

COMMONWEALTH OF PENNSYLVANIA
(Public Utility Commission)

-----*
PATRICIA GALDERISI and :
FIORELLA MAURI, :
COMPLAINANT, : Case No.:
vs. : F-2023-3041574
PPL ELECTRIC UTILITIES :
CORPORATION, :
RESPONDENT. :

-----*
Pages 1 through 63 TELEPHONIC HEARING
Judge's Chambers
Commonwealth Keystone Bldg.
400 North Street
Harrisburg, PA 17120

Wednesday, September 27, 2023
Met, pursuant to notice, at 10:10 a.m.

BEFORE: THE HONORABLE JOHN COOGAN
Administrative Law Judge

INDEX TO EXHIBITS
Docket No.: F-2023-3041574
Hearing Date: September 27, 2023

NUMBER	EXHIBIT INDEX FOR IDENTIFICATION	IN EVIDENCE ADMITTED
PPL EXHIBITS		
NUMBER		
1 (Account Activity Statement)	24	54
2 (Account Contact)	35	54
3 (BCS Case No. 3888725)	51	54
4 (Usage Detail)	32	54
5 (Meter Reading History)	30	54
6 (Daily Collections)	34	54

COMPLAINANT EXHIBITS

NUMBER		
1 (Final Bill 2/23/23)	58	58
2 (Formal Complaint)	58	58

PPL ELECTRIC
EXHIBIT 1

*** Account Information ***

*** Current Account Status ***

Account Number: Mail To:
 PATRCIA GALDERISI
 217 MINSI TRL W
 LONG POND PA 18334

Requested By:
 PATRCIA GALDERISI
 (646)270-6276 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
09/18/2019	Payment		\$-200.00								
10/02/2019	Late Payment Charge		\$0.87								
10/04/2019	BUDGET BILLING		\$186.00								
10/04/2019	Regular Bill	10/28	\$256.10	\$69.23	\$85.29	\$-243.38	0020/0159	18987A	33	685	
10/25/2019	Payment		\$-220.00								
11/04/2019	Payment		\$-36.10								
11/04/2019	Budget Bill Int Only		\$-0.54								
11/04/2019	BUDGET BILLING		\$149.00								
11/04/2019	Regular Bill	11/25	\$148.46		\$100.67	\$-291.71	0236/0017	19828A	29	841	
11/21/2019	Payment		\$-148.46								
12/06/2019	Budget Bill Int Only		\$-0.64								
12/06/2019	BUDGET BILLING		\$149.00								
12/06/2019	Regular Bill	12/30	\$148.36		\$219.02	\$-221.69	0179/0000	21786A	32	397	
12/20/2019	Payment		\$-148.36								
01/06/2020	Budget Bill Int Only		\$-0.31								
01/06/2020	BUDGET BILLING		\$40.65								
01/06/2020	Regular Bill	01/27	\$40.34		\$262.34		0835/0000	24158A	31	2129	
01/23/2020	Payment		\$-40.34								
02/03/2020	BUDGET BILLING		\$174.00								
02/03/2020	Regular Bill	02/24	\$174.00		\$245.94	\$71.94	0854/0000	26374A	29	2216	
02/19/2020	Payment		\$-174.00								
03/04/2020	BUDGET BILLING		\$174.00								
03/04/2020	Regular Bill	03/25	\$174.00		\$261.24	\$159.18	0865/0000	28738A	32	2364	
03/23/2020	Payment		\$-174.00								
04/02/2020	BUDGET BILLING		\$174.00								
04/02/2020	Regular Bill	04/23	\$174.00		\$230.88	\$216.06	0538/0000	30840A	29	2102	
04/20/2020	Payment		\$-174.00								
05/04/2020	BUDGET BILLING		\$159.00								
05/04/2020	Regular Bill	05/26	\$159.00		\$323.77	\$380.83	0431/0000	33848A	30	3008	
05/22/2020	Payment		\$-159.00								

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	BILLED KW
06/03/2020	BUDGET BILLING		\$159.00							
06/03/2020	Regular Bill	06/24	\$159.00		\$215.32	\$437.15	0200/0047	35796A	32	1948
06/22/2020	Payment		\$-159.00							
07/02/2020	BUDGET BILLING		\$159.00							
07/02/2020	Regular Bill	07/27	\$159.00		\$95.60	\$373.75	0008/0212	36580A	29	784
07/23/2020	Payment		\$-159.00							
08/04/2020	BUDGET BILLING		\$211.00							
08/04/2020	Regular Bill	08/25	\$211.00		\$76.13	\$238.88	0000/0438	37173A	33	593
08/21/2020	Payment		\$-211.00							
09/02/2020	BUDGET BILLING		\$211.00							
09/02/2020	Regular Bill	09/23	\$211.00		\$105.94	\$133.82	0000/0257	38061A	29	888
09/21/2020	Payment		\$-211.00							
10/05/2020	BUDGET BILLING		\$211.00							
10/05/2020	Regular Bill	10/26	\$211.00		\$121.37	\$44.19	0108/0094	39102A	31	1041
10/22/2020	Payment		\$-211.00							
11/03/2020	BUDGET BILLING		\$211.00							
11/03/2020	Regular Bill	11/24	\$211.00		\$109.52	\$-57.29	0380/0000	40027A	31	925
11/19/2020	Payment		\$-211.00							
12/03/2020	Budget Bill Int Only		\$-0.08							
12/03/2020	BUDGET BILLING		\$211.00							
12/03/2020	Regular Bill	12/28	\$210.92		\$277.71	\$9.42	0574/0000	42617A	30	2590
12/21/2020	Payment		\$-210.92							
01/05/2021	Special Agreement		\$-93.83							
01/05/2021	BUDGET BILLING		\$304.83							
01/05/2021	Regular Bill	01/26	\$211.00		\$295.41		1057/0000	45316A	33	2699
01/21/2021	Payment		\$-211.00							
02/04/2021	BUDGET BILLING		\$197.00							
02/04/2021	SPECIAL AGREEMENT - BB SETTLE		\$23.45							
02/04/2021	Regular Bill	02/25	\$220.45		\$304.05	\$107.05	1053/0000	48102A	30	2786
02/11/2021	Payment		\$-220.45							
03/08/2021	BUDGET BILLING		\$197.00							
03/08/2021	SPECIAL AGREEMENT - BB SETTLE		\$23.45							
03/08/2021	Regular Bill	03/29	\$220.45		\$288.29	\$198.34	1081/0000	50735A	30	2633
03/24/2021	Payment		\$-220.45							
04/08/2021	BUDGET BILLING		\$197.00							
04/08/2021	SPECIAL AGREEMENT - BB SETTLE		\$23.45							
04/08/2021	Regular Bill	04/29	\$220.45		\$194.19	\$195.53	0666/0000	52452A	32	1717

Bill Account:

Account Activity Statement

Date: 09/14/23

Page: 3

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
------	------------------	----------	--------------------	-----------------	---------------	------------------	-------------	----------	-----------	-----	-----------

04/21/2021	Payment		\$-220.45								
05/06/2021	BUDGET BILLING		\$197.00								
05/06/2021	SPECIAL AGREEMENT - BB SETTLE		\$23.48								
05/06/2021	Regular Bill	05/27	\$220.48		\$142.85	\$141.38	0306/0009	53665A	29	1213	
05/24/2021	Payment		\$-220.48								
06/07/2021	BUDGET BILLING		\$197.00								
06/07/2021	Regular Bill	06/28	\$197.00		\$134.92	\$79.30	0181/0068	54801A	30	1136	
06/21/2021	Payment		\$-197.00								
07/07/2021	BUDGET BILLING		\$197.00								
07/07/2021	Regular Bill	07/28	\$197.00		\$102.40	\$-15.30	0010/0248	55622A	32	821	
07/23/2021	Payment		\$-197.00								
08/05/2021	BUDGET BILLING		\$162.00								
08/05/2021	Regular Bill	08/26	\$162.00		\$98.06	\$-79.24	0002/0258	56401A	29	779	
08/23/2021	Payment		\$-162.00								
09/03/2021	Budget Bill Int Only		\$-0.01								
09/03/2021	BUDGET BILLING		\$162.00								
09/03/2021	Regular Bill	09/27	\$161.99		\$100.44	\$-140.80	0000/0302	57203A	29	802	
10/05/2021	Miscellaneous		\$-2.02								
10/05/2021	BUDGET BILLING		\$162.00								
10/05/2021	Late Payment Charge		\$2.02								
10/05/2021	Regular Bill	10/26	\$323.99	\$161.99	\$158.88	\$-143.92	0061/0095	58573A	32	1370	
10/06/2021	Payment		\$-161.99								
10/22/2021	Payment		\$-162.00								
11/03/2021	Budget Bill Int Only		\$-0.01								
11/03/2021	BUDGET BILLING		\$180.00								
11/03/2021	Regular Bill	11/24	\$179.99		\$139.46	\$-184.46	0198/0010	59766A	29	1193	
11/23/2021	Payment		\$-179.99								
12/03/2021	Budget Bill Int Only		\$-0.02								
12/03/2021	BUDGET BILLING		\$180.00								
12/03/2021	Regular Bill	12/28	\$179.98		\$283.41	\$-81.05	0760/0000	62354A	30	2588	
12/23/2021	Payment		\$-179.98								
01/05/2022	Budget Bill Int Only		\$-0.01								
01/05/2022	BUDGET BILLING		\$182.29								
01/05/2022	Regular Bill	01/26	\$182.28		\$263.34		0882/0000	64754A	33	2400	
01/24/2022	Payment		\$-182.28								
02/03/2022	BUDGET BILLING		\$184.00								
02/03/2022	Regular Bill	02/24	\$184.00		\$349.02	\$165.02	1223/0000	67993A	29	3239	

Bill Account:

Account Activity Statement

Date: 09/14/23
Page: 4

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
------	------------------	----------	--------------------	-----------------	---------------	------------------	-------------	----------	-----------	-----	-----------

01/19/2023	BUDGET BILLING		\$781.17					
01/19/2023	Paid In Advance		\$257.60					
01/19/2023	Regular Bill	02/09	\$220.00	\$594.60	1078/0000	90941A	35	5350

02/02/2023	BUDGET BILLING		\$285.26					
02/02/2023	SPECIAL AGREEMENT - BB SETTLE		\$561.17					
02/02/2023	Regular Bill	02/23	\$1066.43	\$285.26	0470/0000	935100	17	2569

06/26/2023	Charge Off		\$-505.26					

06/27/2023	Charge Off		\$-561.17					

PPL ELECTRIC
EXHIBIT 2

Account Contact History

Account:

Customer Name: PATRCIA GALDERISI

From 9/14/2019 to 9/14/2023

Contact Date	Contact Type	Remarks	User
2023-07-03	SC - PUC Formal Complaint	The customer filed Formal Complaint Docket No. F-2023-3041574- WATT ID 3872014	E02623
2023-06-30	Miscellaneous	WATT CCC Formal Complaint - Bill Dispute Work Item 3872014 Created	DONNA BARRY
2023-05-24	SC - GRACE EXTENSION	Received no ice that the customer appealed the decision for BCS 3888725. Necessary protections placed on the customer's account until 06 22 2023.	E02623
2023-05-03	SC - GRACE EXTENSION	Caller Back Office Ratepayer. SC Status from Open to Closed Cust Rights Given Y Cust Satisfied Y Comments BCS 3888725 DEC CLOSED 5 3 2023 EST MATED BILLS MAY BE ISSUED. REBILL ISSUED ON 1.19.2023 BASED ON ACTUAL METER READINGS. FINAL BILL ISSUED PARTIAL BILL ADDITIONAL 561.17 WAS DUE WHEN ACCOUNT CLOSED SINCE CUSTOMER WAS BEHIND ON BUDGET. BALANCE CORREC	CUCL143
2023-02-09	SC - PUC Informal Complaint	PUC MDIA BCS 3888725	CUCL143
2023-02-07	Budget Billing	Caller FIORELLA MAURI Addt I Ratepayer. Called the customer back explained how the balance was calculated the budget billing amount of 220 the technical issue whether the customer remitted a deposit when she opened the account the termination date and the budget billing to actual amount billed comparison.	ANDREW SEMANICK
2023-02-07	Call Transfer	Caller FIORELLA MAURI Addt I Ratepayer User Comments sw RP says final bill is wrong. went over blances and BB deferred balance added due to account closing RP was disagreeing and saying it was incorrect. RP wants someone to give a meter and usage breakdown and someone to adjust the bill. upset customer.	DERREK AUFIERO
2023-02-07	WUR Assessment	FIORELLA MAURI Addt I Ratepayer. Caller's Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	DERREK AUFIERO
2023-02-07	Billing	Caller FIORELLA MAURI Addt I Ratepayer. Calling because of Bill Settlement 561.17 Transferred to Budget Billing.	308389
2023-02-02	Data Repair	DR_REQ10782282 - CD-NXT-COLL-ACTION UPDATE	CSSDR044
2023-01-21	Disconnect Completed		IVR
2023-01-28	Data Repair	INC10765324 - Reset order for COAR	CSSDR044
2023-01-24	Miscellaneous	WATT Regional Ops - AMR Past Due - Disconnect Work Item 3171142 Created	CSS
2023-01-19	Data Repair	INC10765324 - Reads Workaround	CSSDR044
2023-01-20	Connect Issued	WEB-Customer caller GIORGI MCHEDLISHVILI CallerRelation RATEPAYER date of connect 01 21 2023 new address 217 MINSI TRL W LONG POND PA 18334 DepositAmt 0 DepositReq No Prev Bal 0 Prev Bal Req No ID Req No Send AddName Letter No	SELF SERVICE USER
2023-01-17	Disconnect Issued	Electric Caller PATRCIA GALDERISI RATEPAYER WantDate 1 21 2023 217 MINSI TRL W LONG POND PA 18334 Send Joint1 Letter No System IVR	IVR
2023-01-17	Connect/Disconnect	Text sent to 6462706276 for stop service 2FA. Customer response YES	IVR
2023-01-16	Miscellaneous	WATT No Bill - No Bill Residential Work Item 3092023 Created	CSS
2023-01-16	Connect/Disconnect	Text sent to 6462706276 for stop service 2FA. Customer response NO RESPONSE	IVR
2023-01-16	Connect/Disconnect	Text sent to 6462706276 for stop service web offer. Customer response NO RESPONSE	IVR
2023-01-13	Cancel/Only Service	DR_IR170744 - Perform Cancel Only.	
2022-12-12	WEB Customer Initiated Payment	Scheduled date 12 20 2022 Amount 220 00 User flomauri Owner YES. Confirmation Number 22122012	SELF SERVICE USER
2022-11-21	WEB Customer Initiated Payment	Scheduled date 11 19 2022 Amount 220 00 User flomauri Owner YES. Confirmation Number 22111993	SELF SERVICE USER
2022-10-10	WEB Customer Initiated Payment	Scheduled date 10 21 2022 Amount 202 00 User flomauri Owner YES. Confirmation Number 22102135	SELF SERVICE USER
2022-09-13	WEB Customer Initiated Payment	Scheduled date 9 20 2022 Amount 202.00 User flomauri Owner YES. Confirmation Number 22092051	SELF SERVICE USER
2022-08-09	WEB Customer Initiated Payment	Scheduled date 8 22 2022 Amount 202.00 User flomauri Owner YES. Confirmation Number 22082246	SELF SERVICE USER
2022-07-13	WEB Customer Initiated Payment	Scheduled date 7 22 2022 Amount 184.00 User flomauri Owner YES. Confirmation Number 22072262	SELF SERVICE USER
2022-06-08	WEB Customer Initiated Payment	Scheduled date 6 22 2022 Amount 184.00 User flomauri Owner YES. Confirmation Number 22062279	SELF SERVICE USER
2022-05-06	WEB Customer Initiated Payment	Scheduled date 5 20 2022 Amount 184.00 User FLOMAURI Owner YES. Confirmation Number 22052005	SELF SERVICE USER
2022-05-05	Miscellaneous	Caller PATRCIA GALDERISI Ratepayer. customer calling to confirm power outage was restored customer stated she received a call from the alarm company stating her ac system had no power adv customer power was restored at 7am alert message was sent to her. customer stated she received alert	MADELYN GARCIA
2022-05-05	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note IVR Call Type 10 No Lights Comments none	IVR
2022-05-05	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note OMS_CSS.services.contacts privcontacts notification_PPL_CUSTOMER_CONTACT_VIEWPublishDocument USER_NAME Call Type 01 AMI Power Down Event Comments none	MTR

Contact Date	Contact Type	Remarks	User
2022-04-13	WEB Customer Initiated Payment	Scheduled date 4 20 2022 Amount 184.00 User flomauri Owner YES. Confirmation Number 22042000	SELF SERVICE USER
2022-03-07	WEB Customer Initiated Payment	Scheduled date 3 23 2022 Amount 184.00 User flomauri Owner YES. Confirmation Number 22032377	SELF SERVICE USER
2022-02-08	WEB Customer Initiated Payment	Scheduled date 2 21 2022 Amount 184.00 User flomauri Owner YES. Confirmation Number 22022189	SELF SERVICE USER
2022-01-11	WEB Customer Initiated Payment	Scheduled date 1 24 2022 Amount 182.28 User flomauri Owner YES. Confirmation Number 22012444	SELF SERVICE USER
2021-12-06	WEB Customer Initiated Payment	Scheduled date 12 23 2021 Amount 179.98 User flomauri Owner YES. Confirmation Number 21122315	SELF SERVICE USER
2021-11-08	WEB Customer Initiated Payment	Scheduled date 11 23 2021 Amount 179.99 User flomauri Owner YES. Confirmation Number 21112368	SELF SERVICE USER
2021-10-22	WEB Customer Initiated Payment	Scheduled date 10 22 2021 Amount 162.00 User flomauri Owner YES. Confirmation Number 21102203	SELF SERVICE USER
2021-10-06	WEB Customer Initiated Payment	Scheduled date 10 6 2021 Amount 161.99 User FLOMAURI Owner YES. Confirmation Number 21100643	SELF SERVICE USER
2021-10-05	Credit	Caller Back Office Ratepayer. obc Spoke wi h woman refused to verify who she was hung up fg	FLAXINE GRUBE
2021-08-06	WEB Customer Initiated Payment	Scheduled date 8 23 2021 Amount 162.00 User flomauri Owner YES. Confirmation Number 21082348	SELF SERVICE USER
2021-07-14	WEB Customer Initiated Payment	Scheduled date 7 23 2021 Amount 197.00 User flomauri Owner YES. Confirmation Number 21072373	SELF SERVICE USER
2021-06-21	WEB Customer Initiated Payment	Scheduled date 6 19 2021 Amount 197.00 User flomauri Owner YES. Confirmation Number 21061958	SELF SERVICE USER
2021-05-12	WEB Customer Initiated Payment	Scheduled date 5 24 2021 Amount 220.48 User flomauri Owner YES. Confirmation Number 21052487	SELF SERVICE USER
2021-04-09	WEB Customer Initiated Payment	Scheduled date 4 21 2021 Amount 220.45 User flomauri Owner YES. Confirmation Number 21042108	SELF SERVICE USER
2021-03-09	WEB Customer Initiated Payment	Scheduled date 3 24 2021 Amount 220.45 User flomauri Owner YES. Confirmation Number 21032434	SELF SERVICE USER
2021-02-10	WEB Customer Initiated Payment	Scheduled date 2 11 2021 Amount 220.45 User flomauri Owner YES. Confirmation Number 21021125	SELF SERVICE USER
2021-01-08	WEB Customer Initiated Payment	Scheduled date 1 21 2021 Amount 211.00 User flomauri Owner YES. Confirmation Number 21012152	SELF SERVICE USER
2020-12-09	WEB Customer Initiated Payment	Scheduled date 12 21 2020 Amount 210.92 User flomauri Owner YES. Confirmation Number 20122132	SELF SERVICE USER
2020-11-09	WEB Customer Initiated Payment	Scheduled date 11 19 2020 Amount 211.00 User flomauri Owner YES. Confirmation Number 20111990	SELF SERVICE USER
2020-10-13	WEB Customer Initiated Payment	Scheduled date 10 22 2020 Amount 211.00 User flomauri Owner YES. Confirmation Number 20102272	SELF SERVICE USER
2020-09-09	WEB Customer Initiated Payment	Scheduled date 9 21 2020 Amount 211.00 User flomauri Owner Yes. Confirmation Number 20092115	SELF SERVICE USER
2020-08-13	WEB Customer Initiated Payment	Scheduled date 8 21 2020 Amount 211.00 User flomauri Owner Yes. Confirmation Number 20082104	SELF SERVICE USER
2020-07-09	WEB Customer Initiated Payment	Scheduled date 7 23 2020 Amount 159.00 User flomauri Owner Yes. Confirmation Number 20072312	SELF SERVICE USER
2020-06-17	WEB Customer Initiated Payment	Scheduled date 6 22 2020 Amount 159.00 User flomauri Owner Yes. Confirmation Number 20062201	SELF SERVICE USER
2020-05-08	WEB Customer Initiated Payment	Scheduled date 5 22 2020 Amount 159.00 User flomauri Owner Yes. Confirmation Number 20052242	SELF SERVICE USER
2020-04-13	WEB Customer Initiated Payment	Scheduled date 4 20 2020 Amount 174.00 User flomauri Owner Yes. Confirmation Number 20042037	SELF SERVICE USER
2020-03-05	WEB Customer Initiated Payment	Scheduled date 3 23 2020 Amount 174.00 User flomauri Owner Yes. Confirmation Number 20032346	SELF SERVICE USER
2020-02-12	WEB Customer Initiated Payment	Scheduled date 2 19 2020 Amount 174.00 User flomauri Owner Yes. Confirmation Number 20021930	SELF SERVICE USER
2020-01-13	WEB Customer Initiated Payment	Scheduled date 1 23 2020 Amount 40.34 User flomauri Owner Yes. Confirmation Number 20012380	SELF SERVICE USER
2019-12-06	WEB Customer Initiated Payment	Scheduled date 12 20 2019 Amount 148.36 User flomauri Owner Yes. Confirmation Number 19122061	SELF SERVICE USER
2019-12-02	Cust Choice 1 Bill	Supplier added on 2019-12-05 - Eligo Energy	
2019-12-02	Batch Enrollment		
2019-11-21	Customer Choice Drop	Supplier dropped on 2019-11-26 - AP Gas and Electric	
2019-11-21	Batch Enrollment		
2019-11-13	WEB Customer Initiated Payment	Scheduled date 11 21 2019 Amount 148.46 User flomauri Owner Yes. Confirmation Number 19112128	SELF SERVICE USER
2019-11-01	WEB Customer Initiated Payment	Scheduled date 11 1 2019 Amount 36.10 User flomauri Owner Yes. Confirmation Number 19110116	SELF SERVICE USER
2019-10-24	Credit - Outbound Call	female stated s w ppl doesn t think call is from ppl she wanted me to look in acct to see she s w ppl adv d can t without verifying she refused adv d call ppl	PAMELA SILVERMAN
2019-10-23	WUR Assessment	FIORELLA MAURI Addt l Ratepayer. Caller s Concern Billing Payment - WUR will be sent. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	CHERYL FARRAY
2019-10-23	Billing	Caller FIURELLA MAURI Addt l Ratepayer. FIURELLA MAURI CALLED TO UPDATED SHE WILL PAY THE BALANCE OF 256.10 ON 11 1 2019 220.00 WILL BE ON 10 25 2019 AND 36.10 ON 11 1 2019	CHERYL FARRAY
2019-10-22	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2019-10-18	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2019-10-16	Credit - Outbound Call	obc asked for RP. she said she will call back herself.	NAVLEEN SAPPAL
2019-10-15	WEB Customer Initiated Payment	Scheduled date 10 25 2019 Amount 220.00 User flomauri Owner Yes. Confirmation Number 19102502	SELF SERVICE USER
2019-10-10	Credit - Outbound Call		JASMIN SELLECK
2019-10-10	Credit	Caller Back Office Ratepayer. obc she said she will call ppl	JASMIN SELLECK
2019-09-18	WEB Customer Initiated Payment	Scheduled date 9 18 2019 Amount 200.00 User flomauri Owner Yes. Confirmation Number 19091833	SELF SERVICE USER

PPL ELECTRIC
EXHIBIT 3

Informal Case View

General			
BCS Case No.	3888725	Case Notes	Count : 1 Detail...
CSS Account No.		Received Date	02/09/2023
CSS Name	PATRCIA GALDERISI	Due Date	03/10/2023
Name	PATRICIA GALDERISI	Investigator Name	CASE POOL, BCS
Service Address 1	217 MINSI TRL W	Mailing Address 1	217 MINSI TRL W
Service Address 2		Mailing Address 2	
Service City, State Zip	LONG POND, PA 18334-	Mailing City, State Zip	LONG POND, PA 18334-
PUC Address	217 MINSI TRL W,,LONG POND,PA,18334-		
Service Class	RESIDENTIAL	Case Origin	TELEPHONE
Phone Number	(718) 478-7015	Prior Case Number	0
Income Level	1	On Track	No
Reason For Contact	BILLING DISPUTES (# 18)		
Customer Position	18 is HIGH BILL DISPUTE. THE CUSTOMER IS DISPUTING THE BILL(S) FROM THE MONTH(S) OF NOVEMBER, DECEMBER, AND JANUARY. THE CUSTOMER RECEIVED A FINAL BILL AND A CORRECTED BILL. THE CUSTOMER IS DISPUTING THE TOTAL BETWEEN THE FINAL BILL AND THE CALCULATED BILL. THE CUSTOMER ADVISED THAT SHE HAD THE SERVICE TURNED OFF JANUARY 21,2023 DUE TO SELLING THE HOME. THE CUSTOMER IS DISPUTING THE CHARGES FOR USAGE AND THE BUDGET PLAN FOR THE FINAL TOTAL. THE CUSTOMER STATES THAT SHE WAS INFORMED IT WAS A GLITCH IN THE METER. - RELIEF SOUGHT - TO HAVE THE BILL RECALCULATED AND ADJUSTED.		
Company Position	02/08/2023 INFORMED THE CUSTOMER THAT THEY WEREN'T GETTING A SIGNAL FROM THE METER TO INFORM THE COMPANY TO SEND A BILL.		
Related Information			

Misc Info	WOULD LIKE TO HAVE MAILED COPY - NO EMAIL		
Heating	Yes	Service	On
Acct Bal Due Date	02/23/2023	Total Account Balance	1066.43
Budget Bill Amount	245.00		
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	310432 - 310432
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>11/1/2022 - The Company sent the customer the monthly bill statement. The amount of bill was \$296.98. This amount reflects actual usage of 2652 kwh for 31 days from 09/30/22 to 10/31/22.</p> <p>12/1/2022 - The Company sent the customer the monthly bill statement. The amount of bill was \$355.35. This amount reflects actual usage of 3201 kwh for 30 days from 10/31/22 to 11/30/23.</p> <p>1/19/2023 - The Company cancelled the estimated bill and sent a</p>

corrected bill. The specific details regarding the corrected bill are included with the supplemental information attached to this report.

2/7/23 - Caller Fiorella Mauri, additional ratepayer, called because of Bill Settlement of \$561.17. Transferred to Budget Billing. Caller Fiorella Mauri, additional ratepayer, stated final bill is wrong. Company went over balances and budget billing deferred balance added, due to account closing. Customer was disagreeing and saying it was incorrect. Customer wants someone to give a meter and usage breakdown and someone to adjust the bill. The Company explained how the balance was calculated, the budget billing amount of \$220, the technical issue, whether the customer remitted a deposit when opening the account, the termination date, and the budget billing to actual amount billed comparison.

Company's Final Position to the Customer

Caller Fiorella Mauri, additional ratepayer, called because of Bill Settlement of \$561.17. Transferred to Budget Billing. Caller Fiorella Mauri, additional ratepayer, stated final bill is wrong. Company went over balances and budget billing deferred balance added, due to account closing. Customer was disagreeing and saying it was incorrect. Customer wants someone to give a meter and usage breakdown and someone to adjust the bill. The Company explained how the balance was calculated, the budget billing amount of \$220, the technical issue, whether the customer remitted a deposit when opening the account, the termination date, and the budget billing to actual amount billed comparison.

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 consumption and cost of electricity.

The Company includes a "Budget Summary" on the bill statement for any customer who is on the budget billing program. The summary shows the amount the customer was billed compared to the amount the customer used.

The Company reviews the budget billing amount every three months, and the Company adjusts the budget amount when necessary.

The Company notifies its budget billing customers of a change to the budget payment one month in advance.

The Company cannot guarantee a fixed budget amount that is not subject to review or change.

The customer can contact the Company to establish a payment arrangement, if necessary. The customer can establish a

payment arrangement via self-service options, as well as a call to an agent.

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

[Analysis Information](#)

Justified	Not Analyzed
-----------	--------------

No Analysis Items Found

Case History

Return to Normal View

Change State

Dismiss

Opening Pending (1) Mediations Informals Formals Admin

- Home
- My Work
- Case Search
- Reports

Decision Detail

General			
BCS Case No.	3888725	CSS Account No.	
Customer Name	PATRICIA GALDERISI	Investigator Name	CASE POOL, BCS
Address 1	217 MINSI TRL W	Service Class	RESIDENTIAL
Address 2		Case Origin	TELEPHONE
City, State Zip	LONG POND , PA 18334	Head Date	05/03/2023
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		Oral/Written	Written
Section Rule		Violation	NO
Total Balance	1066.43	Closed Date	05/03/2023
Reconnect Amount	0.00	Balance Date	02/27/2023
Special Budget Amount	0.00	Regular Budget Amount	245.00
Arrears Payment Plus	0.00	Final Monthly Payment	0.00
Resolution	DECISION ISSUED: ESTIMATED BILLS MAY BE ISSUED. REBILL ISSUED ON 1.19.2023 BASED ON ACTUAL METER READINGS. FINAL BILL ISSUED (PARTIAL BILL) ADDITIONAL 561.17 WAS DUE WHEN ACCOUNT CLOSED SINCE CUSTOMER WAS BEHIND ON BUDGET. BALANCE CORRECT. CASE DISMISSED.		
Terms			
Letter Description			

Action Required Options	
Action Required	<input type="radio"/> Yes <input checked="" type="radio"/> No

WorkQ Category	<input type="text" value=""/>		
Sub Category	<input type="text" value=""/>		
Up Front Amount	<input type="text" value=""/>	Up Front Due Date	<input type="text" value=""/>
Bill Type	<input type="text" value=""/>		
Plus Amount	<input type="text" value=""/>		
Beginning Date	<input type="text" value=""/>		
Write-Off Amount	<input type="text" value=""/>		
Comments	BCS#3888725 DEC CLOSED 5/3/2023 ESTIMATED BILLS MAY BE ISSUED. REBILL ISSUED ON 1.19.2023 BASED ON ACTUAL METER READINGS. FINAL BILL ISSUED (PARTIAL BILL) ADDITIONAL 561.17 WAS DUE WHEN ACCOUNT CLOSED SINCE CUSTOMER WAS BEHIND ON		
Processed By	E02239	Processed Date	5/3/2023 1:58:33 PM

[Return to Case](#)

PPL ELECTRIC
EXHIBIT 4

Account Number	Billed	Days in bill	Total KWh Used	Avg kWh/day	Electricity costs	Avg. Temperature
	02/02/2023	17	2569	151	\$285.26	39
	01/19/2023	35	5350	153	\$594.60	35
	12/01/2022	30	3201	107	\$355.35	45
	11/01/2022	31	2652	86	\$296.98	52
	10/03/2022	30	1226	41	\$145.41	65
	09/01/2022	29	1032	36	\$121.11	76
	08/03/2022	32	1268	40	\$145.38	77
	07/05/2022	29	855	29	\$103.30	69
	06/03/2022	30	933	31	\$111.42	64
	05/04/2022	32	1997	62	\$220.90	50
	04/04/2022	29	1864	64	\$207.52	42
	03/04/2022	29	2570	89	\$280.18	34
	02/03/2022	29	3239	112	\$349.02	24
	01/05/2022	33	2400	73	\$263.34	39
	12/03/2021	30	2588	86	\$283.41	40
	11/03/2021	29	1193	41	\$139.46	59
	10/05/2021	32	1370	43	\$158.88	66
	09/03/2021	29	802	28	\$100.44	75
	08/05/2021	29	779	27	\$98.06	74
	07/07/2021	32	821	26	\$102.40	72
	06/07/2021	30	1136	38	\$134.92	61
	05/06/2021	29	1213	42	\$142.85	55
	04/08/2021	32	1717	54	\$194.19	45
	03/08/2021	30	2633	88	\$288.29	30
	02/04/2021	30	2786	93	\$304.05	31
	01/05/2021	33	2699	82	\$295.41	34
	12/03/2020	30	2590	86	\$277.71	46
	11/03/2020	31	925	30	\$109.52	53
	10/05/2020	31	1041	34	\$121.37	65
	09/02/2020	29	888	31	\$105.94	74
	08/04/2020	33	593	18	\$76.13	78
	07/02/2020	29	784	27	\$95.60	72
	06/03/2020	32	1948	61	\$215.32	60
	05/04/2020	30	3008	100	\$323.77	51
	04/02/2020	29	2102	72	\$230.88	47
	03/04/2020	32	2364	74	\$261.24	39
	02/03/2020	29	2216	76	\$245.94	37
	01/06/2020	31	2372	77	\$262.34	37
	12/06/2019	32	1958	61	\$219.02	39
	11/04/2019	29	841	29	\$100.67	58
	10/04/2019	33	685	21	\$85.29	69
	09/05/2019	29	1056	36	\$121.72	75

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
01/04/2023	02/02/2023	Estimate	94180	3239	0	0	10.7	10.7			Memo	3280		300986468
01/04/2023	01/31/2023	Regular	95504	4563	0	0	19.2	19.2			Do Not Bill	3290		300986468
01/04/2023	01/21/2023	Final	93510	2569	0	0	18.8	18.8			Billed	3310		300986468
	01/21/2023	Work (SO)	93510	2569	0	0	18.8	18.8			Posted	3300		300986468
11/30/2022	01/04/2023	Regular	90941	5350	0	0	18.8	18.8			Billed	3270		300986468
11/30/2022	01/04/2023	Forced Est	88136	2545	0	0	5.6	5.6			Cancelled	3260		300986468
10/31/2022	11/30/2022	Regular	85591	3201	0	0	18.8	18.8			Billed	3250		300986468
09/30/2022	10/31/2022	Regular	82390	2652	0	0	16.4	16.4			Billed	3240		300986468
08/31/2022	09/30/2022	Regular	79738	1226	0	0	10.2	10.2			Billed	3230		300986468
08/02/2022	08/31/2022	Regular	78512	1032	0	0	10.6	10.6			Billed	3220		300986468
07/01/2022	08/02/2022	Regular	77480	1268	0	0	10.5	10.5			Billed	3210		300986468
06/02/2022	07/01/2022	Regular	76212	855	0	0	10	10			Billed	3200		300986468
05/03/2022	06/02/2022	Regular	75357	933	0	0	9.1	9.1			Billed	3190		300986468
04/01/2022	05/03/2022	Regular	74424	1997	0	0	17.3	17.3			Billed	3180		300986468
03/03/2022	04/01/2022	Regular	72427	1864	0	0	8.7	8.7			Billed	3170		300986468
02/02/2022	03/03/2022	Regular	70563	2570	0	0	10.1	10.1			Billed	3160		300986468
01/04/2022	02/02/2022	Regular	67993	3239	0	0	10.7	10.7			Billed	3150		300986468
12/02/2021	01/04/2022	Regular	64754	2400	0	0	5.6	5.6			Billed	3140		300986468
11/02/2021	12/02/2021	Regular	62354	2588	0	0	16.9	16.9			Billed	3130		300986468
10/04/2021	11/02/2021	Regular	59766	1193	0	0	16.1	16.1			Billed	3120		300986468
09/02/2021	10/04/2021	Regular	58573	1370	0	0	13.4	13.4			Billed	3110		300986468
08/04/2021	09/02/2021	Regular	57203	802	0	0	8.7	8.7			Billed	3100		300986468
07/06/2021	08/04/2021	Regular	56401	779	0	0	11	11			Billed	3090		300986468
06/04/2021	07/06/2021	Regular	55622	821	0	0	9.4	9.4			Billed	3080		300986468
05/05/2021	06/04/2021	Regular	54801	1136	0	0	11.1	11.1			Billed	3070		300986468
04/06/2021	05/05/2021	Regular	53665	1213	0	0	17	17			Billed	3060		300986468
03/05/2021	04/06/2021	Regular	52452	1717	0	0	5.6	5.6			Billed	3050		300986468
02/03/2021	03/05/2021	Regular	50735	2633	0	0	8.4	8.4			Billed	3040		300986468
01/04/2021	02/03/2021	Regular	48102	2786	0	0	9.3	9.3			Billed	3030		300986468
12/02/2020	01/04/2021	Regular	45316	2699	0	0	13.4	13.4			Billed	3020		300986468
11/02/2020	12/02/2020	Regular	42617	2590	0	0	15.4	15.4			Billed	3010		300986468
10/02/2020	11/02/2020	Regular	40027	925	0	0	16.3	16.3			Billed	3000		300986468
09/01/2020	10/02/2020	Regular	39102	1041	0	0	12.5	12.5			Billed	2990		300986468
08/03/2020	09/01/2020	Regular	38061	888	0	0	9.1	9.1			Billed	2980		300986468
07/01/2020	08/03/2020	Regular	37173	593	0	0	9.1	9.1			Billed	2970		300986468
06/02/2020	07/01/2020	Regular	36580	784	0	0	8.3	8.3			Billed	2960		300986468
05/01/2020	06/02/2020	Regular	35796	1948	0	0	13	13			Billed	2950		300986468
04/01/2020	05/01/2020	Regular	33848	3008	0	0	13.6	13.6			Billed	2940		300986468
03/03/2020	04/01/2020	Regular	30840	2102	0	0	15.7	15.7			Billed	2930		300986468
01/31/2020	03/03/2020	Regular	28738	2364	0	0	4.7	4.7			Billed	2920		300986468
01/02/2020	01/31/2020	Regular	26374	2216	0	0	4.9	4.9			Billed	2910		300986468
12/05/2019	01/02/2020	Regular	24158	2129	0	0	4.8	4.8			Billed	2900		300986468
12/02/2019	12/05/2019	Supp Switch	22029	243	0	0	4.8	4.8			Billed	2890		300986468
11/26/2019	12/02/2019	Regular	21786	397	0	0	4.8	4.8			Billed	2880		300986468
10/31/2019	11/26/2019	Supp Switch	21389	1561	0	0	4.8	4.8			Billed	2870		300986468
10/02/2019	10/31/2019	Regular	19828	841	0	0	17.4	17.4			Billed	2860		300986468
08/30/2019	10/02/2019	Regular	18987	685	0	0	11.2	11.2			Billed	2850		300986468
08/01/2019	08/30/2019	Regular	18302	1056	0	0	10	10			Billed	2840		300986468
07/02/2019	08/01/2019	Regular	17246	875	0	0	9.1	9.1			Billed	2830		300986468
07/31/2018	08/09/2018	CMO - Out					9.8784	9.8784	66851	316	Billed	2670		84590850

PPL ELECTRIC
EXHIBIT 6

Account Number	Meter Number	Multiplier	Manufacturer	Date	Delivered Read	Total Usage kWh	Demand KW	Peak kWh	Off Peak kWh
	300986468	1	Siemens	01/04/2023	90941	51.939	13.52		
	300986468	1	Siemens	01/03/2023	90831	109.842	13.52		
	300986468	1	Siemens	01/02/2023	90702	129.708	13.52		
	300986468	1	Siemens	01/01/2023	90578	123.763	13.52		
	300986468	1	Siemens	12/31/2022	90464	113.869	13.52		
	300986468	1	Siemens	12/30/2022	90337	127.121	22.44		
	300986468	1	Siemens	12/29/2022	90193	143.371	22.44		
	300986468	1	Siemens	12/28/2022	90031	161.978	22.44		
	300986468	1	Siemens	12/27/2022	89802	229.396	21.44		
	300986468	1	Siemens	12/26/2022	89568	234.41	21.44		
	300986468	1	Siemens	12/25/2022	89311	257.066	21.44		
	300986468	1	Siemens	12/24/2022	89016	294.144	21.44		
	300986468	1	Siemens	12/23/2022	88814	202.083	21.44		
	300986468	1	Siemens	12/22/2022	88644	170.067	21.44		
	300986468	1	Siemens	12/21/2022	88454	190.209	21.44		
	300986468	1	Siemens	12/20/2022	88293	160.709	17.36		
	300986468	1	Siemens	12/19/2022	88202	91.322	17.36		
	300986468	1	Siemens	12/18/2022	88085	117.207	17.36		
	300986468	1	Siemens	12/17/2022	87917	167.475	17.36		
	300986468	1	Siemens	12/16/2022	87759	158.378	17.36		
	300986468	1	Siemens	12/15/2022	87546	213.168	17.36		
	300986468	1	Siemens	12/14/2022	87385	160.845	17.36		
	300986468	1	Siemens	12/13/2022	87192	192.742	16.58		
	300986468	1	Siemens	12/12/2022	87024	168.516	16.58		
	300986468	1	Siemens	12/11/2022	86859	164.868	16.58		
	300986468	1	Siemens	12/10/2022	86697	161.756	16.58		
	300986468	1	Siemens	12/09/2022	86537	159.966	16.58		
	300986468	1	Siemens	12/08/2022	86395	142.344	16.58		
	300986468	1	Siemens	12/07/2022	86311	83.936	12.77		
	300986468	1	Siemens	12/06/2022	86245	65.549	12.77		
	300986468	1	Siemens	12/05/2022	86160	85.441	12.77		
	300986468	1	Siemens	12/04/2022	86084	76.076	12.77		
	300986468	1	Siemens	12/03/2022	86026	58.293	12.77		
	300986468	1	Siemens	12/02/2022	85902	123.111	12.77		
	300986468	1	Siemens	12/01/2022	85733	169.406	0		
	300986468	1	Siemens	11/30/2022	85591	141.693	18.89		

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.

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.



We deliver.

1-800-342-5775

For hours of operation and to pay/manage your account, visit ppelectric.com.

Meter **300986468** Account

Due Date	Amount Due
2/23/23	\$1,066.43

Billing Details on Back

Because you are on Budget Billing, your amount due does not equal your Usage Charges.

Service to:
 PATRCIA GALDERISI
 FIORELLA MAURI
 217 MINSI TRL W
 LONG POND, PA 18334

Final Bill
 Usage from Jan 4 - Jan 21

Supply \$160.15	Delivery \$125.11
------------------------	--------------------------

Usage Charges \$285.26

Eligo Energy 888-744-8125 See Supply Details for information.
 PPL Electric Utilities PPL Electric Utilities

See Supply Details for information.

PPL Electric Utilities Price to Compare

\$0.14612 Use this price when comparing supplier offers.

Budget Plan Summary

You're at the end of your Budget Billing program!

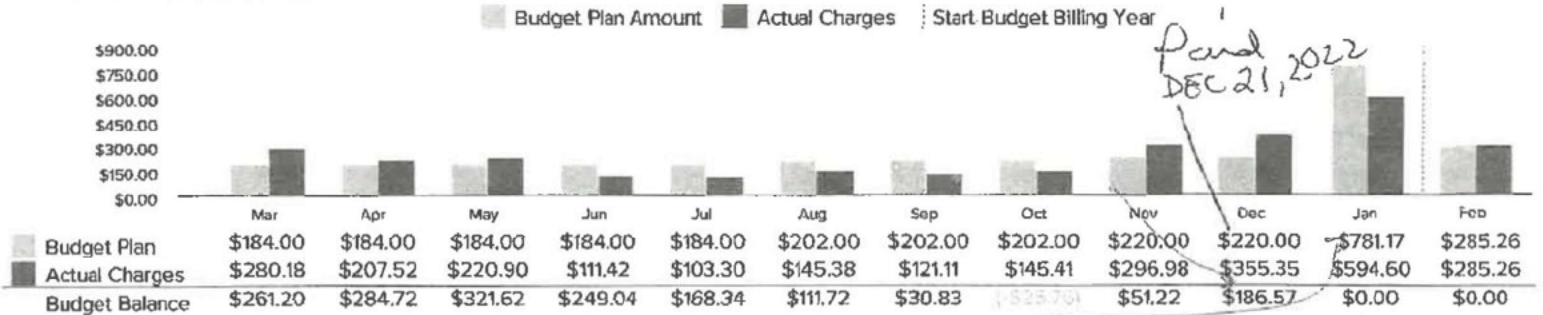
This year we billed you: \$2,931.17
 Amount you used: \$2,931.17

SHOP FOR ELECTRICITY

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

Handwritten: \$561.17 - Bal. 2022 between \$285.26 - usage Billed & used Jan 4 - Jan 21
 \$846.43

Monthly Budget Plan vs. Actual Charges



About this graph: A green budget balance means you've used less than your budget. Black means you've used more. Your plan is reviewed every 3 months.

Questions or concerns? Contact us by 2/23/

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	Due Date	Amount Due
	2/23/23	\$1,066.43

Amount Enclosed:

□ □ □ □ □ □ □ □

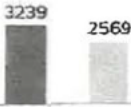
PATRCIA GALDERISI
 FIORELLA MAURI
 217 MINSI TRL W
 LONG POND, PA 18334

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

kWh Delivered (to Customer)			
Meter Number	Reading Dates	Meter Reading	Kilowatt-Hours
300986468	Jan 21	93510	2569
	Jan 4	90941	
Days Billed: 17		Avg. kWh/Day: 151	Total Delivered: 2569
Date Range	Annual Total Usage	Avg Monthly	
Feb 2022 - Jan 2023	25517 kWh	2126 kWh	

State taxes this bill: About \$4.90. PA Gross Receipts Tax: About \$29.81.

February

Electricity Usage (kWh)	Avg. Temperature	Avg. Daily Cost	
-21%	+15°	+39%	
	24°	39°	\$12.04 \$16.78
2022 2023	2022	2023	2022 2023

Supply Details

Generation & Transmission Charges for Jan 4-Jan 21	
Eligo Energy	Elec Supply Charge: 2569 kwh @ 0.062340 160.15
Total Eligo Energy Charges \$160.15	

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

888-744-8125



Eligo Energy
Customer Services
201 West Lake Street
Suite 151
Chicago, IL 60606

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	\$220.00
Balance as of Feb 2, 2023	\$220.00
Budget Plan as of Last Bill	\$0.00
Total Supply Charges	\$160.15
Total Delivery Charges	\$125.11
Other Charges	\$505.26
Budget Bill Settlement	\$561.17
Total Other Charges	\$561.17

Amount Due By 2/23/23 \$1,066.43

Account Balance \$1,066.43

Delivery Details

Distribution Charges	
	Residential Rate: RS for Jan 4 - Jan 21
Customer Charge	9.06
2,569 kWh at 4.608¢ per kWh	118.38
Tax Cut and Jobs Act Credit at -8.23%	-8.13
System Improvement Charge at 5.00%	5.97
PA Tax Adj Surcharge at -0.134%	-0.17
Total Delivery Charges	\$125.11

Understanding Your Bill

- Act 129 Compliance Rider** - Monthly charge to recover costs for energy efficiency and conservation programs approved by the PUC.
- Budget Billing** - Most suppliers offer budget billing, which allows you to pay a fixed amount each month. Budget billing averages bills out over 12 months, so each monthly bill will be the same amount until the total bill is paid. The company may adjust the bill four times a year, up or down, depending on the customer's use. Residential customers may contact their electric utility and/or supplier and request budget billing at any time.
- 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.
- 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.

DATE OF DEPOSIT

JUN 20 2023

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Patricia Galderisi & Fiorella Mauri
41-41 51st Street Apt. 4H
Woodside, New York 11377
718-478-7015 (H) 646-270-6276 (C)

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

June 17, 2023

DATE OF DEPOSIT
JUN 20 2023
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

RE: Formal Complaint about PP&L electric bill (acct. #

BCS Case Number - 3888725

Dear Secretary Chiavetta,

We have been PP&L customers since 1985. We built the home that the meter/account was attached to. It was a vacation home, we never lived there full-time nor did we ever rent.

We always, faithfully, paid our PP&L bill for 37 years. We are now seniors and just sold our home. We closed on the house on January 20, 2023.

Please be assured, we are not trying to get away with not paying our bill.

However, our last and final bill (see enclosed) was unusually high. We are knowledgeable of how much our home uses, mostly because we owned the house all that time and knew, from season to season, with all the increases, how much kilowatts it used.

Our entire Home Owner Association, Emerald Lakes Assn., Inc. have been complaining about the billing too. All of our neighbors, who have spoken to us, said the same thing that the billing had problems.

When we first spoke to customer service at PP&L, they first said the meters in the entire area failed to communicate {to them} to send out a bill. Later, they said our bill was an estimated bill.

None of these reasons explain why the charges are extremely high and totally out of line with previous billing.

We did nothing to modify our home to make it use more electricity. We have under-ground wires from the electric pole. We did not have air-conditioning installed. During COVID, 2020-2022, we were the only two people to be in the home occasionally.

We feel the correct amount to pay PP&L is \$846.43. This amount is arrived when you add \$561.17 that is the budget bill settlement amount (see page 2 final bill), plus \$285.26 that was the actual charges for January 4 – January 21, 2023.

We would appreciate it if you would look into this matter for us. We would like a reduction in our billing of \$220.00, which is the difference when \$846.43 is subtracted from the disputed amount of \$1,066.43.

Thank you for your attention to this matter,

Sincerely,



Patricia Galderisi & Fiorella Mauri

Encl.

P.S. When we called PP&L in January to inform them that we were closing the account as of January 21, 2023, we were told **not to pay** the budget plan amount for January and wait for the final bill.

DATE OF DEPOSIT

JUN 20 2023

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU