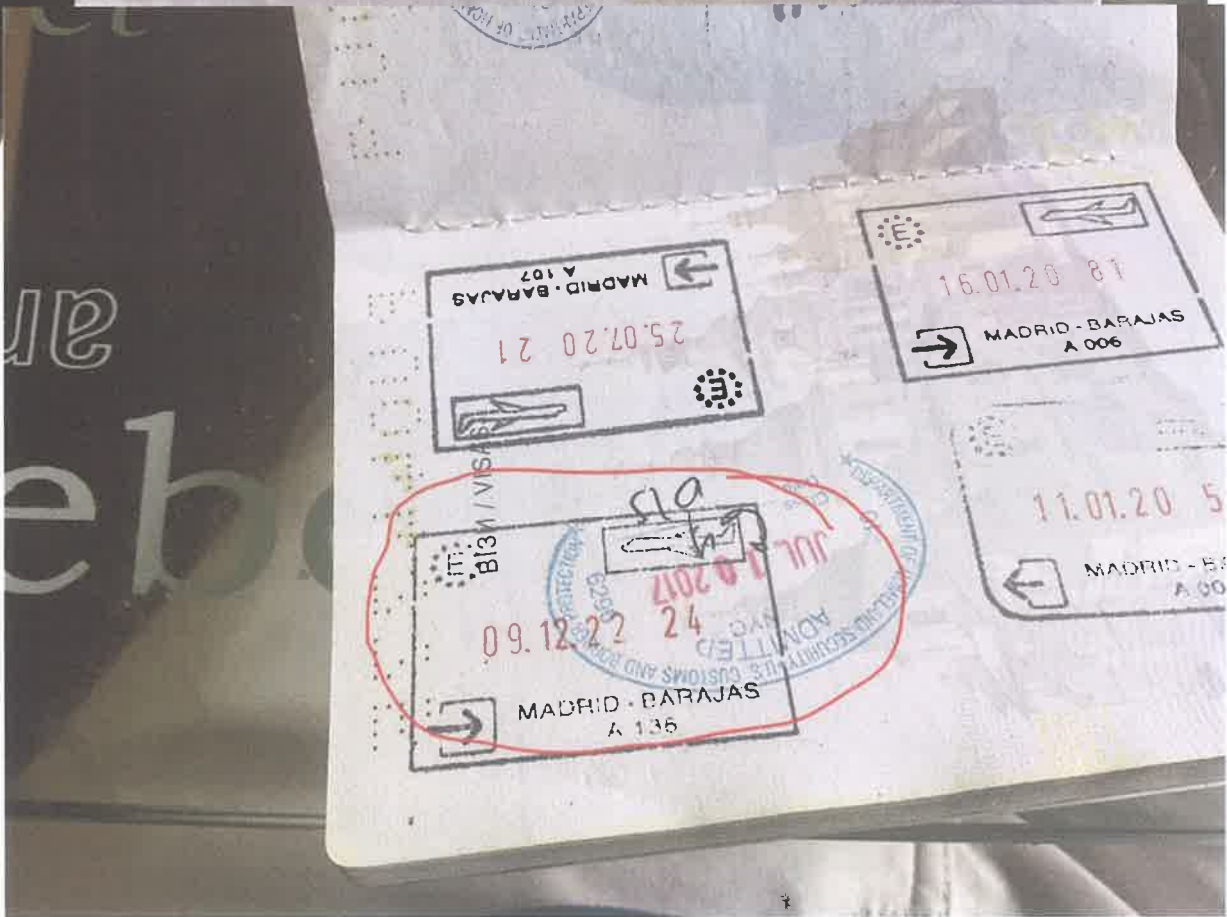
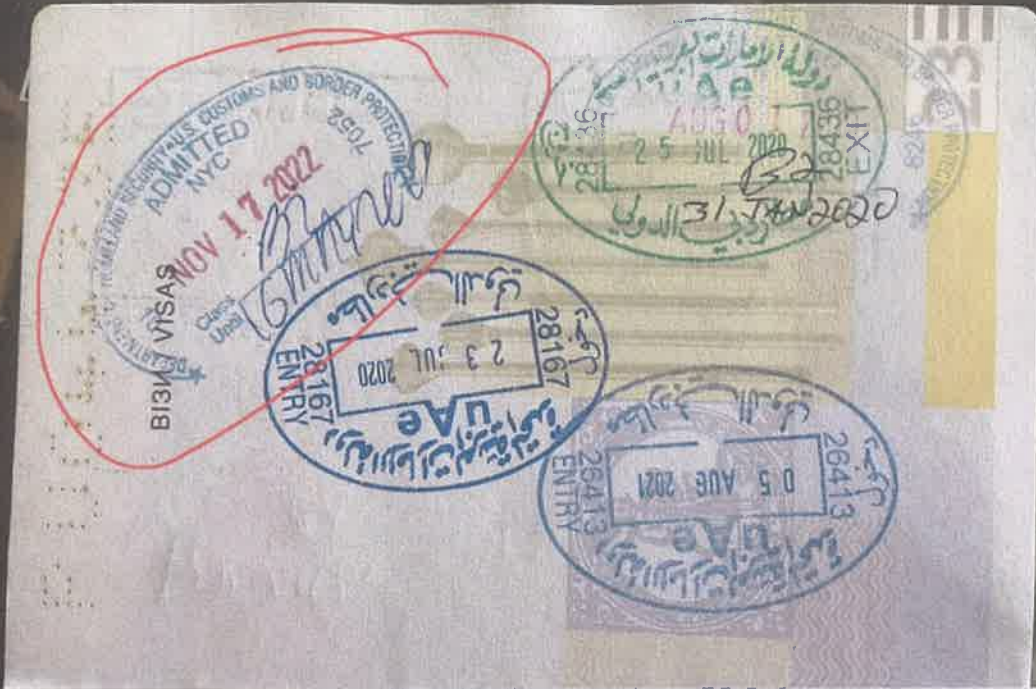


EXHIBIT 5

PPL December 2022 Bill



We deliver.

1-800-342-5775
For hours of operation and to pay/manage your account, visit ppelectric.com.

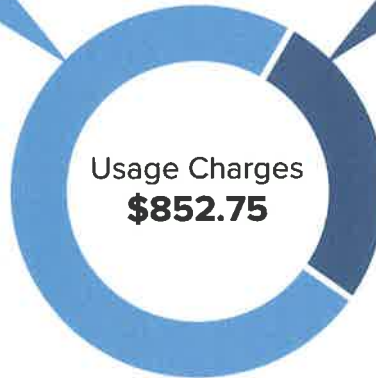
Meter **300864292** Account ~~77975-37017~~

Auto Pay Date	Amount Due
1/3/23	\$852.75 (Auto Pay)

[Billing Details on Back](#)

Service to:
CATHERINE LOWE
132 SURREY DR
HAWLEY, PA 18428

Supply	\$629.27	Usage from Nov 11 - Dec 13	\$223.48	Delivery
PPL Electric Utilities 1-800-342-5775	Effective Date 8/27/21			PPL Electric Utilities



PPL Electric Utilities Price to Compare
\$0.14612 Use this price when comparing supplier offers.

Consider making a monthly pledge to Operation HELP to assist those in need to heat their homes.

WANT TO SAVE?
Look for energy-efficient LED light strings when decorating for the holidays.

SHOP FOR ELECTRICITY

Visit PAPowerSwitch.com or www.oca.state.pa.us
If you're shopping, know your contract expiration date.
Account Number: **77975-37017**
The price to compare is updated June 1st and December 1st.
Rate: RS. View schedule at ppelectric.com/rates

Usage Summary



For usage and billing details, visit us online at ppelectric.com

December

Electricity Usage (kWh)	Avg. Temperature	Avg. Daily Cost
+139%	+1°	+201%
1979 (2021) / 4739 (2022)	38° (2021) / 39° (2022)	\$8.86 (2021) / \$26.65 (2022)

Questions/concerns? Contact us by 12/28/22

1-800-342-5775
Visit ppelectric.com for hours of operation.



Correspondence to:
PPL Customer Service
827 Hausman Road
Allentown, PA 18104-9392

Account Number	Auto Pay Date	Amount Due
77975-37017	1/3/23	Auto Pay

CATHERINE LOWE
132 SURREY DR
HAWLEY, PA 18428

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

1 8300008527530000852755 ~~77975-37017~~

kWh Delivered (to Customer)			
Meter Number	Reading Dates	Meter Reading	Kilowatt-Hours
300864292	Dec 13	81255	4739
	Nov 11	76516	
Days Billed: 32		Avg. kWh/Day: 148	Total Delivered: 4739
Date Range	Annual Total Usage	Avg Monthly	
Jan 2022 - Dec 2022	19554 kWh	1630 kWh	

Next meter reading on or about: Jan 13, 2023.

State taxes this bill: About \$8.27. PA Gross Receipts Tax: About \$50.31.

Supply Details

Generation & Transmission Charges for Nov 11-Dec 13	
Transmission Charge: 4,739 kWh at 2.316¢ per kWh	109.76
Generation Charge: Capacity and Energy 4,739 kWh at 10.96244¢ per kWh	519.50
PA Tax Adj Surcharge at 0.001%	0.01
Total PPL Electric Utilities Charges	\$629.27

For questions on these charges, please contact this supplier at:



1-800-342-5775



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

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.

Billing Summary

Previous Balance	\$155.46
Payment Received Dec 1, 2022 - Thank You!	-\$155.46
Balance as of Dec 13, 2022	\$0.00
Total Supply Charges	\$629.27
Total Delivery Charges	\$223.48
Automatic Bill Payment on 1/3/23	\$852.75
Account Balance	\$852.75

Delivery Details

Distribution Charges	
Residential Rate: RS for Nov 11 - Dec 13	
Customer Charge	16.01
4,739 kWh at 4.667¢ per kWh	221.16
Tax Cut and Jobs Act Credit at -7.58%	-13.76
PA Tax Adj Surcharge at 0.031%	0.07
Total Delivery Charges	\$223.48

Understanding Your Bill

- Act 129 Compliance Rider** - Monthly charge to recover costs for energy efficiency and conservation programs approved by the PUC.
- Customer Charge** - The basic service charge to partially cover costs for billing, meter reading, equipment and service line maintenance. If you select a new supplier, the name, address and telephone number for both your distribution and supplier company will appear on your bill.
- Distribution Charge (Delivery)** - Part of the basic service charges on every customer's bill for delivering electricity from the electric distribution company to your home or business. The distribution charge is regulated by the Public Utility Commission. This charge will vary according to how much electricity you use.
- Generation Charge (Supply)** - Part of the basic service charges on every customer's bill for producing electricity. Generation service is competitively priced and is not regulated by the Public Utility Commission. This charge depends on the contract between the customer and the supplier.
- Kilowatt-hour (kWh)** - The basic unit of electric energy for which most customers are charged in cents per kilowatt-hour. A kilowatt-hour is the equivalent of using ten 100-watt light bulbs for one hour.
- kWh Delivered** - The amount of electricity we delivered to you for your use.
- Storm Damage Expense Rider** - Monthly charge to recover certain costs to make repairs after major storms.
- 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.

\$852.75



Account Number XXXXXXXXXX	Auto Pay Date 1/3/23	Amount Due Auto Pay
---	-------------------------	------------------------

Understanding Your Bill - Continued

Transmission Charge - Part of the basic service charges on every customer's bill for transporting electricity from the source of supply to the electric distribution company. The Federal Energy Regulatory Commission regulates retail transmission prices and services. This charge will vary with your source of supply.

Tax Cut and Jobs Act Credit - Monthly adjustment for federal tax changes.

Type(s) of Meter Readings:

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

EXHIBIT 6

PPL January 2023 Bill



We deliver.

1-800-342-5775
For hours of operation and to pay/manage your account, visit ppelectric.com.

Meter **300864292** Account ~~77975-37017~~

Due Date	Amount Due
2/13/23	\$927.57

[Billing Details on Back](#)

Service to:
CATHERINE LOWE
132 SURREY DR
HAWLEY, PA 18428

Corrected Bill

Supply	\$694.82	Usage from Dec 13 - Jan 13	\$232.75	Delivery
---------------	-----------------	----------------------------	-----------------	-----------------

PPL Electric Utilities
1-800-342-5775

Effective Date
8/27/21

PPL Electric Utilities

PPL Electric Utilities Price to Compare

\$0.14612

Use this price when comparing supplier offers.



Consider making a monthly pledge to Operation HELP to assist those in need to heat their homes.

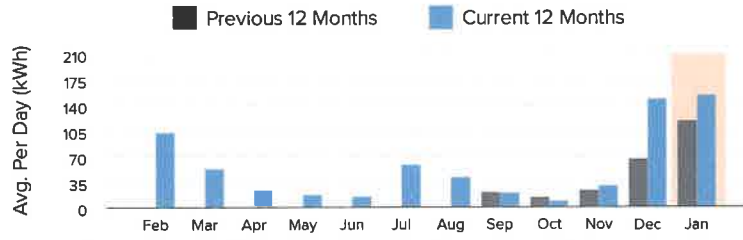
WANT TO SAVE?

Reduce heating costs by sealing air leaks with caulk, spray foam or weather stripping.

SHOP FOR ELECTRICITY

Visit PAPowerSwitch.com or www.oca.state.pa.us
If you're shopping, know your contract expiration date.
Account Number: **77975-37017**
The price to compare is updated June 1st and December 1st.
Rate: RS. View schedule at ppelectric.com/rates

Usage Summary



For usage and billing details, visit us online at ppelectric.com

January

Electricity Usage (kWh)	Avg. Temperature	Avg. Daily Cost
+18%	+1°	+85%
4018 (2022) 4755 (2023)	33° (2022) 34° (2023)	\$16.15 (2022) \$29.92 (2023)

Questions/concerns? Contact us by 2/13/23

1-800-342-5775
Visit ppelectric.com for hours of operation.



Correspondence to:
PPL Customer Service
827 Hausman Road
Allentown, PA 18104-9392

Sign back of bill stub to enroll in auto bill pay.

Account Number	Due Date	Amount Due
77975-37017	2/13/23	\$927.57

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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CATHERINE LOWE
1632 HEMLOCK FARM
HAWLEY, PA 18428

Please make check payable to: PPL ELECTRIC UTILITIES
2 NORTH 9TH STREET CPC-GENN1
ALLENTOWN, PA 18101-1175

1 0000009275700000927575



kWh Delivered (to Customer)			
Meter Number	Reading Dates	Meter Reading	Kilowatt-Hours
300864292	Jan 13	86010	4755
	Dec 13	81255	
Days Billed: 31		Avg. kWh/Day: 153	Total Delivered: 4755
Date Range	Annual Total Usage	Avg Monthly	
Feb 2022 - Jan 2023	20291 kWh	1691 kWh	

Next meter reading on or about: Feb 13, 2023.

State taxes this bill: About \$8.99. PA Gross Receipts Tax: About \$54.72.

Supply Details

Generation & Transmission Charges for Dec 13-Jan 13	
Transmission Charge: 4,755 kWh at 2.316¢ per kWh	110.13
Generation Charge: Capacity and Energy 4,755 kWh at 12.296¢ per kWh PA Tax Adj Surcharge at 0.001%	584.68 0.01
Total PPL Electric Utilities Charges	\$694.82

For questions on these charges, please contact this supplier at:



1-800-342-5775



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

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.

Billing Summary

Previous Balance	\$6,095.64
Payment Received Dec 29, 2022 - Thank You!	-\$852.75
Balance as of Jan 20, 2023	\$0.00
Total Supply Charges	\$694.82
Total Delivery Charges	\$232.75
Amount Due By 2/13/23	\$927.57
Account Balance	\$927.57

Delivery Details

Distribution Charges	
Residential Rate: RS for Dec 13 - Jan 13	
Customer Charge	16.00
4,755 kWh at 4.6423¢ per kWh	220.74
Tax Cut and Jobs Act Credit at -8.23%	-14.99
System Improvement Charge at 5.00%	11.09
PA Tax Adj Surcharge at -0.0382%	-0.09
Total Delivery Charges	\$232.75

Understanding Your Bill

- Act 129 Compliance Rider** - Monthly charge to recover costs for energy efficiency and conservation programs approved by the PUC.
- Customer Charge** - The basic service charge to partially cover costs for billing, meter reading, equipment and service line maintenance. If you select a new supplier, the name, address and telephone number for both your distribution and supplier company will appear on your bill.
- Distribution Charge (Delivery)** - Part of the basic service charges on every customer's bill for delivering electricity from the electric distribution company to your home or business. The distribution charge is regulated by the Public Utility Commission. This charge will vary according to how much electricity you use.
- Generation Charge (Supply)** - Part of the basic service charges on every customer's bill for producing electricity. Generation service is competitively priced and is not regulated by the Public Utility Commission. This charge depends on the contract between the customer and the supplier.
- Kilowatt-hour (kWh)** - The basic unit of electric energy for which most customers are charged in cents per kilowatt-hour. A kilowatt-hour is the equivalent of using ten 100-watt light bulbs for one hour.
- kWh Delivered** - The amount of electricity we delivered to you for your use.
- Storm Damage Expense Rider** - Monthly charge to recover certain costs to make repairs after major storms.
- System Improvement Charge** - Monthly charge to recover costs for improving, repairing and replacing equipment that delivers electricity to your home or business.
- Smart Meter Rider** - Monthly charge to recover costs associated with the smart meter programs approved by the PUC.

Enroll in Automatic Bill Pay

Enroll in Automatic Bill Pay (ABP) and your monthly electric payment will be automatically deducted from your bank checking account. To enroll, sign and date this form and return your check payment (voided check not required). Money orders, cashier and foreign checks do not qualify for enrollment.

I authorize PPL Electric Utilities to automatically deduct from the checking account as shown on my enclosed check, all future payments for the PPL Electric Utility bill account number listed on this payment stub. I will notify PPL Electric Utilities if I decide to cancel this authorization.

To enroll in automatic bill payment,
Checking Account holder sign here

Date _____

Note: To enroll a savings account in automatic bill pay visit ppllectric.com/autopay.

\$927.57



Account Number	Due Date	Amount Due
XXXXXXXXXX	2/13/23	\$927.57

Understanding Your Bill - Continued

State Tax Adjustment Surcharge - Monthly charge or credit to reflect changes in various state taxes. The surcharge may vary by bill component.

Transmission Charge - Part of the basic service charges on every customer's bill for transporting electricity from the source of supply to the electric distribution company. The Federal Energy Regulatory Commission regulates retail transmission prices and services. This charge will vary with your source of supply.

Tax Cut and Jobs Act Credit - Monthly adjustment for federal tax changes.

Type(s) of Meter Readings:

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

EXHIBIT 7

PPL February 2023 Bill



We deliver.

1-800-342-5775
For hours of operation and to pay/manage your account, visit pplelectric.com.

Meter **300864292** Account ~~77975-37017~~

Due Date	Amount Due
3/6/23	\$1,731.44

[Billing Details on Back](#)

Service to:

CATHERINE LOWE
132 SURREY DR
HAWLEY, PA 18428

Supply	\$601.88	Usage from Jan 13 - Feb 13	\$201.99	Delivery
PPL Electric Utilities 1-800-342-5775	Effective Date 8/27/21			PPL Electric Utilities



WANT TO SAVE?
A smart thermostat can save you about \$180 a year. Try setting your thermostat at 68 degrees to save.

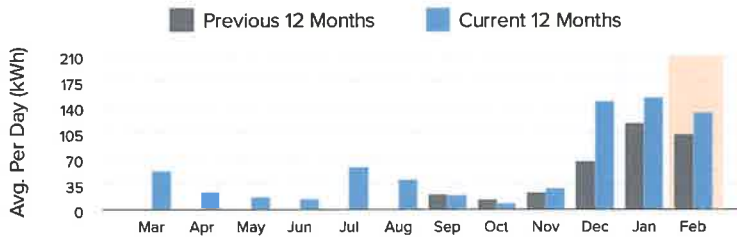
PPL Electric Utilities Price to Compare

\$0.14612 Use this price when comparing supplier offers.

SHOP FOR ELECTRICITY

Visit PAPowerSwitch.com or www.oca.state.pa.us
If you're shopping, know your contract expiration date.
Account Number: **77975-37017**
The price to compare is updated June 1st and December 1st.
Rate: RS. View schedule at pplelectric.com/rates

Usage Summary



For usage and billing details, visit us online at pplelectric.com

February

Electricity Usage (kWh)	Avg. Temperature	Avg. Daily Cost
+43%	+8°	+86%
2022: 2875 2023: 4119	2022: 25° 2023: 33°	2022: \$13.91 2023: \$25.93

Questions/concerns? Contact us by 3/6/23

1-800-342-5775

Visit pplelectric.com for hours of operation.



Correspondence to:
PPL Customer Service
827 Hausman Road
Allentown, PA 18104-9392

Account Number	Due Date	Amount Due
77975-37017	3/6/23	\$1,731.44

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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CATHERINE LOWE
1632 HEMLOCK FARM
HAWLEY, PA 18428

Please make check payable to: PPL ELECTRIC UTILITIES
2 NORTH 9TH STREET CPC-GENN1
ALLENTOWN, PA 18101-1175

1 8900017314490001731445 ~~77975-37017~~

kWh Delivered (to Customer)			
Meter Number	Reading Dates	Meter Reading	Kilowatt-Hours
300864292	Feb 13	90129	4119
	Jan 13	86010	
Days Billed: 31		Avg. kWh/Day: 133	Total Delivered: 4119
Date Range	Annual Total Usage	Avg Monthly	
Mar 2022 - Feb 2023	21535 kWh	1795 kWh	

Next meter reading on or about: Mar 15, 2023.

State taxes this bill: About \$16.79. PA Gross Receipts Tax: About \$102.15.

Supply Details



Generation & Transmission Charges for Jan 13-Feb 13

Transmission Charge:		
4,119 kWh at 2.316¢ per kWh		95.40
Generation Charge:		
Capacity and Energy		
4,119 kWh at 12.296¢ per kWh		506.47
PA Tax Adj Surcharge at 0.001%		0.01
Total PPL Electric Utilities Charges		\$601.88

For questions on these charges, please contact this supplier at:



1-800-342-5775



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

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.

Billing Summary

Previous Balance	\$927.57
Balance as of Feb 13, 2023	\$927.57
Total Supply Charges	\$601.88
Total Delivery Charges	\$201.99

Amount Due By 3/6/23

\$1,731.44

Account Balance	\$1,731.44
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Delivery Details



Distribution Charges

Residential Rate: RS for Jan 13 - Feb 13

Customer Charge	15.98
4,119 kWh at 4.608¢ per kWh	189.79
Tax Cut and Jobs Act Credit at -8.23%	-13.14
System Improvement Charge at 5.00%	9.63
PA Tax Adj Surcharge at -0.134%	-0.27

Total Delivery Charges	\$201.99
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Understanding Your Bill

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

Customer Charge - The basic service charge to partially cover costs for billing, meter reading, equipment and service line maintenance. If you select a new supplier, the name, address and telephone number for both your distribution and supplier company will appear on your bill.

Distribution Charge (Delivery) - Part of the basic service charges on every customer's bill for delivering electricity from the electric distribution company to your home or business. The distribution charge is regulated by the Public Utility Commission. This charge will vary according to how much electricity you use.

Generation Charge (Supply) - Part of the basic service charges on every customer's bill for producing electricity. Generation service is competitively priced and is not regulated by the Public Utility Commission. This charge depends on the contract between the customer and the supplier.

Kilowatt-hour (kWh) - The basic unit of electric energy for which most customers are charged in cents per kilowatt-hour. A kilowatt-hour is the equivalent of using ten 100-watt light bulbs for one hour.

kWh Delivered - The amount of electricity we delivered to you for your use.

Storm Damage Expense Rider - Monthly charge to recover certain costs to make repairs after major storms.

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

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.

\$803.87



Account Number	Due Date	Amount Due
XXXXXXXXXX	3/6/23	\$1,731.44

Understanding Your Bill - Continued

Transmission Charge - Part of the basic service charges on every customer's bill for transporting electricity from the source of supply to the electric distribution company. The Federal Energy Regulatory Commission regulates retail transmission prices and services. This charge will vary with your source of supply.

Tax Cut and Jobs Act Credit - Monthly adjustment for federal tax changes.

Type(s) of Meter Readings:

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

EXHIBIT 8

Daily Consumption Data

Redacted

Meter Number	Date	Total Usage kWh	Average Temperature
300864292	11/01/2022	24.601	58
300864292	11/02/2022	28.183	58
300864292	11/03/2022	32.558	54
300864292	11/04/2022	22.887	57
300864292	11/05/2022	6.921	69
300864292	11/06/2022	7.795	69
300864292	11/07/2022	6.88	65
300864292	11/08/2022	11.684	47
300864292	11/09/2022	62.607	43
300864292	11/10/2022	43.07	51
300864292	11/11/2022	13.101	62
300864292	11/12/2022	6.786	61
300864292	11/13/2022	51.494	42
300864292	11/14/2022	105.361	35
300864292	11/15/2022	121.037	33
300864292	11/16/2022	100.122	38
300864292	11/17/2022	113.94	35
300864292	11/18/2022	172.528	33
300864292	11/19/2022	171.782	29
300864292	11/20/2022	191.338	28
300864292	11/21/2022	231.333	31
300864292	11/22/2022	208.622	38
300864292	11/23/2022	163.528	40
300864292	11/24/2022	197.006	40
300864292	11/25/2022	172.195	45
300864292	11/26/2022	155.903	45
300864292	11/27/2022	157.83	43
300864292	11/28/2022	137.554	43
300864292	11/29/2022	162.199	39
300864292	11/30/2022	154.786	44
300864292	12/01/2022	179.77	34
300864292	12/02/2022	179.789	33
300864292	12/03/2022	165.331	46
300864292	12/04/2022	207.833	36
300864292	12/05/2022	222.33	34
300864292	12/06/2022	193.323	46
300864292	12/07/2022	117.41	52
300864292	12/08/2022	95.251	45
300864292	12/09/2022	122.724	35
300864292	12/10/2022	146.478	32
300864292	12/11/2022	159.948	34
300864292	12/12/2022	159.927	32
300864292	12/13/2022	168.078	25
300864292	12/14/2022	169.306	27
300864292	12/15/2022	182.032	32
300864292	12/16/2022	149.523	35
300864292	12/17/2022	152.93	34
300864292	12/18/2022	162.895	30
300864292	12/19/2022	182.129	29
300864292	12/20/2022	166.209	29
300864292	12/21/2022	163.088	27
300864292	12/22/2022	170.234	34
300864292	12/23/2022	185.878	28
300864292	12/24/2022	306.316	5
300864292	12/25/2022	245.76	16

300864292	12/26/2022	220.886	18
300864292	12/27/2022	203.594	25
300864292	12/28/2022	152.354	35
300864292	12/29/2022	125.368	38
300864292	12/30/2022	102.417	47
300864292	12/31/2022	99.25	51
300864292	01/01/2023	99.871	51
300864292	01/02/2023	99.128	46
300864292	01/03/2023	95.018	49
300864292	01/04/2023	52.967	58
300864292	01/05/2023	60.996	50
300864292	01/06/2023	125.674	39
300864292	01/07/2023	149.518	36
300864292	01/08/2023	152.086	33
300864292	01/09/2023	150.914	34
300864292	01/10/2023	156.543	35
300864292	01/11/2023	157.957	36
300864292	01/12/2023	146.645	42
300864292	01/13/2023	119.605	40
300864292	01/14/2023	194.005	25
300864292	01/15/2023	178.225	26
300864292	01/16/2023	167.718	29
300864292	01/17/2023	154.026	34
300864292	01/18/2023	119.418	43
300864292	01/19/2023	140.109	39
300864292	01/20/2023	142.886	39
300864292	01/21/2023	163.201	33
300864292	01/22/2023	165.217	34
300864292	01/23/2023	159.054	34
300864292	01/24/2023	168.803	33
300864292	01/25/2023	177.354	33
300864292	01/26/2023	156.089	38
300864292	01/27/2023	169.642	33
300864292	01/28/2023	148.129	40
300864292	01/29/2023	143.906	42
300864292	01/30/2023	120.027	42
300864292	01/31/2023	155.494	28
300864292	02/01/2023	175.494	25
300864292	02/02/2023	121.586	26
300864292	02/03/2023	145.735	16
300864292	02/04/2023	191.33	11
300864292	02/05/2023	110.821	34
300864292	02/06/2023	81.462	37
300864292	02/07/2023	103.107	32
300864292	02/08/2023	53.618	40
300864292	02/09/2023	83.346	43
300864292	02/10/2023	20.897	48
300864292	02/11/2023	41.648	34
300864292	02/12/2023	46.684	36
300864292	02/13/2023	32.372	40
300864292	02/14/2023	29.733	42
300864292	02/15/2023	21.073	55
300864292	02/16/2023	14.984	54
300864292	02/17/2023	29.853	43
300864292	02/18/2023	50.305	31
300864292	02/19/2023	39.064	41

300864292	02/20/2023	28.975	45
300864292	02/21/2023	48.522	40
300864292	02/22/2023	68.118	33
300864292	02/23/2023	46.826	45
300864292	02/24/2023	42.38	36
300864292	02/25/2023	85.311	24
300864292	02/26/2023	66.254	36
300864292	02/27/2023	48.993	34
300864292	02/28/2023	58.824	36
300864292	03/01/2023	51.277	39
300864292	03/02/2023	35.663	45
300864292	03/03/2023	48.826	37
300864292	03/04/2023	52.724	38
300864292	03/05/2023	39.446	40
300864292	03/06/2023	33.916	40
300864292	03/07/2023	44.318	33
300864292	03/08/2023	52.904	32
300864292	03/09/2023	44.938	34
300864292	03/10/2023	62.876	34
300864292	03/11/2023	60.849	32
300864292	03/12/2023	58.463	35
300864292	03/13/2023	58.065	37
300864292	03/14/2023	70.692	30
300864292	03/15/2023	55.826	33
300864292	03/16/2023	36.676	42
300864292	03/17/2023	25.701	47
300864292	03/18/2023	29.019	39
300864292	03/19/2023	59.007	29
300864292	03/20/2023	41.425	37
300864292	03/21/2023	26.089	45
300864292	03/22/2023	19.767	52
300864292	03/23/2023	18.072	52
300864292	03/24/2023	25.656	43
300864292	03/25/2023	43.837	41
300864292	03/26/2023	22.008	49
300864292	03/27/2023	29.268	46
300864292	03/28/2023	27.103	41
300864292	03/29/2023	33.347	42
300864292	03/30/2023	45.141	33
300864292	03/31/2023	41.912	40
300864292	04/01/2023	14.939	56

The information contained in this file is intended for the confidential use by the customer and third pa

EXHIBIT 9

Daily Consumption Infographics

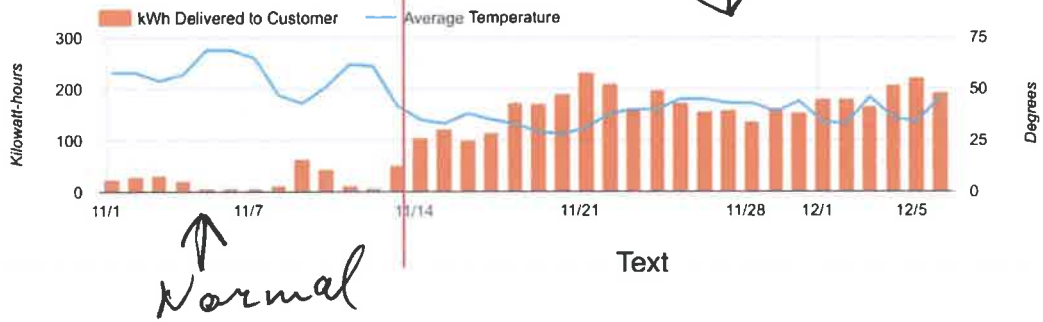
ANNEX 9

Daily Electricity Usage

From:

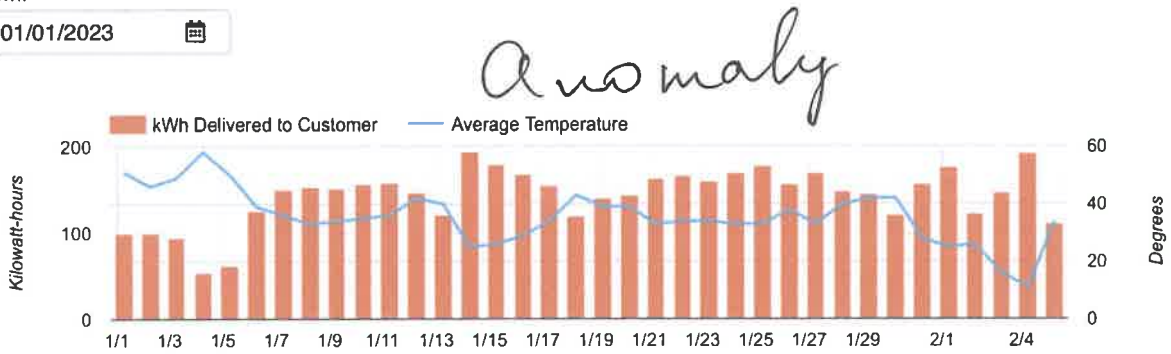
11/01/2022

Start



From:

01/01/2023



From:

02/01/2023

FINISH

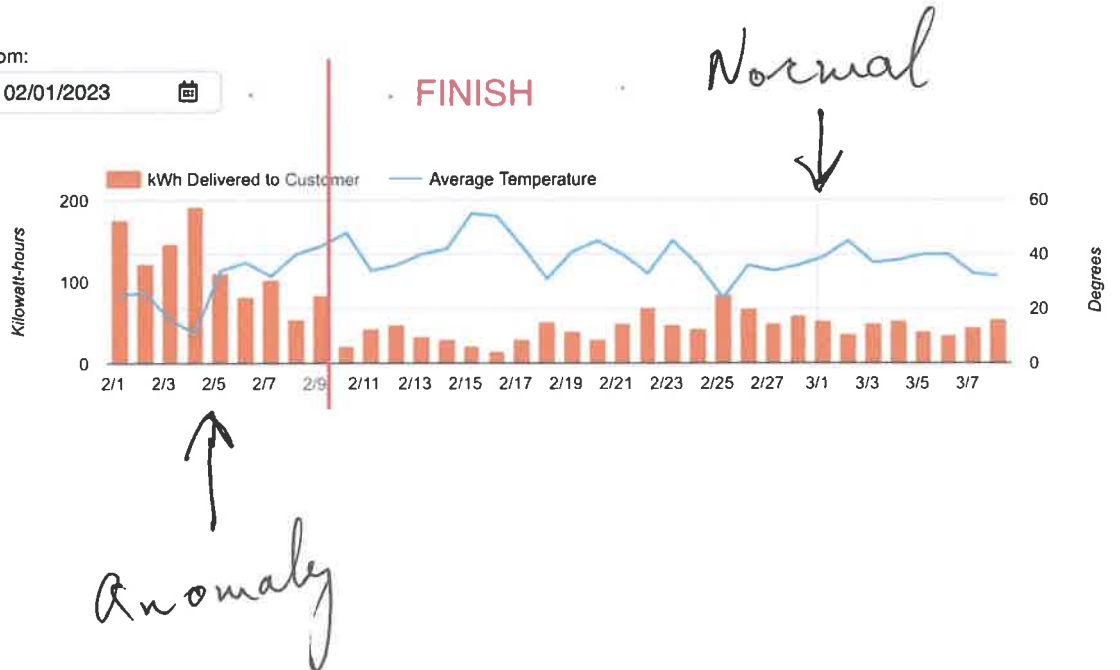


EXHIBIT 10

**PUC Press Release (01/31/23) Titled
“PUC Launches Comprehensive Investigation
into Billing Issues Impacting
PPL Electric Customers”**



Press Release

[Home](#) ▶ [Press Release](#)

PUC Launches Comprehensive Investigation into Billing Issues Impacting PPL Electric Customers

Published on 1/31/2023

Filed under: [Electric](#)

Encourages Consumers to Continue Working with PPL to Address Billing and Payment Issues and Contact the PUC if the Utility is Not Responsive

HARRISBURG – The Pennsylvania Public Utility Commission (PUC) has initiated a comprehensive investigation into the circumstances surrounding unusually high bills recently received by customers served by PPL Electric Utilities (PPL), along with the accuracy and integrity of PPL's billing practices.

The matter has been referred to the PUC's independent Bureau of Investigation and Enforcement for investigation – which enforces the state public utility code and PUC regulations.

In addition to the investigation, the Commission continues to encourage consumers to contact PPL with concerns about the size and accuracy of their bills, and work with the utility to explore options for corrected bills, payment options and financial assistance options.

Consumers who do not believe that PPL has addressed their issues or believe that the utility has not responded appropriately to their situation, should contact the PUC's Bureau of Consumer Services (BCS) at [1-800-692-7380](tel:1-800-692-7380). Additionally, consumers who are unable to reach PPL agents or do not receive a response from PPL should contact BCS to report those issues.

About the PUC

EXHIBIT 11

**Representative Cartwright
Letter to PUC Chairman Dutrieuille
Regarding Unusually High
PPL Electric Utility**



Press Releases —

CARTWRIGHT LETTER TO PENNSYLVANIA PUBLIC UTILITY COMMISSION REGARDING UNUSUALLY HIGH PPL ELECTRIC UTILITY BILLS

Washington, DC, February 2, 2023

Tags: [Senior Issues](#) , [Fiscal Responsibility](#) , [Energy and Environment](#) , [Local Issues](#)

Congressman Matt Cartwright issued the following official letter to Gladys Brown Dutrieuille, Chair of the Pennsylvania Public Utility Commission, after constituent complaints to his office regarding unusually high PPL Electric

Utility bills.

Dear Chairman Dutrieuille,

Since early January, my office has been in touch with a number of 8th Congressional District residents who have expressed concerns about the unexpected and unexplained size of their utility bills, and also their frustration over the lack of guidance received when contacting or attempting to contact PPL Electric Utilities.

Constituents have reported to me that the bills they have received based on estimated electricity usage have been double or triple their usual amounts.

One constituent was billed \$411.16 in January with a bill from the previous month of only \$194.60, an increase of over 100%. Another was billed \$215 compared to only \$115 the month before. Others have reported bills as high as \$750 and \$780 from PPL. Yet another constituent, who did nothing substantially different from a year ago, received a \$584 bill and was informed on the PPL bill that the household's electricity usage had increased by 25% since January 2022.

Ratepayers received these bills with no guidance or explanation from PPL regarding the increases, and their attempts to reach PPL were often met with excessively long phone holds/waits and/or less than helpful reactions from PPL. One of my constituents reported being informed that there was a 90-minute wait time on the customer service line and requested a call back, which he never received.

While news articles have reported that PPL has now fixed the technical issue that caused the January bills to be both estimated and estimated at overly

high amounts, more still needs to be done to make the situation right with lay users of PPL power in Pennsylvania. Many ratepayers are on a fixed income, and they are understandably worried about being able to pay their mortgages or other due bills along with their highly unusual January PPL bill. PPL did publish an open “we’ve fallen short” letter to its customer, and that is a start to rectifying the problems caused by its internal operational problems, but I urge the Commission to require the company to take the following additional steps:

1. Rather than requiring or even expecting customers with excessively high estimates to pay the estimated amount, and then giving those customers credit in the next month for any overpayments, PPL should no longer require payments higher than customers’ usual, expected payments, until such higher amounts are properly documented in a corrected invoice mailed to customers and issued under the usual/standard number of days prior to the invoice’s stated due date. Such a change in billing policy for January bills should be pushed out to all customers actively by PPL as soon as possible. Further, if and when the sending out of estimated bills is approved by the Commission in the future, the utility company in question should be required to include a prominent and clear indication that the amount invoiced is, in fact, based on estimated utility usage, along with an explanation of why the customer is receiving an estimated bill plus functional contact information for questions or concerns specifically about the estimate.
2. The waiving of the late fees for January and February by PPL and its pledge not to shut off power to residential or small business customers for non-payment reasons through March 31 are positive steps, but no account should be considered delinquent during that same period as well. All of this information should also be actively communicated to every customer through

more than just public news releases and website postings.

3. The pledge to add more agents to answer calls is also the right move, and I urge the Commission to make sure PPL makes good on that promise, and to monitor the ability of customers to communicate easily and effectively with their power supplier.

4. While PPL has been saying all along that they “are here to help and offer a variety of options – including budget billing, assistance programs, and payment plans – for customers who need help paying their bills,” the company should go further than that in the wake of their own operational and billing errors. All customers affected or even just confused by PPL’s mistakes should be held harmless by PPL in every way, and that commitment should be actively made to every single customer.

Technological glitches and challenges are common to all private sector and governmental entities, but the real measure of any entity is its reaction and response to these when they occur. I urge the Commission to require PPL to maximize its response in favor of customers who had nothing to do with the company’s billing problems.

Thank you for your continued attention to this matter. My requests here are for action consistent with all applicable law and regulation.

Sincerely,

Matt Cartwright

Member of Congress

EXHIBIT 12

“Account Contact History” by PPL

Account Contact History
Account: [REDACTED] Customer Name: CATHERINE LOWE
From 5/15/2019 to 5/15/2023

Contact Date	Contact Type	Remarks	User
2023-05-03	WEB Customer Initiated Payment	Scheduled date 5/3/2023 Amount: 157.47 User: Locar19 Owner: YES. Confirmation Number: 23050325	SELF SERVICE USER
2023-04-25	SC - GRACE EXTENSION	Received notice that the customer appealed the PUC decision for BCS 3886962. Necessary protections placed on the customer's account until 05/22/2023.	E02623
2023-04-20	Miscellaneous	WATT Billing - Rejected Bill Work Item 3149986 Completed Rejected bill that was canceled. 1/17. The wait was never closed when bill was rejected.	MICHELE GURZ
2023-04-14	SC - GRACE EXTENSION	Caller Back Office Ratepayer. SC Status from Open to Closed Cust Rights Given Y. Cust Satisfied Y. Comments BCS 3886962 DEC CLOSED 4/14/2023 BILLS ARE BASED ON ACTUAL METER READINGS. CUSTOMERS DECEMBER BILL WAS PAID AND JANUARY BILL ISSUED ON 1/17/2023 WAS REISSUED ON 1/20/2023 TO REFLECT KWH USED	CUCL143
2023-04-03	Billing	Caller CATHERINE LOWE Ratepayer. User Comments Catherine called in because someone called them yesterday and they miss the call and they were calling back to speak with the person that called them and they have questions about their bill and they would like to speak with someone about their bills. Catherine disconnected the lines.	TAWANNA NEWSON
2023-04-03	WUR Assessment	CATHERINE LOWE Ratepayer. Caller's Concern Billed Amounts. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO Yes.	TAWANNA NEWSON
2023-03-24	Billing	Caller Dmygro Dobgopoly Spouse User Comments Spouse Dmygro Dobgopoly called in regarding puc case for disputed bill for month dec jan and feb advised case still opened advised until case has closed cust should pay current bill going forward cust understood after assessing sat cust disconnected did not offer sop	DAFFANY CRIMES
2023-03-24	WUR Assessment	Dmygro Dobgopoly Spouse. Caller's Concern Billed Amounts. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	DAFFANY CRIMES
2023-03-22	WEB Customer Initiated Payment	Scheduled date 3/22/2023 Amount: 288.45 User: Locar19 Owner: YES. Confirmation Number: 23032280	SELF SERVICE USER
2023-03-06	Credit	Caller CATHERINE LOWE Ratepayer. no pay assist avail or assistance cust states that they refused to pay any amount to the higher bills and wanted to know if they dont pay would they loose pay end of month as they winter moment. closes edu cust	LAUREN ENGLE
2023-03-06	Credit	Caller CATHERINE LOWE Ratepayer. cust call in about the higher than normal advised of error of billing put in callback form	LAUREN ENGLE
2023-02-27	Bill Comparison	Caller CATHERINE LOWE Ratepayer. Customer called about high bill and previous bill being estimated. Explained billing issue to customer as well as rise in price of electric. Advised that they can shop for cheaper rate at PAPowerSwitch.com.	E189270
2023-02-04	Data Repair	Customer understood. Will CB with spouse for EE.	CSSDR044
2023-02-03	Pull Bill	DR REQ10782282 - CD-NXT-COLL-ACTION UPDATE	DBL_VBIL
2023-02-03	SC - PUC Informal Complaint	Rejected	CUCL143
2023-02-02	Data Repair	PUC MEDIA BCS 3886962	CSSDR044
2023-02-01	Call Transfer	DR REQ10782282 - CD-NXT-COLL-ACTION UPDATE	CATHERINE LOWE
2023-02-01	WUR Assessment	Caller CATHERINE LOWE Ratepayer. User Comments called cause bill very high xfered to EE	PAMELA SILVERMAN
2023-01-21	Data Repair	CATHERINE LOWE Ratepayer. Caller's Concern Call Transfer. Position Stated No. Investigation reqd No. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	PAMELA SILVERMAN
2023-01-19	Miscellaneous	Required No. Provided PUC No. Interested in SO Not on Phone.	CSSDR044
2023-01-18	Cancel/Only Service	WATT No Bill - No Bill Residential Work Item 3160211 Created	CSS
2023-01-18	Billing	DR IR170744 - Perform Cancel Only.	LINDA CHOATE
2023-01-18	Billing	Caller CATHERINE LOWE Ratepayer. User Comments Sent request to back ofc for high bill issue for RP Catherine Lowe of Jan bill 4739 kwh and 852.75 and Feb 31701 kwh and bill is 6095.64 House is empty since Dec 8 2022 and there were and are out of the country. Jan bill auto deducted so they cancelled ABP Requesting correction on Jan Feb bills Cx sat	LINDA CHOATE

Contact Date	Contact Type	Remarks	User
2023-01-18	WUR Assessment	CATHERINE LOWE Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No. Jan bill 4799 kwh and 852.75 and Feb 31701 kwh and bill is 6095.64 House is empty since Dec 8 2022 and there were and are out of the country. Jan bill auto deducted so they cancelled ABP Requesting correction on Jan and Feb bills and contact to email when corrected - mscatherinelowe@gmail.com	LINDA CHOATE
2023-01-18	Miscellaneous	WATT CCC Formal Complaint - High Bill Issue Work Item 3152380 Created	LINDA CHOATE
2023-01-18	Data Repair	INC10765324 - Reads Workaround	LINDA CHOATE
2023-01-18	Miscellaneous	WATT Billing - Rejected Bill Work Item 3149986 Created	CSSDR044
2023-01-05	Billing	Caller CATHERINE LOWE Ratepayer User Comments cci wanting to know why bill was so high adv cus due to the est bill adv cus bill was determed by last year usage cus stated that she is in Spain and the house is empty adv cus bill will be adj and a credit will be add for usage that was not used adv cus she can request a refund and wit will be a mail ck	KALYNDRA EUBANKS
2023-01-05	WUR Assessment	CATHERINE LOWE Ratepayer. Caller s Concern Meter Not Changed. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	KALYNDRA EUBANKS
2023-01-05	Maintain Bill Account	Caller CATHERINE LOWE Ratepayer updated mailing address from 132 SURREY DR HAWLEY PA 18428 to 1632 Hemlock Farm Hawley PA 18428. Reason Forwarding Address	KALYNDRA EUBANKS
2023-01-05	WEB EFT Canceled	Web ABP Unenrollment	SELF SERVICE USER
2021-09-17	WEB Customer Initiated Payment	Scheduled date 9 17 2021 Amount 61.46 User Locar19 Owner YES. Confirmation Number 21091719	SELF SERVICE USER
2021-09-07	WEB Cust Initiated EFT Enroll	Web ABP Enrollment	SELF SERVICE USER
2021-09-07	WEB Enroll in Paperless Billing	Web Enroll Paperless Billing	SELF SERVICE USER
2021-09-07	WEB Paperless Billing Discontinued	Web Unenroll Paperless Billing	SELF SERVICE USER
2021-09-06	Credit	Locar19 Link to Assistance Programs page presented.	SELF SERVICE USER
2021-09-06	Credit	Locar19 Link to Assistance Programs page presented.	SELF SERVICE USER
2021-09-07	Credit	Locar19 Ratepayer. Customer declined to provide financial information.	SELF SERVICE USER
2021-09-07	Financial Statement Added	Locar19 Ratepayer. Customer declined to provide financial information.	SELF SERVICE USER
2021-08-27	Electric Choice New Customer Kit	New Connect Privacy Release Default - OK to Release All	CUBSO214
2021-08-27	Choice Inquiry	User webuser agreed to T Cs-Enrolled	SYSTEM SYSTEM
2021-08-27	myPPL Alerts - WEB		SELF SERVICE USER
2021-08-27	Connect Completed		SELF SERVICE USER
2021-08-27	WEB Enroll in Paperless Billing	Web Enroll in Paperless Billing	SELF SERVICE USER
2021-08-27	Credit	Caller CATHERINE LOWE Ratepayer User Comments cci about her link to the online profile she stated it did not work I resent the activation email and she was able to set it up. SAT	ANDREA ASHLEY
2021-08-27	WUR Assessment	CATHERINE LOWE Ratepayer. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	ANDREA ASHLEY
2021-08-27	WEB Maintain Bill Account	Caller CATHERINE LOWE Requested profile activation email to be resent.	ANDREA ASHLEY
2021-08-26	Connect Questions	TYPE OF CONNECT REQUEST METERED RATEPAYER OWNS THE PROPERTY Y RATEPAYER WILL OCCUPY THE PROPERTY Y NON-RESIDENTIAL USE ASSOCIATED WITH THE PROPERTY NONE TYPE OF PROPERTY RESIDENTIAL ELECTRIC HEAT Y RESIDENTIAL USE ASSOCIATED WITH THE PROPERTY RESIDENTIAL USE WILL BE FOR THE RATEPAYERS SOLE BENEFIT	SELF SERVICE USER
2021-08-26	Connect Issued	Electric CTP-Applicant Caller GUEST USER date of connect 08 27 2021 DepositAmt 0 DepositReq No Pre Bal 0 Pre Bal Req No ID Req No Send AddName Letter No customer name Catherine Lowe new address 132 SURREY DR HAWLEY PA 18428	SELF SERVICE USER


EXHIBIT 13

PUC's "Informal Case View"

Home

Informal Case View

Case Search

General			
BCS Case No.	3886962	Case Notes	Count : 0 Detail...
CSS Account No.		Received Date	02/03/2023
CSS Name	CATHERINE LOWE	Due Date	03/04/2023
Name	CATHERINE LOWE	Investigator Name	CASE POOL, BCS
Service Address 1	132 SURREY DR	Mailing Address 1	1632 HEMLOCK FARM
Service Address 2		Mailing Address 2	
Service City, State Zip	HAWLEY, PA 18428-	Mailing City, State Zip	HAWLEY, PA 18428-
PUC Address	132 SURREY DR,1632 HEMLOCK FARMS,LORDS VALLEY,PA,18428-		
Service Class	RESIDENTIAL	Case Origin	PUC WEBSITE
Phone Number	(917) 208-3225	Prior Case Number	0
Income Level	4	On Track	No
Reason For Contact	BILLING DISPUTES (# 18)		
Customer Position	<p>18 2 HIGH BILL DISPUTE. THE CUSTOMER IS DISPUTING THE BILL(S) FROM THE MONTH(S) OF IT2S A SMALL HOUSE. WE LIVE THERE PART-TIME AND LAST TIME LIVED THERE FROM NOV.17 TO DEC 18. THE BILL FOR DECEMBER WAS OVER \$800 CHARGED ON AUTOPAY. NEXT BILL WAS FOR \$6,095. WHEN WE CALLED THE COMPANY, THEY CORRECTED THE BILL TO \$930. WE SPOKE TO PPL AT LEAST FIVE TIMES. THEY INSIST THAT THAT2S THE 2USAGE2. THIS SIMPLY CANNOT BE TRUE EVEN CONSIDERING PRICE HIKES. NOBODY LIVES IN THE HOUSE BUT THE COST AT LEAST DOUBLED. EACH CALL TO PPL TAKES AT LEAST AN HOUR IN WAIT TIME. THEY ARE NOT HELPFUL, READING FROM THE SAME SCRIPT SENDING US TO 2ENERGY EDUCATION2. WE ARE ABOUT TO PUT THE HOUSE ON SALE BECAUSE WE CANNOT WASTE OUR MONEY AND TIME ANY FURTHER. PLEASE HELP. - RELIEF SOUGHT - CORRECTION OF THE LAST SEVERAL BILLS, EXPLANATION AND AN APOLOGY. THE CELL PHONE NUMBER (917) 913 - 0235 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS MSCATHERINELOWE@GMAIL.COM HAS BEEN ALLOWED TO BE SHARED.</p>		
Company Position	02/01/2023 THEY SAID THAT WHILE \$6,095 WAS A GLITCH, \$800-900 WAS A NORM BASED ON NEW PRICING.		
Related Information			
Misc Info			
Heating	Yes	Service	On

Acct Bal Due Date	03/06/2023	Total Account Balance	1731.44
Budget Bill Amount	328.00		
Arrearage	0.00	Reported Income Amount	0.00
Date of Last Customer Contact prior to Complaint			

Type Assignment

Case Type	Informal
-----------	----------

Category and Section

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

Ownership

Contact Person	E02542 - Miller, Constance I
Written By	Shutt, Eugene
Written By Date	02/27/2023

Other Information

Adults	0	Children	0
Amount Needed to Update Most Recent Payment Arrangement		Universal Service Program	No

Informal Final Report

Details of the Company's Original Investigation

The Company sent the customer the December monthly bill statement. The amount of bill was \$852.75. This amount reflects actual usage of 4739 kwh for 32 days from 11/11/22 to 12/13/22.

The Company sent the customer the January monthly bill statement. The amount of bill was \$927.57. This amount reflects actual usage of 4755 kwh for 31 days from 12/13/22 to 01/13/23.

1/5/23 12:03 pm - Caller Catherine Lowe, ratepayer, wanting to know why bill was so high. Company advised customer due to the estimated bill. Company advised customer bill was determined by last year's usage. Customer stated that customer is in Spain and the house is empty. Company advised customer bill will be adjusted and a credit will be added for usage that was not used. Company advised customer she can request a refund and will be a mailed check.

1/18/23 8:48 am - Caller Catherine Lowe, ratepayer, Company sent request to back office for high bill issue for RP Catherine Lowe of January bill for 4739 kwh usage at \$852.75 and February bill for 31701 kwh at \$6095.64. House is empty since December 8, 2022 and customer is out of the country. January bill auto deducted so customer cancelled Auto Bill

Pay. Customer is requesting correction on January and February bills. Customer satisfied.

2/1/23 10:40 am - Caller Catherine Lowe, Ratepayer. Customer called because bill very high. Transferred to Energy Education.

Record indicate no further customer contact regarding issue.

Company's Final Position to the Customer

2/1/23 10:40 am - Caller Catherine Lowe, Ratepayer. Customer called because bill very high. Transferred to Energy Education.

Record indicate no further customer contact regarding issue

Details of Company's Investigation after BCS Contact

No additional investigation is necessary

Company's Final Position to BCS

The Company billed the customer on actual meter readings.

The amount of the customer's bill was influenced by the electricity consumption and the cost of electricity.

The Company experienced higher than normal call volume during the same general time as when this customer called. The Company has since added more phone agents to assist callers and shorten wait times.

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

Analysis Information

Justified No

No Analysis Items Found

Return To Search	Case History	Print
Decision	Change State	Dismiss

Home

Decision Detail

Case Search

General			
BCS Case No.	3886962	CSS Account No.	XXXXXXXXXX
Customer Name	CATHERINE LOWE	Investigator Name	CASE POOL, BCS
Address 1	132 SURREY DR	Service Class	RESIDENTIAL
Address 2		Case Origin	PUC WEBSITE
City, State Zip	HAWLEY , PA 18428	Head Date	04/13/2023
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	56.1	Violation	ACTUAL
Total Balance	1731.44	Closed Date	04/14/2023
Reconnect Amount	0.00	Balance Date	02/27/2023
Special Budget Amount	0.00	Regular Budget Amount	328.00
Arrears Payment Plus	0.00	Final Monthly Payment	0.00
Resolution	DECISION ISSUED: BILLS ARE BASED ON ACTUAL METER READINGS. CUSTOMERS DECEMBER BILL WAS PAID AND JANUARY BILL ISSUED ON 1/17/2023 WAS REISSUED ON 1/20/2023 TO REFLECT KWH USED. ADDITIONAL PERSONNEL HAVE BEEN HIRED TO ASSIST WITH CALLS. CASE DISMISSED. CITE COMPANY; 56.1, CUSTOMER CANNOT REACH THE COMPANY DUE TO LONG WAIT TIMES		
Terms			
Letter Description			

Action Required Options

Action Required	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
WorkQ Category	▼		
Sub Category	▼		
Up Front Amount		Up Front Due Date	

Bill Type	▼		
Plus Amount			
Beginning Date			
Write-Off Amount			
Comments	BCS#3886962 DEC CLOSED 4/14/2023 BILLS ARE BASED ON ACTUAL METER READINGS. CUSTOMERS DECEMBER BILL WAS PAID AND JANUARY BILL ISSUED ON 1/17/2023 WAS REISSUED ON 1/20/2023 TO REFLECT KWH USED		
Processed By	E02239	Processed Date	4/14/2023 1:28:46 PM

[Return to Case](#)

EXHIBIT 14

PPL Letter to PUC regarding its Smart Meter Technology Procurement and Installation Plan (08/31/2020)

NB page 9 suggests the industry standard read rate of meters at 99.5%. This means that 7,000 out of 1.4 M PPL meters fall within possible error margin.

Michael J. Shafer
Senior Counsel

PPL
Two North Ninth Street
Allentown, PA 18101-1179
Tel. 610.774.2599 Fax 610.774.4102
MJShafer@pplweb.com



E-File

August 31, 2020

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
Harrisburg, Pennsylvania 17120

*Abstract
Page 9 -
"industry
standard"*

**RE: Petition of PPL Electric for Approval of its Smart Meter Technology
Procurement and Installation Plan
Docket No. M-2014-2430781**

Dear Ms. Chiavetta:

Enclosed for filing on behalf of PPL Electric Utilities Corporation ("PPL Electric") is PPL Electric's Annual Smart Meter Progress Report. This report is being filed pursuant to the Implementation Order issued on June 24, 2019 at Docket No. M-2009-2092655.

Pursuant to 52 Pa. Code § 1.11, the enclosed document is to be deemed filed on August 31, 2020, which is the date it was filed electronically using the Commission's E-Filing System.

If you have any questions regarding the enclosed report, please call me at (610) 774-2599 or Philip S. Walnock, Director – CS Project Management for PPL Electric at (484) 634-3082.

Very truly yours,

Michael J. Shafer

Enclosures

cc: Lori Burger (via email)
Daniel Searfoorce (via email)
Certificate of Service

PPL Electric Utilities Corporation
2020 Annual Progress Report
Smart Meter Implementation Plan
(Results to July 31, 2020)
Docket No. M-2014-2430781

August 31, 2020

Introduction

On September 3, 2015, the Pennsylvania Public Utility Commission (Commission) approved PPL Electric Utilities Corporation's (PPL Electric or Company) Smart Meter Implementation Plan (SMIP) at Docket No. M-2014-2430781. Pursuant to the Implementation Order entered by the Pennsylvania Public Utility Commission (Commission) on June 24, 2009, at Docket No. M-2009-2092655, PPL Electric submits this smart meter progress report for the third period, July 31, 2019 to July 31, 2020 (Current Reporting Period).

The program is on schedule to conclude by the end of 2020; meetings objectives with planned functionality, meter installs, and cost.

PPL Electric oversees a team of program vendors to assist with the planning and implementation of all aspects of the program. Black & Veatch's role on the Project is to provide PPL Electric with program management services and system integration services. Black & Veatch replaced IBM in August 2017.

The Company's technology supplier and meter vendor is Landis + Gyr. They are providing the radio frequency network, Automated Metering Infrastructure (AMI) head end, meter data management system (MDMS), meters and installation services. They are supported by Grid One and Riggs-Distler for network installation, meter installation and meter base repairs. Tesco Services performs quality auditing of work performed.

GE-Digital is providing Mix Director, the primary software system that the Company will use to monitor the AMI network during deployment and in future operations.

Wathour Engineering Company (WECO) is providing the new meter asset management (MAM) system and test boards that is used to test and track meters and network devices.



Black & Veatch provided project management and end-to-end systems integration services.



Landis + Gyr (L+G) is our vendor for the AMI network devices, AMI meters, meter and network deployment, AMI Head End system and Meter Data Management System (MDMS).



GE Digital provided **Mix Director**, the primary system that Advanced Metering Operations (AMO) will use to monitor the AMI network.



WECO provided the new **Meter Asset Management (MAM)** system and test boards that will be used to test and track meters and network devices.



Riggs Distler, an authorized sub-contractor of L+G, completed meter base repairs and installed high-end meters, and removed inactive PLC meters that do not need to be exchanged for AMI meters



Grid One, an authorized sub-contractor of L+G, installed the AMI meters, performed the meter inspection activities, and hosted a call center.

Program Scope

PPL Electric's Smart Meter Implementation Plan (SMIP) was designed to meet the Act 129 requirements by first deploying the systems and infrastructure required to enable the new Automated Metering Infrastructure technology. This was then followed by the deployment of radio frequency (RF) meters replacing PPL Electric's existing 1.4 million power line carrier (PLC) meters over a four-year period.

The following items were deployed as part of the program:

- **Customer Web Portal** – The portal was updated to display the customer's interval usage
- **Electric meters** – Use two-way communication to collect electricity usage and related information from customers and to deliver information to customers
- **Local Area Network (LAN) Collectors and Routers** – Devices used to relay and collect meter data from all meters in a local area and transmit to the head end through a wide area network
- **Wide Area Network (WAN) Fiber and Cellular Backhaul** – Communications infrastructure responsible for transmitting the meter data to the head end
- **AMI Head End** – System that receives the stream of meter data from the field making the data available for other systems

Meter Deployment

RF meter exchanges began in the Harrisburg region in December 2016, the Lancaster region in July 2017, the Lehigh region in November 2017, the Northeast Region in May 2018, the Central Region in Oct 2018, and Susquehanna Region in March 2019.

As of July 31, 2020, 1,467,105 meter exchanges have been completed. Mass meter deployment is complete in all regions. There are 40 remaining meter endpoints that still have PLC meters on them. These locations are on hold due to PUC complaint proceedings and will be exchanged when the approval to proceed is granted.

(as of 7/31/2020)



Region	Pre-Sweep Inspections	Network Installations	Mass Meter Deployment	PPL UTC Clean Up
1. Harrisburg	Complete	Complete	Complete	100.00%
2. Lancaster	Complete	Complete	Complete	100.00%
3. Lehigh	Complete	Complete	Complete	100.00%
4. Northeast	Complete	Complete	Complete	100.00%
5. Central	Complete	Complete	Complete	100.00%
6. Susquehanna	Complete	Complete	Complete	100.00%

Note: 'End' represents mass deployment planned completion month

Meter Base Repairs

PPL Electric is repairing meter bases in instances where the meter base conditions may not be conducive to safe meter exchanges. Approximately 10,721 meter base repairs were completed for exchange of a RF meter. Repairs to facilitate a meter exchange were conducted at a rate of approximately 0.8% of the premises where meters have been installed.

Progress on the End-to-End Solution

PPL Electric has delivered strong meter reading performance with its legacy PLC based AMI system. Meter read performance of the new RF based system is also performing at a very high level, exceeding the industry standard read rate of 99.5%.

Metric	Target	2017 Total	2018 Total	2019 Total	2020 Total*
Interval	99.75%	99.89%	99.82%	99.86%	99.97%
Billing Register	99.75%	99.90%	99.79%	99.86%	99.87%

* 2020 Results through July 31, 2020

EXHIBIT 15

Example of Anomalies in Energy Companies Smart Networks (from L + G site)

The 10 most common anomalies in energy companies' OT networks



By Klaus Mochalski

05-Feb-2023 23:54:00



Klaus Mochalski

CEO of Rhebo GmbH



For several years, the combination of system integration, the smart grid and the legacy of outdated industrial control systems have been presenting new cyber security challenges for energy infrastructures. These problems are reflected in the 10 most common anomalies identified in energy companies' operational technology (OT) networks in 2022.

Digitalization and pan-European system integration represent a double-edged sword for energy companies. On the one hand, they will simplify processes and cross-border collaboration, while also making new business models possible. On the other hand, increasing networking, the integration of operational technology (OT) into IT and the expansion of the smart grid are exposing the already very vulnerable critical infrastructure to a higher level of risk.

The smart grid in particular offers attackers millions of potential access points, such as publicly accessible smart meters, charging stations and energy storage systems. The

POSTS BY TOPIC

Smart Metering (70)

Smart Grid (52)

Landis+Gyr Product (29)

Energy (27)

Customer Focus (22)

[see all](#)

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situation is made more difficult by the unique features of OT. Its focus is on process stability, availability and occupational safety, rather than information security. As a result, very few industrial components are designed to provide additional security functions. As a general rule, they are insecure by design. In the past, cyber security was not an issue in OT, which originally consisted of isolated systems that were only accessible to the company's own engineers.

No industrial control system is secure

These characteristics are also reflected in the results of almost two dozen Rhebo Industrial Security Assessments (RISSA) which were carried out in 2022, primarily among German energy companies (Fig. 1). During a RISSA, the OT infrastructure and communications are investigated specifically with the aim of identifying risks, anomalies and security threats. On average 18 types of anomalies were identified in each risk analysis. Individual anomalies were found several times in one single RISSA, but were not counted separately in the assessment. Instead they were grouped into anomaly types. This means that the absolute number of anomalies identified in the OT networks is generally much larger than the aggregated average value.

It is noticeable that the majority of the risks and anomalies relate to legacy problems:

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Taking control of the active grid

Overcoming Barriers to Successful Fleet Electrification

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- **Legacy protocols:** In 86.4 percent of all risk analyses, communication using historic protocol types was identified. These protocols do not allow for any kind of authentication or encryption. This enables intruders to extract information from the infrastructure which will be valuable to them during the subsequent phases of an attack.
- **Obsolete protocols:** In 82 percent of all cases, protocols were being used that were not relevant to the OT infrastructure in question. Frequently this involved multicast messages that devices use by default to advertise their own services and software versions. Unneeded protocols represent potential attack vectors and should therefore be removed.

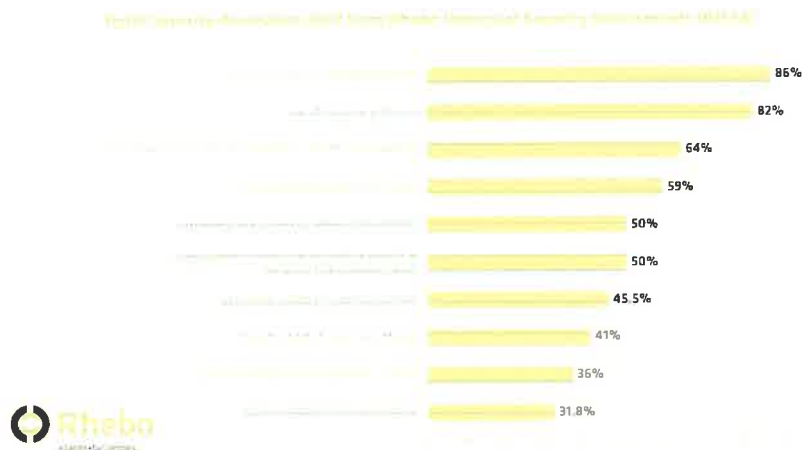


Fig. 1: Top 10 security anomalies identified in 2022 in Rhebo InduStrial Security Assessments. The figures show the number of analyses where each anomaly was found. (Source: Rhebo)

- **Outdated authentication method:** In 64 percent of all cases, an authentication method was found that had not been supported by the vendor for more than ten years. For several years, it has been possible to decrypt its password hashes using graphics cards in just six hours. The use of this method has also been responsible for many zero-day vulnerabilities in this vendor's systems in recent years.
- **Unencrypted transmission of sensitive infrastructure information:** In 50 percent of all cases, communication with plain text passwords was found. For attackers with access to the OT network, this vulnerability is a valuable source of information for lateral movement and threat propagation.
- **Vulnerable firmware, software or operating system:** Almost all the OT networks included systems and devices that have had known vulnerabilities for some time and that have not yet been patched or replaced by the operator. Outdated firmware on network components in particular represents a widespread problem
- **Security-relevant misconfigurations:** In one third of all the risk analyses, misconfigurations were detected that would enable intruders to obtain sensitive information or launch man-in-the-middle attacks. The misconfigurations that were identified included configuration via DHCP both in the network and in components searching for a corresponding server, as well as router advertisements and source routing.

Generally, attackers can only exploit these risks if they already have access to the network. Nevertheless, they form a valuable arsenal that allows attackers to move laterally in the network, to understand the infrastructure and to consolidate and extend their access to critical infrastructure.

There are also anomalies that pose risks for process security but are hidden from operators because of their lack of visibility in the OT:

- **Establishing a connection to the internet:** In half of all cases, there were devices that established or tried to establish connections to public IP addresses. Often these were DNS queries that bypassed the system's own DNS server. However, there were also systems that obtained their updates from the internet without administrative checks. In many cases, the attempts were blocked by local firewalls, but there were not always rules in place to prevent these connection attempts. Successful connections to external networks not only represent an information leak from the company's network. They can also indicate existing intrusion activities
- **Noticeable changes in communications:** In 46 percent of all cases, unexpected changes took place in OT communications. Industrial communication is characterized by repetitive and deterministic patterns. Sudden crashes, peaks or even a change in traffic patterns can be indications of active

interventions in the behavior of a system or a device.

To run the risk analysis, an OT monitoring system with anomaly detection functions was integrated into neuralgic points in the OT. The system is generally installed via switch ports that mirror the traffic. The installation is completed in just a few minutes without affecting the OT itself. After this, the communication in the OT is recorded passively over an average period of 14 days. This recording forms the basis for the detailed evaluation by OT experts which produced the results outlined above. In addition to creating a list of all anomalies and risks, they identify and document all the active systems and devices, as well as their connections and the quality of these connections (Fig. 2).

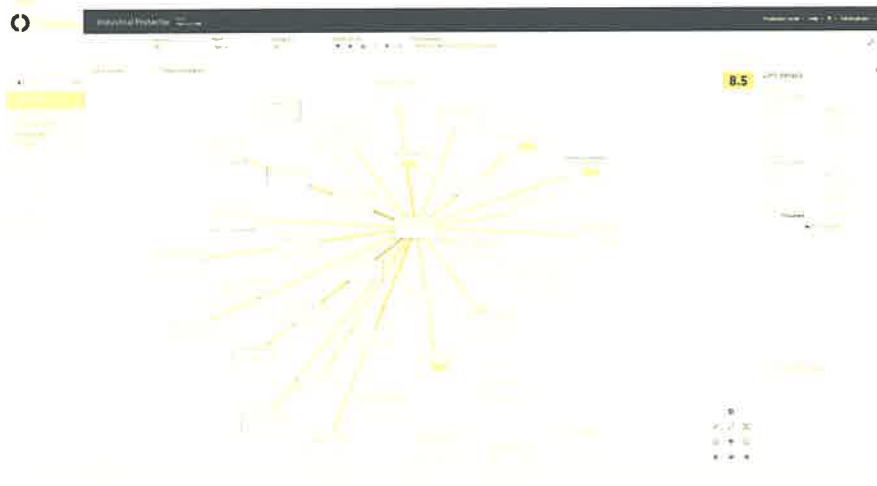


Fig. 2: The OT monitoring system visualizes the entire monitored operational technology and shows all the systems, their connections and properties. (Source: Rhebo)

Typically, the OT monitoring and anomaly detection system remains in the OT after the risk analysis has been completed and is directly set to continuous operation. The OT communication that has been streamlined on the basis of the risk analysis is used as the baseline for the detection of future anomalies. In IEC 61850 infrastructures, the .scd file can also be imported. Anomalies that were identified during the risk analysis, but have not yet been resolved, can be given "Monitor" status in the OT monitoring system. This allows managers to track them and monitor their frequency until a solution is found.

The OT monitoring system with anomaly detection allows all communications to be continuously monitored during ongoing operations and security anomalies to be

identified in real time. As a result, energy supply companies can meet the requirements of the German Federal Office for Information Security (BSI) laid down in its orientation guide for the "Operation of Intrusion Detection Systems."

Mehr erfahren über Rhebo OT Security

Salutation *

Please Select 

First name *

Last name *

Email address *


Company *

Phone number *

Job title *

Please Select 

Country *

Please Select 

What is your question /
comment about? *

Please Select 

Your question

EXHIBIT 16

Media Reports Showing PPL Billing Issues Lasting From December 2022 through May 2023

NB “The PPL letter dated April 4 notes, “We **recently** discovered an issue which caused a delay in billing for your electrical usage”.

PPL letter claims recent discovery of 2022 billing failure; customers see high bills, low bills, late bills and no bills

ALLENTOWN, Pa. - PPL Corp.'s billing errors started in December and have stretched into April.

The utility's Pennsylvania customers have seen a Dr. Seuss-like mixture of problems: high bills, low bills, late bills and no bills.

Yet a letter dated just seven days ago does not acknowledge the duration of the problem.

Local Trending News

The PPL letter dated April 4 notes, "We recently discovered an issue which caused a delay in billing for your electric usage."

That issue started in December 2022. The "recently discovered" issue is older than the year 2023, and happened more than a month before the Philadelphia Eagles lost the Super Bowl. The letter is from PPL Electric Utilities and is not signed by any individual.

In December, according to the Allentown-based utility, the company's billing system did not communicate with its meters. That problem affected 800,000 customers.

Estimated bills, some very high, were sent. Later, bills that omitted supplier charges were sent. PPL's charge for delivering electricity was included, but not the actual cost of energy. Some customers were not billed, and as the charges pile up, PPL has suggested they seek payment plans when the cost of months of electricity comes due.

"... we'd be happy to offer you an agreement to pay off your balance over time," the April 4 letter says, adding, "Thank you for being a valued PPL customer." PPL has a regulated monopoly on delivering electricity in the region.

Payment plans can be set up over the phone or online.

On Tuesday, a PPL spokesperson said, "We continue to make significant progress" in sending timely bills. The company has added staff to deal with customers, and the spokesperson said wait times have "decreased significantly."

No exact number of how many customers are still affected was

provided. No estimated cost of the response to the billing errors was provided, and the company still estimates that it will resume billing "for nearly all remaining customers by the end of May."

Pennsylvania's Public Utility Commission is investigating PPL's billing procedures.

"We apologize, it has taken much more time than we anticipated," the spokesperson said. The company is, at the highest levels, looking into what went wrong and how to avoid such problems.

Shares in the company are traded on the New York Stock Exchange under the ticker symbol PPL. The closing price Tuesday was \$28.83. At that price, the company's market capitalization (current price times number of shares outstanding) is \$21.3 billion.

What others are reading...

Utility Update: PPL Resolving Recent Billing Issues

We recently became aware of some billing irregularities in the PPL service area in Pennsylvania.

If you are a PPL customer or have PPL customers in your team, some of them may have been affected by the issue. The irregularities are due to recent issues with PPL's billing process that have affected some of Think Energy's customers in the area.

Here is the latest info provided by PPL:

PPL has successfully resumed normal billing for 87% of impacted customers.

86,000 HIU accounts had to be canceled due to billing inaccuracies. As of May 18, 74,460 accounts have been re-billed.

A group of approximately 55,000 customers had not received a bill for one or more months. PPL has now completed billing for about 48,941 of these accounts.

Rest assured, we are actively collaborating with PPL to ensure all Think Energy customers are properly accounted for.

We are also working with our Energy Advisor support team to ensure your weekly or monthly commission as well as qualifications for our Leadership Trip are not affected by this issue.

We apologize for any inconvenience and appreciate your understanding while we work with PP&L to resolve this as soon as possible. If you have any questions or concerns, please contact our customer support team at

EXHIBIT 17

**October 6, 2023: PPL Replaces
Our Meter**

EXHIBIT 17

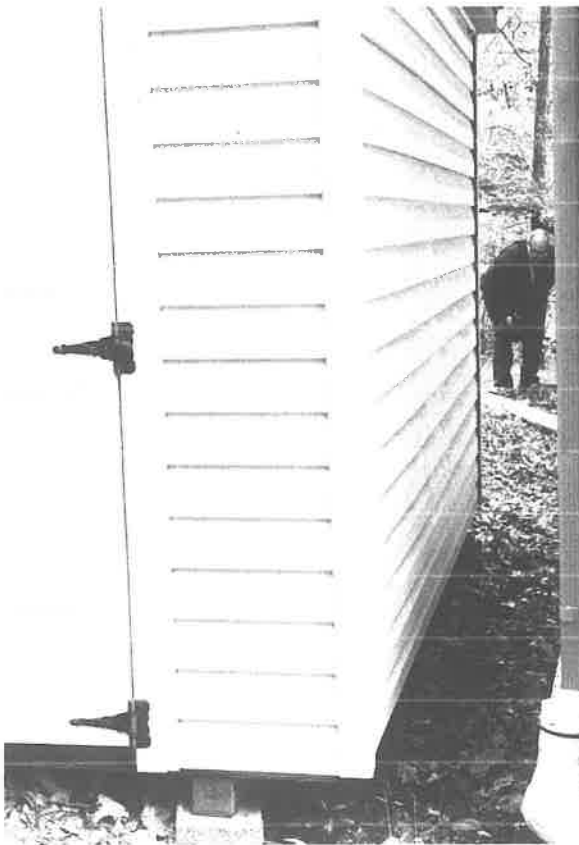
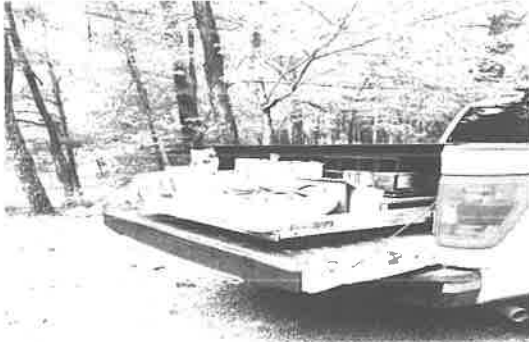


EXHIBIT 18

**PPL President's Letter
"To Our Valued Customers"
(01.31.22)**

To our Valued Customers,

You have a right to expect excellent service from your electric utility. We know that delivering reliable electricity – keeping the lights on for you – must be matched by exceptional customer service. In recent weeks, we’ve fallen short of this standard in both our billing and responsiveness to customers.

Today, I’m reaching out to address these issues, including estimated bills, to share steps we’re taking to support our customers, and to explain what it means for you. I also want to take this opportunity to address higher prices for energy supply, which have been the primary driver of higher bills. While we don’t control these energy supply costs, we are committed to doing what we can to help you in this challenging time.

While estimated billing and higher prices are unrelated, together they have fueled a sharp increase in customer calls, resulting in long wait times for many who have tried to contact us. **If you received an estimated bill or have had difficulty reaching our call center, I apologize. Simply put, you deserve better, and we are committed to regaining your trust.**

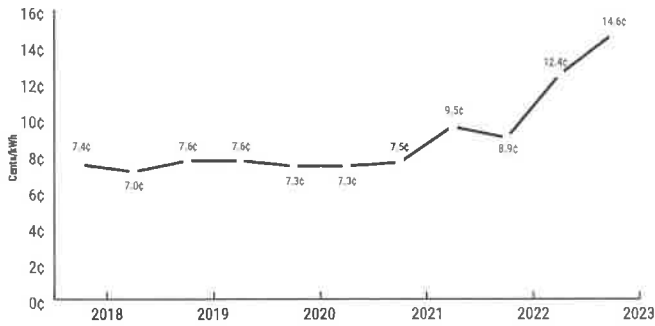
Actions we’re taking to support our customers:

- **First and foremost, we’ve resolved the technical issue that resulted in a significant number of bills that were based on estimated electricity usage.** This issue involved bills sent from December 20 through January 9. Estimates based on historical usage may have been higher or lower than actual usage. **If this impacted you, you have either already received a corrected bill with actual usage or an adjustment on your next monthly bill to ensure you only pay for the electricity you used.**
- **By fixing the technical issue, we have restored customers’ access to detailed usage information** online at [www.ppl.com/usage](#).
- **We will not shut off power to residential and small-business customers for non-payment through March 31.**
- **We are waiving all late fees in January and February.** Any fees already charged in January will be credited to customer accounts.
- **We continue to offer payment plans and assistance programs that can help if you are struggling to pay your electric bill.** This includes self-service options that are available to you online at [www.ppl.com/pay](#) or by calling **1-800-DIAL-PPL**.
- **We are adding more agents to answer your calls** and reduce wait times.

Higher energy prices and steps you can take:

Energy prices have risen sharply over the past two years. If you do not shop and receive electricity supply through PPL Electric Utilities, you may have already noticed the December 1 increase in the default rate for electricity supply (also known as our price to compare).

	Based on Residential Price to Compare				
	500 kwh	750 kwh	1,000 kwh	1,250 kwh	1,500 kwh
PTC Dec. 1, 2022	\$73.06	\$109.59	\$146.12	\$182.65	\$219.18
PTC Dec. 1, 2021	\$47.51	\$71.27	\$95.02	\$118.78	\$142.53
Difference	+\$25.55	+\$38.32	+\$51.10	+\$63.87	+\$76.65

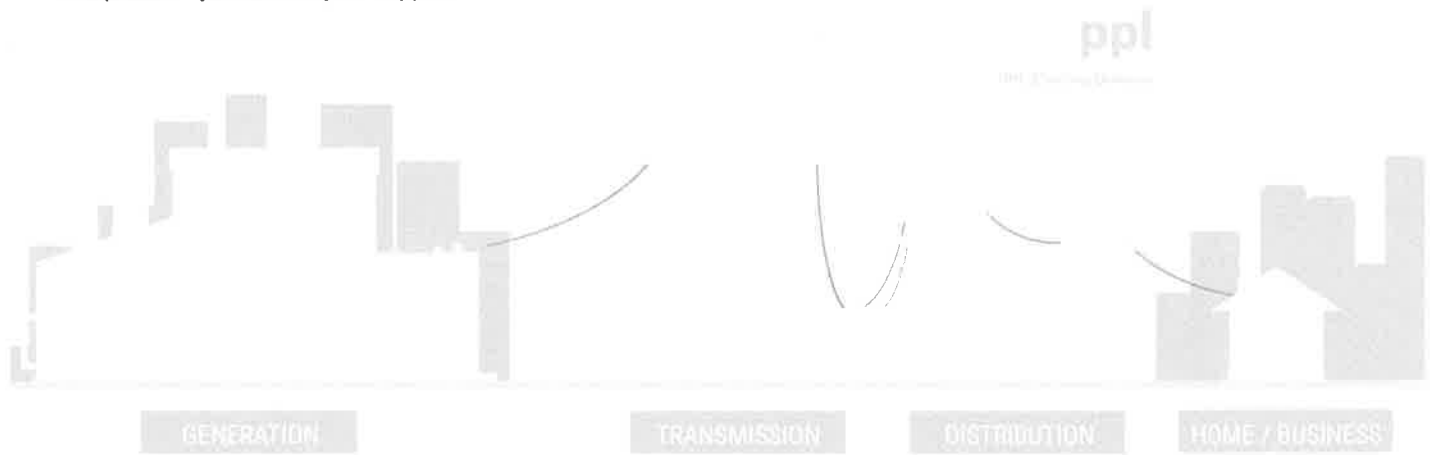


The default rate reflects our cost to buy power for you if you don't shop for your electricity supply. This rate is determined through a competitive bid process approved by the Pennsylvania Public Utility Commission, and we pass along the cost of the power at no profit to us.

ELECTRICITY SUPPLY

Competitive - you choose your supplier

DELIVERY SERVICE



While we can't control supply prices, here are steps you can take to help manage energy costs:

- **Shop for the electricity supplier that's right for you.** Visit the Pennsylvania Public Utility Commission's website, <https://www.ppsc.state.pa.us/>, to shop for a better deal on electricity supply. If you shop, always remember to carefully read the terms and conditions to understand the price, contract term and any cancellation fees or other conditions that may apply. No matter which supplier you choose, we will still deliver that electricity to you safely and reliably.
- **Use energy efficiently.** Our website is full of tips to help you reduce the amount of electricity you use. Visit <https://www.ppl.com/energy-efficiency>.
- **Make your bills more predictable and affordable.** We have many helpful programs for customers who qualify. To learn more, visit <https://www.ppl.com/energy-assistance>.
- **Select a convenient payment option.** To find easier ways to pay, visit <https://www.ppl.com/bills>.

Ways to reach us and self-service options for your convenience:

As we add more agents to answer calls, we also want you to know that you can find many of the answers and services you need online at <https://www.ppl.com> or by using our interactive voice response system. For instance, you can set up a payment plan online or by using the voice response system, available at **1-800-DIAL-PPL**.

In closing, we make this pledge to our customers: You Depend on Us and We Deliver. For some of you, we have not lived up to that promise in our customer service. I can assure you that we will do everything we can going forward to provide the service that you deserve.

Sincerely,

Steph Raymond
President - PPL Electric Utilities

EXHIBIT 19

**Daily Temperatures and Consumption —
Billing at Random**

Annex 1

Account Number	Meter Number	Date	Total Usage kWh	Average Temperature
7797537017	300864292	12/10/2022	146.478	32
7797537017	300864292	12/11/2022	159.948	34
7797537017	300864292	12/12/2022	159.927	32
7797537017	300864292	12/15/2022	182.032	32
7797537017	300864292	12/16/2022	149.523	35
7797537017	300864292	12/17/2022	152.93	34
7797537017	300864292	12/18/2022	162.895	30
7797537017	300864292	12/22/2022	170.234	34
7797537017	300864292	12/28/2022	152.354	35
7797537017	300864292	01/08/2023	152.086	33
7797537017	300864292	01/09/2023	150.914	34
7797537017	300864292	01/10/2023	156.543	35
7797537017	300864292	01/17/2023	154.026	34
7797537017	300864292	01/21/2023	163.201	33
7797537017	300864292	01/22/2023	165.217	34
7797537017	300864292	01/23/2023	159.054	34
7797537017	300864292	01/24/2023	168.803	33
7797537017	300864292	01/25/2023	177.354	33
7797537017	300864292	01/27/2023	169.642	33
7797537017	300864292	02/11/2023	41.648	34
7797537017	300864292	02/18/2023	50.305	31
7797537017	300864292	02/22/2023	68.118	33
7797537017	300864292	02/27/2023	48.993	34
7797537017	300864292	02/28/2023	58.824	36
7797537017	300864292	03/14/2023	70.692	30
7797537017	300864292	03/15/2023	55.826	33

Normal Anomaly

Temperature range 30-35 F

Temperature range 30-35 F

Temperature 36-50 F

Account Number	Meter Number	Date	Total Usage kWh	Average Temperature
7797537017	300864292	12/08/2022	95.251	45
7797537017	300864292	12/29/2022	125.368	38
7797537017	300864292	12/30/2022	102.417	47
7797537017	300864292	01/02/2023	99.128	46
7797537017	300864292	01/03/2023	95.018	49
7797537017	300864292	01/06/2023	125.674	39
7797537017	300864292	01/07/2023	149.518	36
7797537017	300864292	01/11/2023	157.957	36
7797537017	300864292	01/12/2023	146.645	42
7797537017	300864292	01/13/2023	119.605	40
7797537017	300864292	01/18/2023	119.418	43
7797537017	300864292	01/19/2023	140.109	39
7797537017	300864292	01/20/2023	142.886	39
7797537017	300864292	01/26/2023	156.089	38
7797537017	300864292	01/28/2023	148.129	40
7797537017	300864292	01/29/2023	143.906	42
7797537017	300864292	01/30/2023	120.027	42
7797537017	300864292	02/08/2023	53.618	40
7797537017	300864292	02/09/2023	83.346	43
7797537017	300864292	02/10/2023	20.897	48
7797537017	300864292	02/12/2023	46.684	36
7797537017	300864292	02/13/2023	32.372	40
7797537017	300864292	02/14/2023	29.733	42
7797537017	300864292	02/17/2023	29.853	43
7797537017	300864292	02/19/2023	39.064	41
7797537017	300864292	02/20/2023	28.975	45
7797537017	300864292	02/21/2023	48.522	40
7797537017	300864292	02/23/2023	46.826	45
7797537017	300864292	02/24/2023	42.38	36
7797537017	300864292	02/26/2023	66.254	36
7797537017	300864292	02/27/2023	48.993	34
7797537017	300864292	02/28/2023	58.824	36
7797537017	300864292	03/01/2023	51.277	39
7797537017	300864292	03/02/2023	35.663	45
7797537017	300864292	03/03/2023	48.826	37
7797537017	300864292	03/04/2023	52.724	38
7797537017	300864292	03/05/2023	39.446	40
7797537017	300864292	03/06/2023	33.916	40
7797537017	300864292	03/13/2023	58.065	37
7797537017	300864292	03/16/2023	36.676	42
7797537017	300864292	03/17/2023	25.701	47
7797537017	300864292	03/18/2023	29.019	39
7797537017	300864292	03/20/2023	41.425	37
7797537017	300864292	03/21/2023	26.089	45
7797537017	300864292	03/24/2023	25.656	43
7797537017	300864292	03/25/2023	43.837	41
7797537017	300864292	03/26/2023	22.008	49
7797537017	300864292	03/27/2023	29.268	46
7797537017	300864292	03/28/2023	27.103	41
7797537017	300864292	03/29/2023	33.347	42
7797537017	300864292	03/31/2023	41.912	40
7797537017	300864292	04/01/2023	14.939	56
7797537017	300864292	04/02/2023	20.764	38
7797537017	300864292	04/03/2023	20.205	48
7797537017	300864292	04/07/2023	8.423	45

Anomaly

Normal

Temperature 36-50 F

7797537017	300864292	04/08/2023	20.779	40
7797537017	300864292	04/09/2023	20.452	44
7797537017	300864292	04/10/2023	13.218	50
7797537017	300864292	04/18/2023	8.793	43
7797537017	300864292	04/19/2023	15.622	49
7797537017	300864292	04/24/2023	6.855	46
7797537017	300864292	04/25/2023	10.781	44
7797537017	300864292	04/26/2023	14.623	46
7797537017	300864292	04/28/2023	10.385	50
7797537017	300864292	05/01/2023	11.217	48
7797537017	300864292	05/02/2023	12.138	46
7797537017	300864292	05/03/2023	14.644	45
7797537017	300864292	05/04/2023	12.32	49
7797537017	300864292	05/05/2023	9.091	50

Normal

3

**PPL ELECTRIC
EXHIBIT 1**

*** Account Information ***

*** Current Account Status ***

Account Number: 77975-37017
 Mail To: CATHERINE LOWE
 1632 HEMLOCK FARM
 HAWLEY PA 18428
 Requested By: CATHERINE LOWE
 (917)208-3225 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
09/16/2021	ELECTRIC SERVICE		\$61.46								
09/16/2021	Regular Bill	10/07	\$61.46				0014/0093	58604A	20	427	
09/17/2021	Payment		\$-61.46								
10/15/2021	ELECTRIC SERVICE		\$65.73								
10/15/2021	Regular Bill	11/08	\$65.73				0076/0041	59023A	29	419	
11/04/2021	Payment		\$-65.73								
11/15/2021	ELECTRIC SERVICE		\$97.63								
11/15/2021	Regular Bill	12/06	\$97.63				0487/0005	59722A	31	699	
12/02/2021	Payment		\$-97.63								
12/15/2021	ELECTRIC SERVICE		\$265.86								
12/15/2021	Regular Bill	01/05	\$265.86				0819/0000	61701A	30	1979	
01/03/2022	Payment		\$-265.86								
01/18/2022	ELECTRIC SERVICE		\$548.97								
01/18/2022	Regular Bill	02/08	\$548.97				1123/0000	65719A	34	4018	
02/04/2022	Payment		\$-548.97								
02/15/2022	ELECTRIC SERVICE		\$389.39								
02/15/2022	Regular Bill	03/08	\$389.39				1160/0000	68594A	28	2875	
03/04/2022	Payment		\$-389.39								
03/16/2022	ELECTRIC SERVICE		\$215.61								
03/16/2022	Regular Bill	04/06	\$215.61				0844/0000	70132A	29	1538	
04/04/2022	Payment		\$-215.61								
04/14/2022	ELECTRIC SERVICE		\$106.44								
04/14/2022	Regular Bill	05/09	\$106.44				0554/0002	70831A	29	699	
05/05/2022	Payment		\$-106.44								
05/16/2022	ELECTRIC SERVICE		\$84.45								
05/16/2022	Regular Bill	06/06	\$84.45				0338/0023	71362A	32	531	
06/02/2022	Payment		\$-84.45								
06/15/2022	ELECTRIC SERVICE		\$83.22								
06/15/2022	Regular Bill	07/06	\$83.22				0029/0103	71823A	30	461	

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/ TYPE	DAYS USED	BILLED KW
07/01/2022	Payment		\$-83.22							
07/15/2022	ELECTRIC SERVICE		\$298.47							
07/15/2022	Regular Bill	08/08	\$298.47				0012/0223	73549A	30	1726
08/04/2022	Payment		\$-298.47							
08/15/2022	ELECTRIC SERVICE		\$224.61							
08/15/2022	Regular Bill	09/06	\$224.61				0000/0355	74826A	31	1277
09/01/2022	Payment		\$-224.61							
09/14/2022	ELECTRIC SERVICE		\$113.33							
09/14/2022	Regular Bill	10/05	\$113.33				0001/0197	75419A	30	593
10/03/2022	Payment		\$-113.33							
10/13/2022	ELECTRIC SERVICE		\$58.43							
10/13/2022	Regular Bill	11/03	\$58.43				0242/0020	75678A	29	259
11/01/2022	Payment		\$-58.43							
11/11/2022	ELECTRIC SERVICE		\$155.46							
11/11/2022	Regular Bill	12/05	\$155.46				0346/0008	76516A	29	838
12/01/2022	Payment		\$-155.46							
12/13/2022	ELECTRIC SERVICE		\$852.75							
12/13/2022	Regular Bill	01/03	\$852.75				0857/0000	81255A	32	4739
12/29/2022	Payment		\$-852.75							
01/17/2023	CANCELED ELECTRIC SERVICE		\$6095.64							
01/17/2023	Canceled Bill	02/07	\$6095.64				0966/0000	86010A	31	31701
01/18/2023	Adjustment		\$-6095.64							
01/20/2023	ELECTRIC SERVICE		\$927.57							
01/20/2023	Regular Bill	02/13	\$927.57				0966/0000	86010A	31	4755
02/13/2023	ELECTRIC SERVICE		\$803.87							
02/13/2023	Regular Bill	03/06	\$1731.44	\$927.57			0993/0000	90129A	31	4119
03/15/2023	ELECTRIC SERVICE		\$288.45							
03/15/2023	Regular Bill	04/05	\$2019.89	\$1731.44			0841/0000	91555A	30	1426
03/22/2023	Payment		\$-288.45							
04/14/2023	ELECTRIC SERVICE		\$157.47							
04/14/2023	Regular Bill	05/08	\$1888.91	\$1731.44			0548/0024	92297A	30	742
05/03/2023	Payment		\$-157.47							
05/15/2023	ELECTRIC SERVICE		\$71.30							
05/15/2023	Regular Bill	06/05	\$1802.74	\$1731.44			0332/0020	92589A	31	292
05/17/2023	Payment		\$-71.30							

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/ TYPE	DAYS USED	KWH	BILLED KW
06/14/2023	ELECTRIC SERVICE		\$54.79								
06/14/2023	Regular Bill	07/05	\$1786.23	\$1731.44			0124/0042	92808A	30	219	
07/11/2023	Late Payment Charge		\$0.68								
07/14/2023	ELECTRIC SERVICE		\$53.93								
07/14/2023	Regular Bill	08/07	\$1840.84	\$1786.23			0009/0202	93039A	30	231	
07/19/2023	Payment		\$-54.61								
08/14/2023	ELECTRIC SERVICE		\$175.00								
08/14/2023	Regular Bill	09/05	\$1961.23	\$1786.23			0000/0215	93987A	31	948	
08/15/2023	Late Payment Charge		\$0.68								
08/15/2023	Late Payment Charge		\$0.01								
08/25/2023	Payment		\$-175.00								
09/12/2023	Late Payment Charge		\$0.01								
09/12/2023	Late Payment Charge		\$0.68								
09/13/2023	ELECTRIC SERVICE		\$155.75								
09/13/2023	Regular Bill	10/04	\$1943.36	\$1786.23			0004/0169	94811A	30	824	
09/15/2023	Payment		\$-157.13								
10/10/2023	Late Payment Charge		\$0.03								
10/10/2023	Late Payment Charge		\$0.66								

PPL ELECTRIC
EXHIBIT 2

Account Contact History
Account: 7797537017 Customer Name: CATHERINE LOWE
From 10/13/2019 to 10/13/2023

Contact Date	Contact Type	Remarks	User
2023-10-07	Miscellaneous	WATT Regional Ops - SOF Order Does Not Exist in C1 Work Item 4035066 Created	CSS
2023-09-28	Cust Choice 1 Bill	Supplier added on 2023-10-03 - Frontier Utilities NE LLC	
2023-09-28	Batch Enrollment		
2023-09-27	Miscellaneous	WATT Generalist - Meter Test-CMO Issued Work Item 4011690 Created	HOLLY L HANKERSON
2023-09-27	Change Meter Only Issued	OGC REQUESTED METER CHANGE DUE TO HIGH BILL PUC FORMAL COMPLAINT NO CHARGE Change asap. Tag and box old meter with bill account number and send to SFC-Meter Test-Customer Complaint. PLEASE EMAIL RESULTS hlhankerson@pplweb.com	HOLLY L HANKERSON
2023-09-14	WEB Customer Initiated Payment	Scheduled date 9 14 2023 Amount 157.13 User Locar19 Owner YES. Confirmation Number 23091451	SELF SERVICE USER
2023-08-24	WEB Customer Initiated Payment	Scheduled date 8 24 2023 Amount 175.00 User Locar19 Owner YES. Confirmation Number 23082463	SELF SERVICE USER
2023-08-24	Miscellaneous	WATT CCC Formal Complaint - High Bill Issue Work Item 3152380 Completed	TAMI L ROLAND
2023-08-24	Miscellaneous	WATT ID 3152380 A REP ENTERED INFO IN THIS WATT INCORRECTLY THIS IS FOR NEW PUC FORMALS WHEN REC D BY THE OGC ONLY. CUST D BILL ON 1 18. THERE IS NOW AN OPEN PUC FORMAL ON THIS ACCT WHICH WAS FILED IN MAY. CLOSING THIS WATT.	TAMI L ROLAND
2023-07-19	WEB Customer Initiated Payment	Scheduled date 7 19 2023 Amount 54.61 User Locar19 Owner YES. Confirmation Number 23071998	SELF SERVICE USER
2023-05-17	WEB Customer Initiated Payment	Scheduled date 5 17 2023 Amount 71.30 User Locar19 Owner YES. Confirmation Number 23051776	SELF SERVICE USER
2023-05-15	SC - PUC Formal Complaint	The customer filed Formal Complaint Docket No. F-2023-3040666- WATT ID 3774552	E02623
2023-05-15	Miscellaneous	WATT CCC Formal Complaint - Bill Dispute Work Item 3774552 Created	DONNA BARRY
2023-05-03	WEB Customer Initiated Payment	Scheduled date 5 3 2023 Amount 157.47 User Locar19 Owner YES. Confirmation Number 23050325	SELF SERVICE USER
2023-04-25	SC - GRACE EXTENSION	Received notice that the customer appealed the PUC decision for BCS 3886962. Necessary protections placed on the customer s account until 05 22 2023.	E02623
2023-04-20	Miscellaneous	WATT Billing - Rejected Bill Work Item 3149986 Completed Rejected bill that was canceled. 1 17. The watt was never closed when bill was rejected.	MICHELE GURZ
2023-04-14	SC - GRACE EXTENSION	Caller Back Office Ratepayer. SC Status from Open to Closed Cust Rights Given Y Cust Satisfied Y Comments BCS 3886962 DEC CLOSED 4 14 2023 BILLS ARE BASED ON ACTUAL METER READINGS. CUSTOMERS DECEMBER BILL WAS PAID AND JANUARY BILL ISSUED ON 1 17 2023 WAS REISSUED ON 1 20 2023 TO REFLECT KWH USED	CUCL143
2023-04-03	Billing	Caller CATHERINE LOWE Ratepayer User Comments Catherine called in because someone called them yesterday and they miss the call and they was calling back to speak with the person that called them and they have questions about their bill and they would like to speak with someone about their bills. Catherine disconnected the lines.	TAWANNA NEWSON
2023-04-03	WUR Assessment	CATHERINE LOWE Ratepayer. Caller s Concern Billed Amounts. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO Yes.	TAWANNA NEWSON
2023-03-24	Billing	Caller Dmygro Dobgopoly Spouse User Comments Spouse Dmygro Dobgopoly called in regarding puc case for disputed bill for month dec jan and feb advised case still opened advised until case has closed cust should pay current bill going forward cust understood after assessing sat cust disconnected did not offer sop	DAFFANY CRIMES
2023-03-24	WUR Assessment	Dmygro Dobgopoly Spouse. Caller s Concern Billed Amounts. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	DAFFANY CRIMES
2023-03-22	WEB Customer Initiated Payment	Scheduled date 3 22 2023 Amount 288.45 User Locar19 Owner YES. Confirmation Number 23032280	SELF SERVICE USER
2023-03-06	Credit	Caller CATHERINE LOWE Ratepayer. no pay assist avail or assistance cust states that they refused to pay any amount to the higher bills and wanted to know if they dont pa would they loose pay end of month as they winter moment. closes edu cust	LAUREN ENGLE
2023-03-06	Credit	Caller CATHERINE LOWE Ratepayer. cust call in about the higher than normal advised of error of billing put in callback form	LAUREN ENGLE
2023-02-27	Bill Comparison	Caller CATHERINE LOWE Ratepayer. Customer called about high bill and previous bill being estimated. Explained billing issue to customer as well as rise in price of electric. Advised that they can shop for cheaper rate at PAPowerSwitch.com. Customer understood. Will CB with spouse for EE.	E189270
2023-02-04	Data Repair	DR_REQ10782282 - CD-NXT-COLL-ACTION UPDATE	CSSDR044
2023-02-03	Pull Bill	Rejected	DBL_VBIL
2023-02-03	SC - PUC Informal Complaint	PUC MDIA BCS 3886962	CUCL143
2023-02-02	Data Repair	DR_REQ10782282 - CD-NXT-COLL-ACTION UPDATE	CSSDR044

Contact Date	Contact Type	Remarks	User
2023-02-01	Call Transfer	Caller CATHERINE LOWE Ratepayer User Comments called cause bill very high xfered to EE	PAMELA SILVERMAN
2023-02-01	WUR Assessment	CATHERINE LOWE Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO Not on Phone.	PAMELA SILVERMAN
2023-01-21	Data Repair	INC10765324 - Reads Workaround	CSSDR044
2023-01-19	Miscellaneous	WATT No Bill - No Bill Residential Work Item 3160211 Created	CSS
2023-01-18	Cancel/Only Service	DR_IR170744 - Perform Cancel Only.	
2023-01-18	Billing	Caller CATHERINE LOWE Ratepayer User Comments Sent request to back ofc for high bill issue for RP Catherine Lowe of Jan bill 4739 kwh and 852.75 and Feb 31701 kwh and bill is 6095.64 House is empty since Dec 8 2022 and there were and are out of the country. Jan bill auto deducted so they cancelled ABP Requesting correction on Jan Feb bills Cx sat	LINDA CHOATE
2023-01-18	WUR Assessment	CATHERINE LOWE Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	LINDA CHOATE
2023-01-18	Miscellaneous	Jan bill 4739 kwh and 852.75 and Feb 31701 kwh and bill is 6095.64 House is empty since Dec 8 2022 and there were and are out of the country. Jan bill auto deducted so they cancelled ABP Requesting correction on Jan and Feb bills and contact to email when corrected - mscatherinelowe@gmail.com	LINDA CHOATE
2023-01-18	Miscellaneous	WATT CCC Formal Complaint - High Bill Issue Work Item 3152380 Created	LINDA CHOATE
2023-01-18	Data Repair	INC10765324 - Reads Workaround	CSSDR044
2023-01-18	Miscellaneous	WATT Billing - Rejected Bill Work Item 3149986 Created	CSS
2023-01-05	Billing	Caller CATHERINE LOWE Ratepayer User Comments cci wanting to know why bill was so high adv cus due to the est bill adv cus bill was determent by last year usage cus stated that she is in Spain and the house is empty adv cus bill will be adj and a credit will be add for usage that was not used adv cus she can request a refund and wit will be a mail ck	KALYNNNDRA EUBANKS
2023-01-05	WUR Assessment	CATHERINE LOWE Ratepayer. Caller s Concern Meter Not Changed. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	KALYNNNDRA EUBANKS
2023-01-05	Maintain Bill Account	Caller CATHERINE LOWE Ratepayer updated mailing address from 132 SURREY DR HAWLEY PA 18428 to 1632 Hemlock Farm Hawley PA 18428. Reason Forwarding Address	KALYNNNDRA EUBANKS
2023-01-05	WEB EFT Canceled	Web ABP Unenrollment	SELF SERVICE USER
2021-09-17	WEB Customer Initiated Payment	Scheduled date 9 17 2021 Amount 61.46 User Locar19 Owner YES. Confirmation Number 21091719	SELF SERVICE USER
2021-09-07	WEB Cust Initiated EFT Enroll	Web ABP Enrollment	SELF SERVICE USER
2021-09-07	WEB Enroll in Paperless Billing	Web Enroll Paperless Billing	SELF SERVICE USER
2021-09-07	WEB Paperless Billing Discontinued	Web Unenroll Paperless Billing	SELF SERVICE USER
2021-09-06	Credit	Locar19. Link to Assistance Programs page presented.	SELF SERVICE USER
2021-09-06	Credit	Locar19. Link to Assistance Programs page presented.	SELF SERVICE USER
2021-09-07	Credit	Locar19 Ratepayer. Customer declined to provide financial information.	SELF SERVICE USER
2021-09-07	Financial Statement Added		SELF SERVICE USER
2021-08-27	Electric Choice New Customer Kit		CUBSO214
2021-08-27	Choice Inquiry	New Connect Privacy Release Default - OK to Release All	SYSTEM SYSTEM
2021-08-27	myPPL Alerts - WEB	User webuser agreed to T Cs-Enrolled	SELF SERVICE USER
2021-08-27	Connect Completed		SELF SERVICE USER
2021-08-27	WEB Enroll in Paperless Billing	Web Enroll in Paperless Billing	SELF SERVICE USER
2021-08-27	Credit	Caller CATHERINE LOWE Ratepayer User Comments cci about her link to the online profile she stated it did not work I resent the activation email and she was able to set it up. SAT	ANDREA ASHLEY
2021-08-27	WUR Assessment	CATHERINE LOWE Ratepayer. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	ANDREA ASHLEY
2021-08-27	WEB Maintain Bill Account	Caller CATHERINE LOWE Requested profile activation email to be resent.	ANDREA ASHLEY
2021-08-26	Connect Questions	TYPE OF CONNECT REQUEST METERED RATEPAYER OWNS THE PROPERTY Y RATEPAYER WILL OCCUPY THE PROPERTY Y NON-RESIDENTIAL USE ASSOCIATED WITH THE PROPERTY NONE TYPE OF PROPERTY RESIDENTIAL ELECTRIC HEAT Y RESIDENTIAL USE ASSOCIATED WITH THE PROPERTY RESIDENTIAL USE WILL BE FOR THE RATEPAYERS SOLE BENEFIT	SELF SERVICE USER
2021-08-26	Connect Issued	Electric CTP-Applicant Caller GUEST USER date of connect 08 27 2021 DepositAmt 0 DepositReq No Pre Bal 0 Pre Bal Req No ID Req No Send AddName Letter No customer name Catherine Lowe new adress 132 SURREY DR HAWLEY PA 18428	SELF SERVICE USER

PPL ELECTRIC
EXHIBIT 3

Home

Informal Case View

Case Search

General			
BCS Case No.	3886962	Case Notes	Count : 0 Detail...
CSS Account No.	7797537017	Received Date	02/03/2023
CSS Name	CATHERINE LOWE	Due Date	03/04/2023
Name	CATHERINE LOWE	Investigator Name	CASE POOL, BCS
Service Address 1	132 SURREY DR	Mailing Address 1	1632 HEMLOCK FARM
Service Address 2		Mailing Address 2	
Service City, State Zip	HAWLEY, PA 18428-	Mailing City, State Zip	HAWLEY, PA 18428-
PUC Address	132 SURREY DR,1632 HEMLOCK FARMS,LORDS VALLEY,PA,18428-		
Service Class	RESIDENTIAL	Case Origin	PUC WEBSITE
Phone Number	(917) 208-3225	Prior Case Number	0
Income Level	4	On Track	No
Reason For Contact	BILLING DISPUTES (# 18)		
Customer Position	<p>18 ¿ HIGH BILL DISPUTE. THE CUSTOMER IS DISPUTING THE BILL(S) FROM THE MONTH(S) OF IT¿S A SMALL HOUSE. WE LIVE THERE PART-TIME AND LAST TIME LIVED THERE FROM NOV.17 TO DEC 18. THE BILL FOR DECEMBER WAS OVER \$800 CHARGED ON AUTOPAY. NEXT BILL WAS FOR \$6,095. WHEN WE CALLED THE COMPANY, THEY CORRECTED THE BILL TO \$930. WE SPOKE TO PPL AT LEAST FIVE TIMES. THEY INSIST THAT THAT¿S THE ¿USAGE¿. THIS SIMPLY CANNOT BE TRUE EVEN CONSIDERING PRICE HIKEs. NOBODY LIVES IN THE HOUSE BUT THE COST AT LEAST DOUBLED. EACH CALL TO PPL TAKES AT LEAST AN HOUR IN WAIT TIME. THEY ARE NOT HELPFUL, READING FROM THE SAME SCRIPT SENDING US TO ¿ENERGY EDUCATION¿. WE ARE ABOUT TO PUT THE HOUSE ON SALE BECAUSE WE CANNOT WASTE OUR MONEY AND TIME ANY FURTHER. PLEASE HELP. - RELIEF SOUGHT - CORRECTION OF THE LAST SEVERAL BILLS, EXPLANATION AND AN APOLOGY. THE CELL PHONE NUMBER (917) 913 - 0235 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS MSCATHERINELOWE@GMAIL.COM HAS BEEN ALLOWED TO BE SHARED.</p>		
Company Position	02/01/2023 THEY SAID THAT WHILE \$6,095 WAS A GLITCH, \$800-900 WAS A NORM BASED ON NEW PRICING.		
Related Information			
Misc Info			
Heating	Yes	Service	On

Acct Bal Due Date	03/06/2023	Total Account Balance	1731.44
Budget Bill Amount	328.00		
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	Shutt, Eugene
Written By Date	02/27/2023

[Other Information](#)

Adults	0	Children	0
Amount Needed to Update Most Recent Payment Arrangement		Universal Service Program	No

[Informal Final Report](#)

<p>Details of the Company's Original Investigation</p> <p>The Company sent the customer the December monthly bill statement. The amount of bill was \$852.75. This amount reflects actual usage of 4739 kwh for 32 days from 11/11/22 to 12/13/22.</p> <p>The Company sent the customer the January monthly bill statement. The amount of bill was \$927.57. This amount reflects actual usage of 4755 kwh for 31 days from 12/13/22 to 01/13/23.</p> <p>1/5/23 12:03 pm - Caller Catherine Lowe, ratepayer, wanting to know why bill was so high. Company advised customer due to the estimated bill. Company advised customer bill was determined by last year's usage. Customer stated that customer is in Spain and the house is empty. Company advised customer bill will be adjusted and a credit will be added for usage that was not used. Company advised customer she can request a refund and will be a mailed check.</p> <p>1/18/23 8:48 am - Caller Catherine Lowe, ratepayer, Company sent request to back office for high bill issue for RP Catherine Lowe of January bill for 4739 kwh usage at \$852.75 and February bill for 31701 kwh at \$6095.64. House is empty since December 8, 2022 and customer is out of the country. January bill auto deducted so customer cancelled Auto Bill</p>

Pay. Customer is requesting correction on January and February bills. Customer satisfied.

2/1/23 10:40 am - Caller Catherine Lowe, Ratepayer. Customer called because bill very high. Transferred to Energy Education.

Record indicate no further customer contact regarding issue.

Company's Final Position to the Customer

2/1/23 10:40 am - Caller Catherine Lowe, Ratepayer. Customer called because bill very high. Transferred to Energy Education.

Record indicate no further customer contact regarding issue

Details of Company's Investigation after BCS Contact

No additional investigation is necessary

Company's Final Position to BCS

The Company billed the customer on actual meter readings.

The amount of the customer's bill was influenced by the electricity consumption and the cost of electricity.

The Company experienced higher than normal call volume during the same general time as when this customer called. The Company has since added more phone agents to assist callers and shorten wait times.

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
Decision	Change State	Dismiss


Home

Decision Detail

Case Search

General			
BCS Case No.	3886962	CSS Account No.	7797537017
Customer Name	CATHERINE LOWE	Investigator Name	CASE POOL, BCS
Address 1	132 SURREY DR	Service Class	RESIDENTIAL
Address 2		Case Origin	PUC WEBSITE
City, State Zip	HAWLEY , PA 18428	Head Date	04/13/2023
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	56.1	Violation	ACTUAL
Total Balance	1731.44	Closed Date	04/14/2023
Reconnect Amount	0.00	Balance Date	02/27/2023
Special Budget Amount	0.00	Regular Budget Amount	328.00
Arrears Payment Plus	0.00	Final Monthly Payment	0.00
Resolution	DECISION ISSUED: BILLS ARE BASED ON ACTUAL METER READINGS. CUSTOMERS DECEMBER BILL WAS PAID AND JANUARY BILL ISSUED ON 1/17/2023 WAS REISSUED ON 1/20/2023 TO REFLECT KWH USED. ADDITIONAL PERSONNEL HAVE BEEN HIRED TO ASSIST WITH CALLS. CASE DISMISSED. CITE COMPANY; 56.1, CUSTOMER CANNOT REACH THE COMPANY DUE TO LONG WAIT TIMES		
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="v"/>		
Plus Amount	<input type="text"/>		
Beginning Date	<input type="text"/>		
Write-Off Amount	<input type="text"/>		
Comments	BCS#3886962 DEC CLOSED 4/14/2023 BILLS ARE BASED ON ACTUAL METER READINGS. CUSTOMERS DECEMBER BILL WAS PAID AND JANUARY BILL ISSUED ON 1/17/2023 WAS REISSUED ON 1/20/2023 TO REFLECT KWH USED 		
Processed By	E02239	Processed Date	4/14/2023 1:28:46 PM

[Return to Case](#)

PPL ELECTRIC
EXHIBIT 4

Account Number	Billed	Days in bill	Total KWh Used	Avg kWh/day	Electricity costs	Avg. Temperature
7797537017	09/13/2023	30	824	27	\$155.75	70
7797537017	08/14/2023	31	948	31	\$175.00	72
7797537017	07/14/2023	30	231	8	\$53.93	71
7797537017	06/14/2023	30	219	7	\$54.79	62
7797537017	05/15/2023	31	292	9	\$71.30	55
7797537017	04/14/2023	30	742	25	\$157.47	48
7797537017	03/15/2023	30	1426	48	\$288.45	38
7797537017	02/13/2023	31	4119	133	\$803.87	34
7797537017	01/20/2023	31	4755	153	\$927.57	35
7797537017	12/13/2022	32	4739	148	\$852.75	39
7797537017	11/11/2022	29	838	29	\$155.46	54
7797537017	10/13/2022	29	259	9	\$58.43	58
7797537017	09/14/2022	30	593	20	\$113.33	71
7797537017	08/15/2022	31	1277	41	\$224.61	76
7797537017	07/15/2022	30	1726	58	\$298.47	72
7797537017	06/15/2022	30	461	15	\$83.22	67
7797537017	05/16/2022	32	531	17	\$84.45	55
7797537017	04/14/2022	29	699	24	\$106.44	47
7797537017	03/16/2022	29	1538	53	\$215.61	37
7797537017	02/15/2022	28	2875	103	\$389.39	25
7797537017	01/18/2022	34	4018	118	\$548.97	33
7797537017	12/15/2021	30	1979	66	\$265.86	39
7797537017	11/15/2021	31	699	23	\$97.63	50
7797537017	10/15/2021	29	419	14	\$65.73	64
7797537017	09/16/2021	20	427	21	\$61.46	69

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 5

From	To	Source	KWH Delivered	KWH Delivered Usage	KWH Received	KWH Received Usage	Pk KW 1P	Pk KW 1P Usage	Tot KWH	Tot KWH Usage	Status	Reading Sequence	Bill Account	Meter Number
	10/06/2023	CMO - In	0	0	0	0	0	0				2670	7797537017	301005408
09/13/2023	10/06/2023	CMO - Out	95545	734	0	0	6.5	6.5			Ready To Bill	2660	7797537017	300864292
	10/06/2023	Work (SO)	0	0	0	0	0	0			Posted	2650	7797537017	300864292
	10/06/2023	Work (SO)	95545	0	0	0	6.5	0			Posted	2640	7797537017	300864292
09/13/2023	10/03/2023	Supp Switch	95472	661	0	0	18.8	18.8			Void	2630	7797537017	300864292
08/14/2023	09/13/2023	Regular	94811	824	0	0	17.8	17.8			Billed	2620	7797537017	300864292
07/14/2023	08/14/2023	Regular	93987	948	0	0	14.4	14.4			Billed	2610	7797537017	300864292
06/14/2023	07/14/2023	Regular	93039	231	0	0	5.2	5.2			Billed	2600	7797537017	300864292
05/15/2023	06/14/2023	Regular	92808	219	0	0	2.5	2.5			Billed	2590	7797537017	300864292
04/14/2023	05/15/2023	Regular	92589	292	0	0	3.6	3.6			Billed	2580	7797537017	300864292
03/15/2023	04/14/2023	Regular	92297	742	0	0	8.8	8.8			Billed	2570	7797537017	300864292
02/13/2023	03/15/2023	Regular	91555	1426	0	0	13.5	13.5			Billed	2560	7797537017	300864292
01/13/2023	02/13/2023	Regular	90129	4119	0	0	14.9	14.9			Billed	2550	7797537017	300864292
12/13/2022	01/18/2023	Estimate	85509	4254	0	0	22.7	22.7			Memo	2520	7797537017	300864292
12/13/2022	01/13/2023	Regular	86010	4755	0	0	18.8	18.8			Billed	2540	7797537017	300864292
12/13/2022	01/13/2023	Regular	12956	31701	0	0	18.8	18.8			Cancelled	2530	7797537017	300864292
11/11/2022	12/13/2022	Regular	81255	4739	0	0	18.8	18.8			Billed	2510	7797537017	300864292
10/13/2022	11/11/2022	Regular	76516	838	0	0	8.1	8.1			Billed	2500	7797537017	300864292
09/14/2022	10/13/2022	Regular	75678	259	0	0	8.6	8.6			Billed	2490	7797537017	300864292
08/15/2022	09/14/2022	Regular	75419	593	0	0	9.8	9.8			Billed	2480	7797537017	300864292
07/15/2022	08/15/2022	Regular	74826	1277	0	0	11.1	11.1			Billed	2470	7797537017	300864292
06/15/2022	07/15/2022	Regular	73549	1726	0	0	19.3	19.3			Billed	2460	7797537017	300864292
05/16/2022	06/15/2022	Regular	71823	461	0	0	3.3	3.3			Billed	2450	7797537017	300864292
04/14/2022	05/16/2022	Regular	71362	531	0	0	5	5			Billed	2440	7797537017	300864292
03/16/2022	04/14/2022	Regular	70831	699	0	0	7.7	7.7			Billed	2430	7797537017	300864292
02/15/2022	03/16/2022	Regular	70132	1538	0	0	14.9	14.9			Billed	2420	7797537017	300864292
01/18/2022	02/15/2022	Regular	68594	2875	0	0	16.9	16.9			Billed	2410	7797537017	300864292
12/15/2021	01/18/2022	Regular	65719	4018	0	0	22.7	22.7			Billed	2400	7797537017	300864292
11/15/2021	12/15/2021	Regular	61701	1979	0	0	17.7	17.7			Billed	2390	7797537017	300864292
10/15/2021	11/15/2021	Regular	59722	699	0	0	6.4	6.4			Billed	2380	7797537017	300864292
09/16/2021	10/15/2021	Regular	59023	419	0	0	2.9	2.9			Billed	2370	7797537017	300864292
08/27/2021	09/16/2021	Regular	58604	427	0	0	18.7	18.7			Billed	2360	7797537017	300864292
	08/27/2021	Activation	58177	0	0	0	5.854	0				2350	7797537017	300864292
08/17/2021	08/27/2021	Final	58177	252	0	0	5.854	5.854			Billed	2340	7797537008	300864292
	08/27/2021	Work (SO)	58177	252	0	0	5.854	5.854			Posted	2330	7797537008	300864292
07/19/2021	08/17/2021	Regular	57925	434	0	0	21.6	21.6			Billed	2320	7797537008	300864292
06/17/2021	07/19/2021	Regular	57491	335	0	0	12.4	12.4			Billed	2310	7797537008	300864292
05/18/2021	06/17/2021	Regular	57156	429	0	0	7	7			Billed	2300	7797537008	300864292
04/19/2021	05/18/2021	Regular	56727	779	0	0	16.4	16.4			Billed	2290	7797537008	300864292
03/18/2021	04/19/2021	Regular	55948	1019	0	0	14.5	14.5			Billed	2280	7797537008	300864292
02/17/2021	03/18/2021	Regular	54929	1834	0	0	18.2	18.2			Billed	2270	7797537008	300864292
01/15/2021	02/17/2021	Regular	53095	2337	0	0	18.6	18.6			Billed	2260	7797537008	300864292
12/15/2020	01/15/2021	Regular	50758	1811	0	0	18.7	18.7			Billed	2250	7797537008	300864292
11/13/2020	12/15/2020	Regular	48947	1138	0	0	18.5	18.5			Billed	2240	7797537008	300864292
11/06/2020	11/13/2020	Regular	47809	90	0	0	4.2	4.2			Billed	2230	7797537008	300864292
10/15/2020	11/06/2020	Supp Switch	47719	901	0	0	15.5	15.5			Billed	2220	7797537008	300864292
09/15/2020	10/15/2020	Regular	46818	969	0	0	19.2	19.2			Billed	2210	7797537008	300864292
08/14/2020	09/15/2020	Regular	45849	316	0	0	5.6	5.6			Billed	2200	7797537008	300864292
07/15/2020	08/14/2020	Regular	45533	413	0	0	5.3	5.3			Billed	2190	7797537008	300864292
06/15/2020	07/15/2020	Regular	45120	403	0	0	9.8	9.8			Billed	2180	7797537008	300864292
05/14/2020	06/15/2020	Regular	44717	1072	0	0	12.4	12.4			Billed	2170	7797537008	300864292
04/15/2020	05/14/2020	Regular	43645	3417	0	0	13.8	13.8			Billed	2160	7797537008	300864292
03/16/2020	04/15/2020	Regular	40228	2899	0	0	18.1	18.1			Billed	2150	7797537008	300864292
02/13/2020	03/16/2020	Regular	37329	2512	0	0	18.2	18.2			Billed	2140	7797537008	300864292
01/15/2020	02/13/2020	Regular	34817	3189	0	0	17.5	17.5			Billed	2130	7797537008	300864292
12/13/2019	01/15/2020	Regular	31628	3359	0	0	17.9	17.9			Billed	2120	7797537008	300864292
11/13/2019	12/13/2019	Regular	28269	2938	0	0	17.8	17.8			Billed	2110	7797537008	300864292
10/15/2019	11/13/2019	Regular	25331	1207	0	0	17.7	17.7			Billed	2100	7797537008	300864292
09/13/2019	10/15/2019	Regular	24124	797	0	0	16.5	16.5			Billed	2090	7797537008	300864292
08/14/2019	09/13/2019	Regular	23327	387	0	0	13	13			Billed	2080	7797537008	300864292

06/13/2018	07/10/2018	CMO - Out				9.36	9.36	46638	469	Billed	1910	7797537008	85581067
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PPL ELECTRIC
EXHIBIT 6

Account Number	Meter Number	Multiplier	Manufacturer	Date	Delivered Read	Total Usage kWh	Demand KW	Peak kWh	Off Peak kWh
7797537017	300864292	1	Siemens	12/13/2022	81255	168.078	0		
7797537017	300864292	1	Siemens	12/12/2022	81095	159.927	18.86		
7797537017	300864292	1	Siemens	12/11/2022	80935	159.948	18.86		
7797537017	300864292	1	Siemens	12/10/2022	80788	146.478	18.86		
7797537017	300864292	1	Siemens	12/09/2022	80666	122.724	18.86		
7797537017	300864292	1	Siemens	12/08/2022	80570	95.251	18.86		
7797537017	300864292	1	Siemens	12/07/2022	80453	117.41	18.86		
7797537017	300864292	1	Siemens	12/06/2022	80260	193.323	18.86		
7797537017	300864292	1	Siemens	12/05/2022	80037	222.33	18.86		
7797537017	300864292	1	Siemens	12/04/2022	79829	207.833	18.86		
7797537017	300864292	1	Siemens	12/03/2022	79664	165.331	18.86		
7797537017	300864292	1	Siemens	12/02/2022	79484	179.789	18.86		
7797537017	300864292	1	Siemens	12/01/2022	79304	179.77	18.86		
7797537017	300864292	1	Siemens	11/30/2022	79150	154.786	18.86		
7797537017	300864292	1	Siemens	11/29/2022	78987	162.199	18.86		
7797537017	300864292	1	Siemens	11/28/2022	78850	137.554	18.86		
7797537017	300864292	1	Siemens	11/27/2022	78692	157.83	18.86		
7797537017	300864292	1	Siemens	11/26/2022	78536	155.903	18.86		
7797537017	300864292	1	Siemens	11/25/2022	78364	172.195	18.7		
7797537017	300864292	1	Siemens	11/24/2022	78167	197.006	18.49		
7797537017	300864292	1	Siemens	11/23/2022	78003	163.528	18.49		
7797537017	300864292	1	Siemens	11/22/2022	77795	208.622	16.39		
7797537017	300864292	1	Siemens	11/21/2022	77564	231.333	15.73		
7797537017	300864292	1	Siemens	11/20/2022	77372	191.338	15.73		
7797537017	300864292	1	Siemens	11/19/2022	77200	171.782	15.73		
7797537017	300864292	1	Siemens	11/18/2022	77028	172.528	9.05		
7797537017	300864292	1	Siemens	11/17/2022	76914	113.94	9.05		
7797537017	300864292	1	Siemens	11/16/2022	76814	100.122	9.05		
7797537017	300864292	1	Siemens	11/15/2022	76693	121.037	7.84		
7797537017	300864292	1	Siemens	11/14/2022	76587	105.361	6.49		
7797537017	300864292	1	Siemens	11/13/2022	76536	51.494	5.17		
7797537017	300864292	1	Siemens	11/12/2022	76529	6.786	5.17		
7797537017	300864292	1	Siemens	11/11/2022	76516	13.101	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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PPL ELECTRIC
EXHIBIT 7

Account Number	Meter Number	Multiplier	Manufacturer	Date	Delivered Read	Total Usage kWh	Demand KW	Peak kWh	Off Peak kWh
7797537017	300864292	1	Siemens	01/13/2023	86010	119.605	16.07		
7797537017	300864292	1	Siemens	01/12/2023	85864	146.645	16.07		
7797537017	300864292	1	Siemens	01/11/2023	85706	157.957	16.07		
7797537017	300864292	1	Siemens	01/10/2023	85549	156.543	16.07		
7797537017	300864292	1	Siemens	01/09/2023	85398	150.914	16.07		
7797537017	300864292	1	Siemens	01/08/2023	85246	152.086	16.07		
7797537017	300864292	1	Siemens	01/07/2023	85096	149.518	16.07		
7797537017	300864292	1	Siemens	01/06/2023	84971	125.674	16.07		
7797537017	300864292	1	Siemens	01/05/2023	84910	60.996	16.07		
7797537017	300864292	1	Siemens	01/04/2023	84857	52.967	16.07		
7797537017	300864292	1	Siemens	01/03/2023	84762	95.018	16.07		
7797537017	300864292	1	Siemens	01/02/2023	84663	99.128	16.07		
7797537017	300864292	1	Siemens	01/01/2023	84563	99.871	16.07		
7797537017	300864292	1	Siemens	12/31/2022	84464	99.25	16.07		
7797537017	300864292	1	Siemens	12/30/2022	84361	102.417	16.07		
7797537017	300864292	1	Siemens	12/29/2022	84236	125.368	16.07		
7797537017	300864292	1	Siemens	12/28/2022	84083	152.354	16.07		
7797537017	300864292	1	Siemens	12/27/2022	83880	203.594	16.07		
7797537017	300864292	1	Siemens	12/26/2022	83659	220.886	16.07		
7797537017	300864292	1	Siemens	12/25/2022	83413	245.76	16.07		
7797537017	300864292	1	Siemens	12/24/2022	83107	306.316	15.07		
7797537017	300864292	1	Siemens	12/23/2022	82921	185.878	11.53		
7797537017	300864292	1	Siemens	12/22/2022	82751	170.234	11.53		
7797537017	300864292	1	Siemens	12/21/2022	82588	163.088	11.53		
7797537017	300864292	1	Siemens	12/20/2022	82421	166.209	11.53		
7797537017	300864292	1	Siemens	12/19/2022	82239	182.129	11.53		
7797537017	300864292	1	Siemens	12/18/2022	82076	162.895	11.53		
7797537017	300864292	1	Siemens	12/17/2022	81924	152.93	11.53		
7797537017	300864292	1	Siemens	12/16/2022	81774	149.523	11.53		
7797537017	300864292	1	Siemens	12/15/2022	81592	182.032	11.27		
7797537017	300864292	1	Siemens	12/14/2022	81423	169.306	11.27		
7797537017	300864292	1	Siemens	12/13/2022	81255	168.078	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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PPL ELECTRIC
EXHIBIT 8

Account Number	Meter Number	Multiplier	Manufacturer	Date	Delivered Read	Total Usage kWh	Demand KW	Peak kWh	Off Peak kWh
7797537017	300864292	1	Siemens	02/13/2023	90129	32.372	0		
7797537017	300864292	1	Siemens	02/12/2023	90082	46.684	14.95		
7797537017	300864292	1	Siemens	02/11/2023	90040	41.648	14.95		
7797537017	300864292	1	Siemens	02/10/2023	90020	20.897	14.95		
7797537017	300864292	1	Siemens	02/09/2023	89936	83.346	14.2		
7797537017	300864292	1	Siemens	02/08/2023	89883	53.618	14.2		
7797537017	300864292	1	Siemens	02/07/2023	89779	103.107	14.2		
7797537017	300864292	1	Siemens	02/06/2023	89698	81.462	14.2		
7797537017	300864292	1	Siemens	02/05/2023	89587	110.821	14.2		
7797537017	300864292	1	Siemens	02/04/2023	89396	191.33	11.98		
7797537017	300864292	1	Siemens	02/03/2023	89250	145.735	11.98		
7797537017	300864292	1	Siemens	02/02/2023	89129	121.586	11.98		
7797537017	300864292	1	Siemens	02/01/2023	88953	175.494	11.98		
7797537017	300864292	1	Siemens	01/31/2023	88798	155.494	11.98		
7797537017	300864292	1	Siemens	01/30/2023	88678	120.027	11.98		
7797537017	300864292	1	Siemens	01/29/2023	88534	143.906	11.98		
7797537017	300864292	1	Siemens	01/28/2023	88386	148.129	11.98		
7797537017	300864292	1	Siemens	01/27/2023	88216	169.642	11.98		
7797537017	300864292	1	Siemens	01/26/2023	88060	156.089	11.98		
7797537017	300864292	1	Siemens	01/25/2023	87882	177.354	11.98		
7797537017	300864292	1	Siemens	01/24/2023	87714	168.803	11.98		
7797537017	300864292	1	Siemens	01/23/2023	87555	159.054	11.98		
7797537017	300864292	1	Siemens	01/22/2023	87389	165.217	11.98		
7797537017	300864292	1	Siemens	01/21/2023	87226	163.201	11.98		
7797537017	300864292	1	Siemens	01/20/2023	87083	142.886	0		
7797537017	300864292	1	Siemens	01/19/2023	86943	140.109	11.98		
7797537017	300864292	1	Siemens	01/18/2023	86824	119.418	11.98		
7797537017	300864292	1	Siemens	01/17/2023	86670	154.026	11.98		
7797537017	300864292	1	Siemens	01/16/2023	86502	167.718	11.98		
7797537017	300864292	1	Siemens	01/15/2023	86324	178.225	11.22		
7797537017	300864292	1	Siemens	01/14/2023	86130	194.005	8.55		
7797537017	300864292	1	Siemens	01/13/2023	86010	119.605	16.07		

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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PPL ELECTRIC
EXHIBIT 10

PPL Electric Utilities
827 Hausman Road
Allentown, PA 18104-9392
Tel. 800.342.5775 Fax 484.634.3484
www.pplelectric.com



CATHERINE LOWE
1632 HEMLOCK FARM
HAWLEY, PA 18428

Service Address:
132 SURREY DR
HAWLEY, PA 18428

October 18, 2023

Bill Account Number: 77975-37017

Dear CATHERINE LOWE:

On 09/27/2023, you contacted us about the amount of your bill for electric use through 09/13/2023.

At that time, we asked you questions about the size of your home, the number of residents, heating, air conditioning, and appliances, to better understand your usage.

We also confirmed this bill was based on actual electric use and verified the meter data.

You still had some concerns with the amount of the bill, so we offered to test the accuracy of the electric meter at your home. You accepted and paid \$35 for this service.

We tested your meter on 10/12/2023, and have included the results with this letter. Our test confirmed that your meter was accurately recording your electric use and your bill is correct.

If you'd like to monitor your daily usage, you can do so on our website. Sign into your online account at pplelectric.com or create a new one in three easy steps. This can help you track trends or spikes in your electric use and find ways to save energy.

We have enclosed a statement of your account as a reference. Your account balance is \$1,786.92 and will become past due on 11/03/2023.

If you're unable to pay your full account balance by the due date, we can set up a payment arrangement to spread the cost out over time. It's easy and quick to set up a payment arrangement online at pplelectric.com/billhelp, over our automated system or by speaking with a representative at 1-800-342-5775.

You can also make payments at plelectric.com, at an authorized bill payment center, or mail a check to PPL Electric Utilities, P.O. Box 25239, Lehigh Valley, PA, 18002-5239.

Thank you for being a valued customer.

Sincerely,

PPL Electric Utilities

Save Energy, Save Money.

Your electric bill is determined by the amount of energy you use in your home, as well as the rate you pay for that energy. **YOU** are in control of your electric bill by conserving energy and shopping for the best rate.

Things to keep in mind...

- Many households have computers, large screen TVs, cell phones, video games and many other appliances that we didn't have even five years ago, which accounts for higher usage
- Usage in every household varies
- When using electric heat or air conditioning, you will see seasonal swings in your usage
- When comparing usage, remember to look at the kilowatt hours used, not the dollars billed

Tips to reduce your energy consumption

General Heating and Cooling:

- Install newer, programmable thermostat
- Set thermostat at 68 in winter and 78 in summer
- Turn your thermostat back when sleeping or away from home for four or more hours
- Reducing thermostat in winter and increasing thermostat in summer will result in a savings on your heating/cooling costs of 2% for each 1 degree change
- Make sure vents, registers and radiators are clean
- Add insulation, caulk and seal drafty areas

Heat Pumps:

- Do not increase temperature more than two degrees at one time
- Clean or replace filters monthly
- Keep outside unit free of snow and ice
- Make sure auxiliary/emergency heat is not on when it is not needed
- Set thermostat fan to 'auto'

Cooling:

- Keep window units out of the sun and unobstructed
- Seal gaps alongside of the window

Baseboard Heaters:

- Must be turned off in the electric panel box to shut down completely when not using

Laundry:

- Dry full loads
- Dry loads consecutively
- Clean the lint filter after each load
- Hang laundry instead of using dryer
- Wash in cold water

Cooking:

- Use smaller electric pans or toaster oven for small meals
- Don't open oven when cooking
- Reheat food in microwave or toaster oven

Lighting:

- Use timers
- Use compact fluorescent bulbs
- Keep fixtures and bulbs clean
- Be sure your dishwasher is full when running it

Refrigeration:

- Refrigerator should be set between 36 and 40 degrees
- Freezer should be set between 0 and 5 degrees
- Make sure door seals are airtight
- Allow one inch of space on each side for good circulation
- Keep your refrigerator out of sunlight not in a hot garage
- Clean the cooling coils in the back of refrigerator often
- Refrigerator and freezers operate more efficiently when full, not overloaded

Water Heating:

- Lower the temperature to 120 degrees
- Insulate the hot water pipes
- Repair leaky faucets
- Install low flow showerheads
- Take a short shower instead of a bath
- Do not let the water run
- Run dishwasher with full loads only

Other:

- Turn off TVs when no one is watching
- Lower the setting on your dehumidifier
- Use sleep mode when computer is not in use
- Buy Energy Star rated appliances
- Use the sleep function on devices when available
- Air dry dishes instead of using cycle in dishwasher

Visit pawpowerswitch.com for options to shop for another generation supplier
Visit ppllectric.com to see your daily and hourly usage to help find ways to conserve

Metering Support Laboratory

Laboratory Test Results

Customer Name:	Catherine Lowe
Customer Billing Account:	77975-37017
Meter Manufacturer:	Landis and Gyr
Meter Serial Number:	300864292
Meter Test Date:	10/12/2023

Meter Test Results:	
- Full Load Test:	99.99%
- Light Load Test:	100.00%
- Average Accuracy:	99.99%

PPL Electric Utilities Metering Laboratory is certified by the Pennsylvania Public Utility Commission. Meters are tested in accordance with Chapter 57.20. Full load meter testing is conducted at 100% of rated nameplate test current. Light Load meter testing is conducted at 10% of rated nameplate test current. Average Result is a weighted average of the two test points using 80% full load and 20% light load.

All meter accuracy results and equipment used are traceable to the National Institute of Standards and Technology (NIST) in Gaithersburg, Maryland.

Certified meter test results for Meter Serial number 300864292 were obtained using a WECO Model 4150 test system with serial number 7753 301545.

Additional testing notes:

Certified:
Joseph Chunko
Supervising Engineer, Metering Support

PPL Electric Utilities

Account Activity Statement

*** Account Information ***

*** Current Account Status ***

Account Number:
7797537017

Mail To:
CATHERINE LOWE
1632 HEMLOCK FARM
HAWLEY, PA 18428

Service Address:
CATHERINE LOWE
132 SURREY DR
HAWLEY, PA 18428

Payment Agreement:

Installment: 0

Balance: 0

Date/Time Retrieved:
10/18/2023 3:37 PM

Budget Bill Amortization:

Installment: 0

Balance: 0

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
10/15/2021	ELECTRIC SERVICE		\$65.73	\$0.00	\$0.00	\$0.00			0	0	0
10/15/2021	Regular Bill	11/08	\$65.73	\$0.00	\$0.00	\$0.00	0076/0041	59023A	29	419	0
11/4/2021	Payment		\$-65.73	\$0.00	\$0.00	\$0.00			0	0	0
11/15/2021	ELECTRIC SERVICE		\$97.63	\$0.00	\$0.00	\$0.00			0	0	0
11/15/2021	Regular Bill	12/06	\$97.63	\$0.00	\$0.00	\$0.00	0487/0005	59722A	31	699	0
12/2/2021	Payment		\$-97.63	\$0.00	\$0.00	\$0.00			0	0	0
12/15/2021	ELECTRIC SERVICE		\$265.86	\$0.00	\$0.00	\$0.00			0	0	0
12/15/2021	Regular Bill	01/05	\$265.86	\$0.00	\$0.00	\$0.00	0819/0000	61701A	30	1979	0
1/3/2022	Payment		\$-265.86	\$0.00	\$0.00	\$0.00			0	0	0
1/18/2022	ELECTRIC SERVICE		\$548.97	\$0.00	\$0.00	\$0.00			0	0	0
1/18/2022	Regular Bill	02/08	\$548.97	\$0.00	\$0.00	\$0.00	1123/0000	65719A	34	4018	0
2/4/2022	Payment		\$-548.97	\$0.00	\$0.00	\$0.00			0	0	0
2/15/2022	ELECTRIC SERVICE		\$389.39	\$0.00	\$0.00	\$0.00			0	0	0
2/15/2022	Regular Bill	03/08	\$389.39	\$0.00	\$0.00	\$0.00	1160/0000	68594A	28	2875	0
3/4/2022	Payment		\$-389.39	\$0.00	\$0.00	\$0.00			0	0	0
3/16/2022	ELECTRIC SERVICE		\$215.61	\$0.00	\$0.00	\$0.00			0	0	0
3/16/2022	Regular Bill	04/06	\$215.61	\$0.00	\$0.00	\$0.00	0844/0000	70132A	29	1538	0
4/4/2022	Payment		\$-215.61	\$0.00	\$0.00	\$0.00			0	0	0
4/14/2022	ELECTRIC SERVICE		\$106.44	\$0.00	\$0.00	\$0.00			0	0	0
4/14/2022	Regular Bill	05/09	\$106.44	\$0.00	\$0.00	\$0.00	0554/0002	70831A	29	699	0
5/5/2022	Payment		\$-106.44	\$0.00	\$0.00	\$0.00			0	0	0
5/16/2022	ELECTRIC SERVICE		\$84.45	\$0.00	\$0.00	\$0.00			0	0	0
5/16/2022	Regular Bill	06/06	\$84.45	\$0.00	\$0.00	\$0.00	0338/0023	71362A	32	531	0
6/2/2022	Payment		\$-84.45	\$0.00	\$0.00	\$0.00			0	0	0
6/15/2022	ELECTRIC SERVICE		\$83.22	\$0.00	\$0.00	\$0.00			0	0	0

PPL Electric Utilities

Date	Transaction Type	Due Date	Transaction Amount	Balance Forward	Actual Billed	Deferred Balance	Deg Day H/C	RDG Type	Days Used	KWH	Billed KW
6/15/2022	Regular Bill	07/06	\$83.22	\$0.00	\$0.00	\$0.00	0029/0103	71823A	30	461	0
7/1/2022	Payment		\$-83.22	\$0.00	\$0.00	\$0.00			0	0	0
7/15/2022	ELECTRIC SERVICE		\$298.47	\$0.00	\$0.00	\$0.00			0	0	0
7/15/2022	Regular Bill	08/08	\$298.47	\$0.00	\$0.00	\$0.00	0012/0223	73549A	30	1726	0
8/4/2022	Payment		\$-298.47	\$0.00	\$0.00	\$0.00			0	0	0
8/15/2022	ELECTRIC SERVICE		\$224.61	\$0.00	\$0.00	\$0.00			0	0	0
8/15/2022	Regular Bill	09/06	\$224.61	\$0.00	\$0.00	\$0.00	0000/0355	74826A	31	1277	0
9/1/2022	Payment		\$-224.61	\$0.00	\$0.00	\$0.00			0	0	0
9/14/2022	ELECTRIC SERVICE		\$113.33	\$0.00	\$0.00	\$0.00			0	0	0
9/14/2022	Regular Bill	10/05	\$113.33	\$0.00	\$0.00	\$0.00	0001/0197	75419A	30	593	0
10/3/2022	Payment		\$-113.33	\$0.00	\$0.00	\$0.00			0	0	0
10/13/2022	ELECTRIC SERVICE		\$58.43	\$0.00	\$0.00	\$0.00			0	0	0
10/13/2022	Regular Bill	11/03	\$58.43	\$0.00	\$0.00	\$0.00	0242/0020	75678A	29	259	0
11/1/2022	Payment		\$-58.43	\$0.00	\$0.00	\$0.00			0	0	0
11/11/2022	ELECTRIC SERVICE		\$155.46	\$0.00	\$0.00	\$0.00			0	0	0
11/11/2022	Regular Bill	12/05	\$155.46	\$0.00	\$0.00	\$0.00	0346/0008	76516A	29	838	0
12/1/2022	Payment		\$-155.46	\$0.00	\$0.00	\$0.00			0	0	0
12/13/2022	ELECTRIC SERVICE		\$852.75	\$0.00	\$0.00	\$0.00			0	0	0
12/13/2022	Regular Bill	01/03	\$852.75	\$0.00	\$0.00	\$0.00	0857/0000	81255A	32	4739	0
12/29/2022	Payment		\$-852.75	\$0.00	\$0.00	\$0.00			0	0	0
1/17/2023	ELECTRIC SERVICE		\$6,095.64	\$0.00	\$0.00	\$0.00			0	0	0
1/17/2023	Regular Bill	02/07	\$6,095.64	\$0.00	\$0.00	\$0.00	0966/0000	86010A	31	31701	0
1/18/2023	Adjustment		\$-6,095.64	\$0.00	\$0.00	\$0.00			0	0	0
1/20/2023	ELECTRIC SERVICE		\$927.57	\$0.00	\$0.00	\$0.00			0	0	0
1/20/2023	Regular Bill	02/13	\$927.57	\$0.00	\$0.00	\$0.00	0966/0000	86010A	31	4755	0
2/13/2023	ELECTRIC SERVICE		\$803.87	\$0.00	\$0.00	\$0.00			0	0	0
2/13/2023	Regular Bill	03/06	\$1,731.44	\$927.57	\$0.00	\$0.00	0993/0000	90129A	31	4119	0
3/15/2023	ELECTRIC SERVICE		\$288.45	\$0.00	\$0.00	\$0.00			0	0	0
3/15/2023	Regular Bill	04/05	\$2,019.89	\$1,731.44	\$0.00	\$0.00	0841/0000	91555A	30	1426	0
3/22/2023	Payment		\$-288.45	\$0.00	\$0.00	\$0.00			0	0	0

PPL Electric Utilities

Date	Transaction Type	Due Date	Transaction Amount	Balance Forward	Actual Billed	Deferred Balance	Deg Day H/C	RDG Type	Days Used	KWH	Billed KW
4/14/2023	ELECTRIC SERVICE		\$157.47	\$0.00	\$0.00	\$0.00			0	0	0
4/14/2023	Regular Bill	05/08	\$1,888.91	\$1,731.44	\$0.00	\$0.00	0548/0024	92297A	30	742	0
5/3/2023	Payment		\$-157.47	\$0.00	\$0.00	\$0.00			0	0	0
5/15/2023	ELECTRIC SERVICE		\$71.30	\$0.00	\$0.00	\$0.00			0	0	0
5/15/2023	Regular Bill	06/05	\$1,802.74	\$1,731.44	\$0.00	\$0.00	0332/0020	92589A	31	292	0
5/17/2023	Payment		\$-71.30	\$0.00	\$0.00	\$0.00			0	0	0
6/14/2023	ELECTRIC SERVICE		\$54.79	\$0.00	\$0.00	\$0.00			0	0	0
6/14/2023	Regular Bill	07/05	\$1,786.23	\$1,731.44	\$0.00	\$0.00	0124/0042	92808A	30	219	0
7/11/2023	Late Payment Charge		\$0.68	\$0.00	\$0.00	\$0.00			0	0	0
7/14/2023	ELECTRIC SERVICE		\$53.93	\$0.00	\$0.00	\$0.00			0	0	0
7/14/2023	Regular Bill	08/07	\$1,840.84	\$1,786.23	\$0.00	\$0.00	0009/0202	93039A	30	231	0
7/19/2023	Payment		\$-54.61	\$0.00	\$0.00	\$0.00			0	0	0
8/14/2023	ELECTRIC SERVICE		\$175.00	\$0.00	\$0.00	\$0.00			0	0	0
8/14/2023	Regular Bill	09/05	\$1,961.23	\$1,786.23	\$0.00	\$0.00	0000/0215	93987A	31	948	0
8/15/2023	Late Payment Charge		\$0.68	\$0.00	\$0.00	\$0.00			0	0	0
8/15/2023	Late Payment Charge		\$0.01	\$0.00	\$0.00	\$0.00			0	0	0
8/25/2023	Payment		\$-175.00	\$0.00	\$0.00	\$0.00			0	0	0
9/12/2023	Late Payment Charge		\$0.01	\$0.00	\$0.00	\$0.00			0	0	0
9/12/2023	Late Payment Charge		\$0.68	\$0.00	\$0.00	\$0.00			0	0	0
9/13/2023	ELECTRIC SERVICE		\$155.75	\$0.00	\$0.00	\$0.00			0	0	0
9/13/2023	Regular Bill	10/04	\$1,943.36	\$1,786.23	\$0.00	\$0.00	0004/0169	94811A	30	824	0
9/15/2023	Payment		\$-157.13	\$0.00	\$0.00	\$0.00			0	0	0
10/10/2023	Late Payment Charge		\$0.03	\$0.00	\$0.00	\$0.00			0	0	0
10/10/2023	Late Payment Charge		\$0.66	\$0.00	\$0.00	\$0.00			0	0	0

Understanding Your Rights

The Pennsylvania Public Utility Commission (PUC) is a regulatory agency that balances the needs of consumers and utilities to ensure safe and reliable utility service at reasonable rates. Additionally, the PUC establishes the rules and regulations with which utilities must comply.

If you do not agree with this report, you may file an informal complaint with the PUC by calling toll-free in PA at 1-800-692-7380. If you prefer, you may write the PUC, P.O. Box 3265, Harrisburg, PA 17105-3265.

The PUC will ask you to provide the following information.

- The customer's name and phone number.
- The customer's address, and if different, the service address.
- The utility company's name and the customer's account number, if there is one.
- A brief statement of the dispute and the relief sought.
- Whether the company has already investigated and reported the dispute.
- Whether the same formal or informal complaint was filed with the PUC in the past.
- The proposed shut-off date, if any.

If you need additional information or have other concerns, please call PPL toll-free at 1-800-DIAL-PPL (1-800-342-5775).