

COMMONWEALTH OF PENNSYLVANIA

(Public Utility Commission)

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JUDITH WALLACE, :
Complainant, : Case No.:
vs. : F-2023-3042297
PPL ELECTRIC UTILITIES :
CORPORATION, :
Respondent. :
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Pages 1 through 55 TELEPHONIC HEARING
Judge's Chambers
Commonwealth Keystone Bldg.
400 North Street
Harrisburg, PA 17120

Friday, November 3, 2023
Met, pursuant to notice, at 10:06 a.m.

BEFORE: THE HONORABLE CHAD ALLENSWORTH
Administrative Law Judge

INDEX TO EXHIBITS
Docket No.: F-2023-3042297
Hearing Date: November 3, 2023

EXHIBITS INDEX

EXHIBITS:	FOR IDENTIFICATION	IN EVIDENCE
WALLACE EXHIBITS:		
1	7/24 letter to PPL	Pre-marked 29
2	Propane Receipt	Pre-marked 29
3	Pellet Delivery Sales Receipt	Pre-marked 29
4	Multiple PPL Bills	Pre-marked 29
5	Monthly Summary	Pre-marked 29
6	Daily Summary Usage Report	Pre-marked 29
PPL EXHIBITS		
1	Account Activity Statement	Pre-marked 49
2	Account Contact List	Pre-marked 49
3	PUC Informal Complaint and Decision	Pre-marked 49

JUDITH A WALLACE VS PPL ELECTRICT UTILITIES CORP

RE: F – 2023-3042297

**Residence: 45 Alters Rd, Carlisle, Pa. 17015 – structure – ranch house, primary heating source
Propane & Pellet Stove.**

EXHIBIT 1 – Letter dated July 24, 2023 to PPL

EXHIBIT 2 – Pre-buy contract for heating season 9/2022 – 3/2023 Kopyy Propane

EXHIBIT 3 – Pellet purchase for heating season 2022 – 2023 – AES Hearth

EXHIBIT 4 – Utility Bills for disputed time frame – 11/8/2022 – 1/10/23

EXHIBIT 5 – Monthly KWH usage 9/10/19 – 9/8/23 – disputed months highlighted in red

EXHIBIT 6 - Daily KWH usage 10/5/22 – 2/1/23 – disputed days highlighted in red

July 24, 2023

Exhibit 1

PPL Electric Utilities
Customer Service
827 Hausman Rd
Allentown, Pa. 18104-9392

Account: 80680-71025

This letter serves as further notification that I have filed an informal and formal complaint with the PUC and am awaiting their response. These complaints were filed several months ago.

I have spoken with your customer service department by utilizing your 800 number and advised them of this dispute on several occasions. Your records should reflect these phone calls and conversations. I was forced to go the PUC route due to the lack of timely response from your customer service department. However, recently I have received an automated phone call plus an email regarding the past due amount on my bill. I have continued paying the actual usage on my bill and the amount in question remains outstanding. Unfortunately, this matter has taken much longer to resolve than anticipated.

My reason for sending a written notification is to ensure your records reflect the status of our account. Our records with you will indicate we have always paid our bills in a timely manner and have never been delinquent in the 11 years you have serviced our account.

Sincerely,

Judith Wallace
45 Alters Rd
Carlisle, Pa. 17015

Jawallace1@hotmail.com



KOPPY'S PROPANE INC.

www.koppyspropane.com

8635 STATE ROUTE 209 • WILLIAMSTOWN, PA 17098
717-647-7111 • 1-800-922-7934 • Fax 717-647-2240

Exhibit 2

DATE MAILED: 9/2/22

Fixed Price – Pre-Buy Propane Contract

TERMS ARE AS FOLLOWS:

- Minimum Pre-Buy is 300 gallons
- Fixed Price – Pre-Buy period will begin October 1, 2022 and will end March 31, 2023.
- Fixed Price – Pre-Buy Contract must be signed and returned along with payment in full as soon as possible, and no later than September 30, 2022.
- Pre-paid propane will be automatically deducted from your account beginning with your first delivery after October 1, 2022.
- Fixed Price listed below is guaranteed until the number of gallons pre-paid have been used in full, or until March 31, 2023, whichever occurs first.
- If pre-paid gallons are not used in full by March 31, 2023, your credit balance will be applied to your next delivery, which will be billed at current market price at time of delivery.

CUSTOMER ACCOUNT #	<u>4264527</u>
NUMBER OF GALLONS PRE-PAID	<u>800</u> ⁹⁰⁰
FIXED PRICE PER GALLON	<u>\$3.199</u>
TOTAL AMOUNT OWED	<u>\$2559.20</u> ^{\$2699.00}

2.99

I HAVE READ THE PRECEDING AND AGREE TO THE TERMS OF THIS CONTRACT.

NAME Patrick Wallace

ADDRESS 45 Alters Road

CITY Carlisle STATE PA ZIP CODE 17015

pd 9/22

SIGNATURE _____ DATE _____

PAYMENT ENCLOSED \$ _____

**COMPLETE AND RETURN 1 COPY WITH PAYMENT.
PRE-BUY PRICING IS NOT EFFECTIVE UNTIL BOTH PAYMENT AND SIGNED
CONTRACT ARE RETURNED**

2

AES Hearth & Patio - Newville

1743 Pine Road
 HIC# PA039649
 Newville, PA 17241

Sales Order

Sales Order ID: 88559
 Customer ID: 17635
 Employee ID: Admin
 Ordered: 6/7/2022
 Invoiced:
 Distribution: Delivery

Exhibit 3

Patrick Wallace
 45 Alters Rd
 Carlisle, PA 17015-8969

Ship To:
 Patrick Wallace
 45 Alters Rd
 Carlisle, PA 17015-8969
 Home (717) 701-8048

Qty	Item	List Price	Unit Price	Total
250	PEL-BAG-HAM - PELLETS - 40 LB BAG - HAMER	\$6.30	\$6.30	\$1,575.00
1	AES-DELIVER-PELLETS - BAGGED PELLET DELIVERY	\$145.00	\$145.00	\$145.00

Deposits / Invoices

Terms: Due On Receipt

06/07/2022 Deposit - Visa *5352 - Auth 03766D CONTACT \$1,720.00

Sub Total	\$1,720.00
Taxes	\$0.00
Total	\$1,720.00
Deposits	-\$1,720.00
Invoices	\$0.00
Order Balance	\$0.00

Terms And Conditions

Photos may be used for marketing purposes.

There will be a 25% restocking fee for any returned items/product. Electronic items and special order/non-stock parts are not able to be returned except for warranty.

Payment is due on receipt.

A finance charge of 1.5% per month is charged on all past due invoices.

3

1743 Pine Road, HIC# PA039649, Newville, PA 17241, (717) 486-7690



Tuesday, June 7, 2022, 3:15:26 PM
 Printed By bill baublitz

Accepted _____ Date _____
 Received By _____ Date _____

Exhibit 4

kWh Delivered (to Customer)			
Meter Number	Reading Dates	Meter Reading	Kilowatt-Hours
300064389	Dec 8	94435	2984
	Nov 8	91451	
Days Billed: 30		Avg. kWh/Day: 99	Total Delivered: 2984
Date Range	Annual Total Usage	Avg Monthly	
Jan 2022 - Dec 2022	17048 kWh	1421 kWh	

Next meter reading on or about: Jan 10, 2023.
State taxes this bill: About \$2.15. PA Gross Receipts Tax: About \$13.09.

December

Electricity Usage (kWh)	Avg. Temperature	Avg. Daily Cost	
+86%	0°	+150%	
	41°	41°	\$7.12
2021	2021	2022	2022
			\$17.77

Supply Details

Generation & Transmission Charges for Nov 8-Dec 8	
Transmission Charge: 2,984 kWh at 2.316¢ per kWh	69.11
Generation Charge: Capacity and Energy 2,984 kWh at 10.64893¢ per kWh	317.76
Total PPL Electric Utilities Charges	\$386.87

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	\$196.00
Payment Received Nov 28, 2022 - Thank You!	-\$196.00
Balance as of Dec 8, 2022	\$0.00
Budget Plan Amount	\$222.00
Total Supply Charges	\$386.87
Total Delivery Charges	\$146.25

Amount Due By 12/29/22 **\$222.00**

Account Balance \$222.00

Delivery Details

Distribution Charges	
Residential Rate: RS for Nov 8 - Dec 8	
Customer Charge	16.01
2,984 kWh at 4.667¢ per kWh	139.25
Tax Cut and Jobs Act Credit at -7.58%	-9.06
PA Tax Adj Surcharge at 0.031%	0.05
Total Delivery Charges	\$146.25

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.
- 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.

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, _____ Date _____
Checking Account holder sign here

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

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\$222.00



PPL Electric Utilities

Service to:
 JUDITH WALLACE
 45 ALTERS RD
 CARLISLE, PA 17015

We deliver.

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

Meter **300064389** Account **80680-71025**

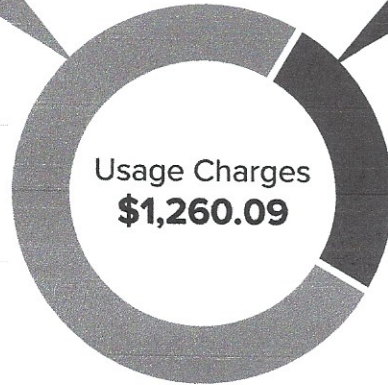
Due Date	Amount Due
2/2/23	\$222.00

Billing Details on Back

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

Exhibit 4

Supply	\$947.75	Usage from Dec 8 - Jan 10	\$312.34	Delivery
PPL Electric Utilities 1-800-342-5775		PPL Electric Utilities		



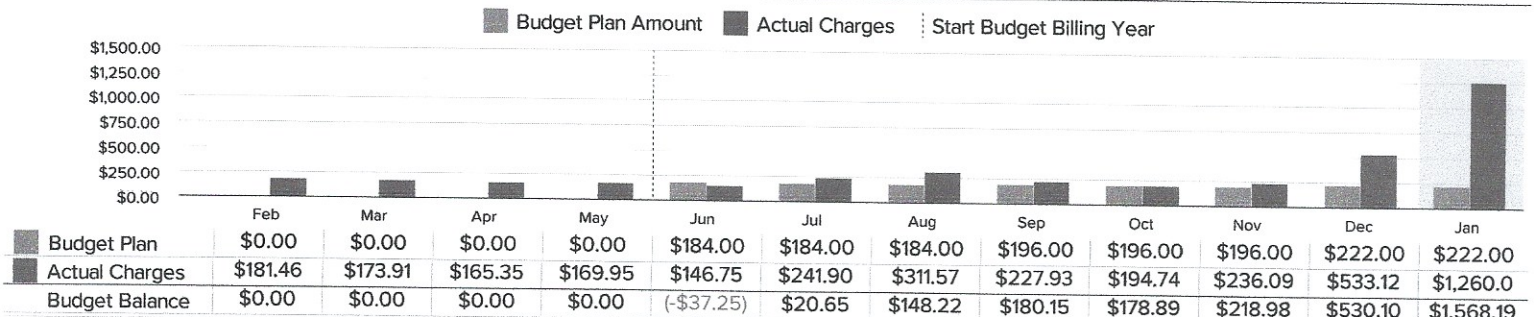
PPL Electric Utilities Price to Compare
 \$0.14612 Use this price when comparing
 supplier offers.

SHOP FOR ELECTRICITY
 Visit PAPowerSwitch.com or www.oca.state.pa.us
 If you're shopping, know your contract expiration date.
 Account Number: **80680-71025**
 The price to compare is updated June 1st and December 1st.
 Rate: RS. View schedule at ppelectric.com/rates

Budget Plan Summary
 To date, you are 8 months into your
 12-month Budget Billing Plan and have used
 \$1,568.19 more than your monthly Budget
 Plan Amounts.

Budget Plan Amount:	\$222.00
Your Budget Bill balance is behind:	\$1,568.19
Next Budget Review:	February 2023
Budget Plan Year Ends:	

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/concerns? Contact us by 2/2/23

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

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
80680-71025	2/2/23	\$222.00

Amount Enclosed:

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JUDITH WALLACE
 45 ALTERS RD
 CARLISLE, PA 17015

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

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Exhibit 5

Account Number	Billed	Days in bill	Total KWh Used	Avg kWh/day	Electricity costs	Avg. Temperature
8068071025	09/08/2023	30	1180	39	\$216.41	76
8068071025	08/09/2023	29	1483	51	\$264.34	77
8068071025	07/11/2023	32	1251	39	\$224.02	73
8068071025	06/09/2023	30	874	29	\$176.26	66
8068071025	05/10/2023	29	951	33	\$197.44	58
8068071025	04/11/2023	32	1205	38	\$246.13	47
8068071025	03/10/2023	30	1051	35	\$216.69	43
8068071025	02/08/2023	29	1207	42	\$246.55	37
8068071025	01/12/2023	33	6486	197	\$1,260.09	36
8068071025	12/08/2022	30	2984	99	\$533.12	42
8068071025	11/08/2022	29	1319	45	\$236.09	56
8068071025	10/10/2022	31	1072	35	\$194.74	62
8068071025	09/09/2022	30	1289	43	\$227.93	76
8068071025	08/10/2022	29	1807	62	\$311.57	80
8068071025	07/12/2022	32	1381	43	\$241.90	75
8068071025	06/10/2022	30	929	31	\$146.75	70
8068071025	05/11/2022	30	1189	40	\$169.95	55
8068071025	04/11/2022	31	1152	37	\$165.35	46
8068071025	03/11/2022	29	1217	42	\$173.91	40
8068071025	02/10/2022	29	1275	44	\$181.46	28
8068071025	01/12/2022	33	1434	43	\$207.65	38
8068071025	12/10/2021	30	1605	54	\$213.48	42
8068071025	11/10/2021	29	1095	38	\$143.68	55
8068071025	10/12/2021	29	1017	35	\$135.39	68
8068071025	09/13/2021	32	1748	55	\$220.93	75
8068071025	08/12/2021	29	1733	60	\$219.19	76
8068071025	07/14/2021	30	1668	56	\$211.66	77
8068071025	06/14/2021	32	1233	39	\$159.55	69
8068071025	05/13/2021	29	1074	37	\$140.15	55
8068071025	04/14/2021	30	1068	36	\$139.03	48
8068071025	03/15/2021	32	1175	37	\$150.73	38
8068071025	02/11/2021	30	1311	44	\$166.22	33
8068071025	01/12/2021	33	1538	47	\$192.23	36
8068071025	12/10/2020	30	1333	44	\$164.89	46
8068071025	11/10/2020	29	1023	35	\$130.18	55
8068071025	10/12/2020	32	1134	35	\$142.62	62
8068071025	09/10/2020	30	1552	52	\$189.31	76
8068071025	08/11/2020	32	2247	70	\$266.81	81
8068071025	07/10/2020	30	1650	55	\$200.37	77
8068071025	06/10/2020	30	1184	39	\$152.12	66
8068071025	05/11/2020	32	1188	37	\$154.41	50
8068071025	04/09/2020	29	1042	36	\$137.22	50
8068071025	03/11/2020	30	1070	36	\$142.31	41
8068071025	02/10/2020	31	1219	39	\$159.82	38
8068071025	01/10/2020	31	1251	40	\$162.27	36
8068071025	12/10/2019	32	1458	46	\$189.17	40
8068071025	11/08/2019	29	864	30	\$118.98	54
8068071025	10/10/2019	30	1038	35	\$139.56	68
8068071025	09/10/2019	32	0	0	\$199.15	0

Exhibit 6

8068071025	300064389	10/15/2022	33.268	57
8068071025	300064389	10/16/2022	30.557	55
8068071025	300064389	10/17/2022	33.099	55
8068071025	300064389	10/18/2022	30.039	48
8068071025	300064389	10/19/2022	57.754	48
8068071025	300064389	10/20/2022	62.01	50
8068071025	300064389	10/21/2022	56.549	49
8068071025	300064389	10/22/2022	65.143	51
8068071025	300064389	10/23/2022	47.884	52
8068071025	300064389	10/24/2022	40.958	58
8068071025	300064389	10/25/2022	43.458	61
8068071025	300064389	10/26/2022	43.114	60
8068071025	300064389	10/27/2022	52.515	56
8068071025	300064389	10/28/2022	36.278	48
8068071025	300064389	10/29/2022	79.418	45
8068071025	300064389	10/30/2022	96.76	47
8068071025	300064389	10/31/2022	38.52	53
8068071025	300064389	11/01/2022	38.339	60
8068071025	300064389	11/02/2022	44.661	58
8068071025	300064389	11/03/2022	45.123	55
8068071025	300064389	11/04/2022	51.241	58
8068071025	300064389	11/05/2022	36.237	68
8068071025	300064389	11/06/2022	51.526	69
8068071025	300064389	11/07/2022	42.884	67
8068071025	300064389	11/08/2022	51.269	50
8068071025	300064389	11/09/2022	71.373	45
8068071025	300064389	11/10/2022	53.058	51
8068071025	300064389	11/11/2022	49.723	62
8068071025	300064389	11/12/2022	39.192	62
8068071025	300064389	11/13/2022	49.19	45
8068071025	300064389	11/14/2022	73.767	39
8068071025	300064389	11/15/2022	122.142	34
8068071025	300064389	11/16/2022	100.239	41
8068071025	300064389	11/17/2022	117.212	39
8068071025	300064389	11/18/2022	116.401	38
8068071025	300064389	11/19/2022	161.103	35
8068071025	300064389	11/20/2022	188.366	32
8068071025	300064389	11/21/2022	149.225	33
8068071025	300064389	11/22/2022	132.72	36
8068071025	300064389	11/23/2022	116.069	38
8068071025	300064389	11/24/2022	147.684	38
8068071025	300064389	11/25/2022	104.665	44
8068071025	300064389	11/26/2022	65.232	45
8068071025	300064389	11/27/2022	58.067	42
8068071025	300064389	11/28/2022	40.86	48
8068071025	300064389	11/29/2022	67.757	40
8068071025	300064389	11/30/2022	48.225	46
8068071025	300064389	12/01/2022	138.832	36
8068071025	300064389	12/02/2022	156.721	35
8068071025	300064389	12/03/2022	91.244	48
8068071025	300064389	12/04/2022	133.41	36
8068071025	300064389	12/05/2022	158.211	33
8068071025	300064389	12/06/2022	115.797	37
8068071025	300064389	12/07/2022	66.229	46
8068071025	300064389	12/08/2022	34.058	46

Exhibit 6

8068071025	300064389	12/09/2022	91.854	37
8068071025	300064389	12/10/2022	124.899	35
8068071025	300064389	12/11/2022	139.896	37
8068071025	300064389	12/12/2022	137.964	38
8068071025	300064389	12/13/2022	201.141	30
8068071025	300064389	12/14/2022	234.054	29
8068071025	300064389	12/15/2022	224.853	34
8068071025	300064389	12/16/2022	119.336	40
8068071025	300064389	12/17/2022	169.93	37
8068071025	300064389	12/18/2022	196.038	34
8068071025	300064389	12/19/2022	240.506	31
8068071025	300064389	12/20/2022	194.041	32
8068071025	300064389	12/21/2022	263.028	29
8068071025	300064389	12/22/2022	258.903	36
8068071025	300064389	12/23/2022	254.803	27
8068071025	300064389	12/24/2022	253.113	10
8068071025	300064389	12/25/2022	257.964	20
8068071025	300064389	12/26/2022	269.218	24
8068071025	300064389	12/27/2022	254.107	31
8068071025	300064389	12/28/2022	186.214	36
8068071025	300064389	12/29/2022	235.774	33
8068071025	300064389	12/30/2022	185.263	40
8068071025	300064389	12/31/2022	172.673	42
8068071025	300064389	01/01/2023	115.71	45
8068071025	300064389	01/02/2023	240.093	44
8068071025	300064389	01/03/2023	274.766	47
8068071025	300064389	01/04/2023	257.842	49
8068071025	300064389	01/05/2023	273.193	49
8068071025	300064389	01/06/2023	281.56	42
8068071025	300064389	01/07/2023	256.764	40
8068071025	300064389	01/08/2023	45.272	38
8068071025	300064389	01/09/2023	41.275	37
8068071025	300064389	01/10/2023	81.606	36
8068071025	300064389	01/11/2023	44.493	36
8068071025	300064389	01/12/2023	35.48	42
8068071025	300064389	01/13/2023	48.436	43
8068071025	300064389	01/14/2023	36.163	31
8068071025	300064389	01/15/2023	41.131	33
8068071025	300064389	01/16/2023	40.867	38
8068071025	300064389	01/17/2023	42.313	38
8068071025	300064389	01/18/2023	34.337	43
8068071025	300064389	01/19/2023	33.409	39
8068071025	300064389	01/20/2023	34.14	42
8068071025	300064389	01/21/2023	35.596	39
8068071025	300064389	01/22/2023	40.525	35
8068071025	300064389	01/23/2023	32.991	38
8068071025	300064389	01/24/2023	39.533	38
8068071025	300064389	01/25/2023	45.99	34
8068071025	300064389	01/26/2023	51.526	39
8068071025	300064389	01/27/2023	38.434	36
8068071025	300064389	01/28/2023	41.256	42
8068071025	300064389	01/29/2023	43.43	38
8068071025	300064389	01/30/2023	40.064	45
8068071025	300064389	01/31/2023	39.801	39
8068071025	300064389	02/01/2023	46.536	31

Devin Ryan

dryan@postschell.com
717-612-6052 Direct
717-731-1985 Direct Fax
File #: 202371

October 27, 2023

VIA E-MAIL

Honorable Chad L. Allensworth
Administrative Law Judge
PA Public Utility Commission
Commonwealth Keystone Building
400 North Street, 2nd Floor West
Harrisburg, PA 17105-3265

**Re: Judith Wallace v. PPL Electric Utilities Corporation
Docket No. F-2023-3042297**

Dear Judge Wallace:

Pursuant to the Prehearing Order dated September 6, 2023, attached are copies of PPL Electric Utilities Corporation's ("PPL Electric") exhibits that it plans to utilize at the evidentiary hearing in the above-referenced proceeding, which has been scheduled for **10:00 AM on November 3, 2023**.

For the convenience of Judith Wallace ("Complainant"), the dial-in information for the telephonic evidentiary hearing is as follows:

**Phone Number: 877-939-4790
PIN: 65766604**

In addition, PPL Electric notes that pursuant to Paragraph 3 of the September 6th Prehearing Order issued in this proceeding, **"You may lose the case if you do not take part in this hearing and present evidence on the issues raised. Your case may be dismissed 'with prejudice' which means that you will be barred from filing another complaint raising the same claim(s) and issue(s) presented in the dismissed complaint."**

Copies have been provided as indicated on the Certificate of Service.

Honorable Chad L. Allensworth
October 27, 2023
Page 2

Respectfully submitted,



Devin Ryan

DR/dmc
Attachments

cc: Secretary Rosemary Chiavetta (*Cover Letter and Certificate of Service only*)
Certificate of Service

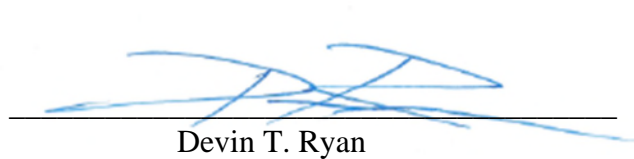
CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing has been served upon the following persons, in the manner indicated, in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a participant).

VIA E-MAIL AND FEDERAL EXPRESS

Judith Wallace
45 Alters Road
Carlisle, PA 17015
Jawallace1@hotmail.com

Date: October 27, 2023



Devin T. Ryan



Commonwealth of Pennsylvania
Pennsylvania Public Utility Commission
Harrisburg, PA 17105-3265
EFILING - FILING DETAIL

Date Created	Filing Number
10/27/2023	2501663

Your filing has been electronically received. Upon review of the filing for conformity with the Commission's filing requirements, a notice will be issued acknowledging acceptance or rejection (with reason) of the filing. The matter will receive the attention of the Commission and you will be advised if any further action is required on your part.

The date filed on will be the current day if the filing occurs on a business day before or at 4:30 p.m. (EST). It will be the next business day if the filing occurs after 4:30 p.m. (EST) or on weekends or holidays.

Docket Number: F-2023-3042297

Case Description:

Transmission Date: 10/27/2023 1:42 PM

Filed On: 10/27/2023 1:42 PM

eFiling Confirmation Number: 2501663

File Name	Document Type	Upload Date
PPL - Wallace letter COS for Hearing Exhibits.pdf	Certificate of Service	10/27/2023 1:42:30 PM

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*** Account Information ***

*** Current Account Status ***

Account Number: 80680-71025
 Mail To: JUDITH WALLACE
 45 ALTERS RD
 CARLISLE PA 17015
 Requested By: JUDITH WALLACE
 (508)450-5176 Extension:

Payment Agreement
 Installment: \$0.00 Balance: \$0.00
 Budget Bill Amortization
 Installment: \$25.00 Balance: \$25.00
 Current Rate: RS

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
10/28/2019	Payment		\$-139.56								
11/08/2019	ELECTRIC SERVICE		\$118.98								
11/08/2019	Regular Bill	12/02	\$118.98				0343/0001	43771A	29	864	
11/27/2019	Payment		\$-118.98								
12/10/2019	ELECTRIC SERVICE		\$189.17								
12/10/2019	Regular Bill	12/31	\$189.17				0821/0000	45229A	32	1458	
12/27/2019	Payment		\$-189.17								
01/10/2020	ELECTRIC SERVICE		\$162.27								
01/10/2020	Regular Bill	02/03	\$162.27				0926/0000	46480A	31	1251	
01/30/2020	Payment		\$-162.27								
02/10/2020	ELECTRIC SERVICE		\$159.82								
02/10/2020	Regular Bill	03/02	\$159.82				0848/0000	47699A	31	1219	
02/26/2020	Payment		\$-159.82								
03/11/2020	ELECTRIC SERVICE		\$142.31								
03/11/2020	Regular Bill	04/01	\$142.31				0737/0000	48769A	30	1070	
03/27/2020	Payment		\$-142.31								
04/09/2020	ELECTRIC SERVICE		\$137.22								
04/09/2020	Regular Bill	05/04	\$137.22				0455/0000	49811A	29	1042	
04/30/2020	Payment		\$-137.22								
05/11/2020	ELECTRIC SERVICE		\$154.41								
05/11/2020	Regular Bill	06/01	\$154.41				0487/0000	50999A	32	1188	
05/28/2020	Payment		\$-154.41								
06/10/2020	ELECTRIC SERVICE		\$152.12								
06/10/2020	Regular Bill	07/01	\$152.12				0085/0124	52183A	30	1184	
06/26/2020	Payment		\$-152.12								
07/10/2020	ELECTRIC SERVICE		\$200.37								
07/10/2020	Regular Bill	08/03	\$200.37				0001/0367	53833A	30	1650	
07/30/2020	Payment		\$-200.37								
08/11/2020	ELECTRIC SERVICE		\$266.81								

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	BILLED KW
08/11/2020	Regular Bill	09/01	\$266.81				0000/0512	56080A	32	2247
08/27/2020	Payment		\$-266.81							
09/10/2020	ELECTRIC SERVICE		\$189.31							
09/10/2020	Regular Bill	10/01	\$189.31				0000/0346	57632A	30	1552
09/28/2020	Payment		\$-189.31							
10/12/2020	ELECTRIC SERVICE		\$142.62							
10/12/2020	Regular Bill	11/02	\$142.62				0147/0054	58766A	32	1134
10/27/2020	Payment		\$-142.62							
11/10/2020	ELECTRIC SERVICE		\$130.18							
11/10/2020	Regular Bill	12/02	\$130.18				0305/0004	59789A	29	1023
11/30/2020	Payment		\$-130.18							
12/10/2020	ELECTRIC SERVICE		\$164.89							
12/10/2020	Regular Bill	12/31	\$164.89				0585/0001	61122A	30	1333
12/29/2020	Payment		\$-164.89							
01/12/2021	ELECTRIC SERVICE		\$192.23							
01/12/2021	Regular Bill	02/02	\$192.23				1000/0000	62660A	33	1538
01/28/2021	Payment		\$-192.23							
02/11/2021	ELECTRIC SERVICE		\$166.22							
02/11/2021	Regular Bill	03/04	\$166.22				0982/0000	63971A	30	1311
03/02/2021	Payment		\$-166.22							
03/15/2021	ELECTRIC SERVICE		\$150.73							
03/15/2021	Regular Bill	04/05	\$150.73				0907/0000	65146A	32	1175
04/05/2021	Payment		\$-150.73							
04/14/2021	ELECTRIC SERVICE		\$139.03							
04/14/2021	Regular Bill	05/05	\$139.03				0518/0000	66214A	30	1068
05/03/2021	Payment		\$-139.03							
05/13/2021	ELECTRIC SERVICE		\$140.15							
05/13/2021	Regular Bill	06/03	\$140.15				0302/0010	67288A	29	1074
05/26/2021	Payment		\$-140.15							
06/14/2021	ELECTRIC SERVICE		\$159.55							
06/14/2021	Regular Bill	07/06	\$159.55				0054/0202	68521A	32	1233
07/01/2021	Payment		\$-159.55							
07/14/2021	ELECTRIC SERVICE		\$211.66							
07/14/2021	Regular Bill	08/04	\$211.66				0000/0358	70189A	30	1668

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
08/02/2021	Payment		\$-211.66								
08/12/2021	ELECTRIC SERVICE		\$219.19								
08/12/2021	Regular Bill	09/02	\$219.19				0000/0342	71922A	29	1733	
08/27/2021	Payment		\$-219.19								
09/13/2021	ELECTRIC SERVICE		\$220.93								
09/13/2021	Regular Bill	10/04	\$220.93				0000/0333	73670A	32	1748	
09/29/2021	Payment		\$-220.93								
10/12/2021	ELECTRIC SERVICE		\$135.39								
10/12/2021	Regular Bill	11/02	\$135.39				0031/0113	74687A	29	1017	
10/29/2021	Payment		\$-135.39								
11/10/2021	ELECTRIC SERVICE		\$143.68								
11/10/2021	Regular Bill	12/02	\$143.68				0308/0010	75782A	29	1095	
12/02/2021	Payment		\$-143.68								
12/10/2021	ELECTRIC SERVICE		\$213.48								
12/10/2021	Regular Bill	01/03	\$213.48				0719/0000	77387A	30	1605	
12/30/2021	Payment		\$-213.48								
01/12/2022	ELECTRIC SERVICE		\$207.65								
01/12/2022	Regular Bill	02/02	\$207.65				0913/0000	78821A	33	1434	
01/31/2022	Payment		\$-207.65								
02/10/2022	ELECTRIC SERVICE		\$181.46								
02/10/2022	Regular Bill	03/03	\$181.46				1101/0000	80096A	29	1275	
03/01/2022	Payment		\$-181.46								
03/11/2022	ELECTRIC SERVICE		\$173.91								
03/11/2022	Regular Bill	04/04	\$173.91				0756/0000	81313A	29	1217	
03/31/2022	Payment		\$-173.91								
04/11/2022	ELECTRIC SERVICE		\$165.35								
04/11/2022	Regular Bill	05/02	\$165.35				0614/0000	82465A	31	1152	
04/28/2022	Payment		\$-165.35								
05/11/2022	ELECTRIC SERVICE		\$169.95								
05/11/2022	Regular Bill	06/01	\$169.95				0321/0002	83654A	30	1189	
05/27/2022	Payment		\$-169.95								
06/10/2022	BUDGET BILLING		\$184.00								
06/10/2022	Regular Bill	07/05	\$184.00		\$146.75	\$-37.25	0006/0163	84583A	30	929	
07/05/2022	Payment		\$-184.00								

Bill Account: 80680-71025

Account Activity Statement

Date: 10/27/23
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DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
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DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
07/12/2022	BUDGET BILLING		\$184.00								
07/12/2022	Regular Bill	08/02	\$184.00		\$241.90	\$20.65	0000/0320	85964A	32		
07/28/2022	Payment		\$-184.00								
08/10/2022	BUDGET BILLING		\$184.00								
08/10/2022	Regular Bill	08/31	\$184.00		\$311.57	\$148.22	0000/0441	87771A	29	1807	
08/29/2022	Payment		\$-184.00								
09/09/2022	BUDGET BILLING		\$196.00								
09/09/2022	Regular Bill	10/03	\$196.00		\$227.93	\$180.15	0000/0339	89060A	30	1289	
09/28/2022	Payment		\$-196.00								
10/10/2022	BUDGET BILLING		\$196.00								
10/10/2022	Regular Bill	10/31	\$196.00		\$194.74	\$178.89	0154/0069	90132A	31	1072	
10/28/2022	Payment		\$-196.00								
11/08/2022	BUDGET BILLING		\$196.00								
11/08/2022	Regular Bill	11/29	\$196.00		\$236.09	\$218.98	0294/0009	91451A	29	1319	
11/28/2022	Payment		\$-196.00								
12/08/2022	BUDGET BILLING		\$222.00								
12/08/2022	Regular Bill	12/29	\$222.00		\$533.12	\$530.10	0715/0000	94435A	30	2984	
12/28/2022	Payment		\$-222.00								
01/12/2023	BUDGET BILLING		\$222.00								
01/12/2023	Regular Bill	02/02	\$222.00		\$1260.09	\$1568.19	0995/0000	00921A	33	6486	
01/30/2023	Payment		\$-222.00								
02/08/2023	BUDGET BILLING		\$222.00								
02/08/2023	Regular Bill	03/01	\$222.00		\$246.55	\$1592.74	0849/0000	02128A	29	1207	
02/28/2023	Payment		\$-222.00								
03/10/2023	BUDGET BILLING		\$701.00								
03/10/2023	Regular Bill	04/03	\$701.00		\$216.69	\$1108.43	0681/0000	03179A	30	1051	
03/28/2023	Payment		\$-222.00								
04/11/2023	BUDGET BILLING		\$701.00								
04/11/2023	Regular Bill	05/02	\$1180.00	\$479.00	\$246.13	\$653.56	0587/0000	04384A	32	1205	
04/28/2023	Payment		\$-222.00								
05/10/2023	Special Agreement		\$-150.00								
05/10/2023	BUDGET BILLING		\$851.00								
05/10/2023	Regular Bill	05/31	\$1659.00	\$958.00	\$197.44		0240/0020	05335A	29	951	
05/30/2023	Payment		\$-222.00								
06/09/2023	BUDGET BILLING		\$338.00								

Bill Account: 80680-71025

Account Activity Statement

Date: 10/27/23
Page: 5

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
06/09/2023	SPECIAL AGREEMENT - BB SETTLE		\$25.00								
06/09/2023	Regular Bill	07/03	\$1800.00	\$1437.00	\$176.26	\$-161.74	0036/0070	06209A	30	874	

Account Contact History
Account: 8068071025 Customer Name: JUDITH WALLACE
From 10/27/2019 to 10/27/2023

Contact Date	Contact Type	Remarks	User
2023-09-16	Miscellaneous	WATT Scanned - Blue Mail Other Work Item 3935232 Completed	TRACIE LENNOX
2023-09-16	Miscellaneous	WATT ID 3935232 Cust notifying us that she has filed formal complaint w PUC. Complaint rcvd by PUC per contact on 8 17 23 Formal Complaint Docket No. F-2023-3042297.	TRACIE LENNOX
2023-08-17	Miscellaneous	WATT CCC Formal Complaint - Bill Dispute High Bill Work Item 3947159 Created	DONNA BARRY
2023-08-17	SC - PUC Formal Complaint	Received notice from the PUC that the customer filed Formal Complaint Docket No. F-2023-3042297.	E02623
2023-08-15	Credit	Caller JUDITH WALLACE Ratepayer. cci to say that she has an open puc complaint and that we can not shut off her service. cx is frustrated. cx has not received anything back from the puc after she filed her formal complaint. cx adv that there is no puc complaint on her acct.	SINAI EDWARDS
2023-08-15	WUR Assessment	JUDITH WALLACE Ratepayer. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	SINAI EDWARDS
2023-08-14	Correspondence - Collections	CUT DATE 2023-08-28 AMOUNT 1 487.00	
2023-08-10	Miscellaneous	WATT Scanned - Blue Mail Other Work Item 3935232 Created	KOFAX
2023-06-16	SC - GRACE EXTENSION	Received notice that the customer appealed the PUC decision for BCS 3894662. Necessary protections placed on the customer s account until 07 14 2023.	E02623
2023-06-13	Call Transfer	Caller JUDITH WALLACE Ratepayer User Comments cci to stop Budget billing stopped with NEXT bill. 161.74 will be deducted from the next bill. cx adv of the bb amt she has to pay 363.00 she stated no she is file a complaint with puc about the bill adv she will pay her actual bill cx adv okay can pay sop no	TRISTIN SAVARY
2023-06-13	WUR Assessment	JUDITH WALLACE Ratepayer. Caller s Concern General Information. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Account Balance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	TRISTIN SAVARY
2023-06-13	Stop Budget Bill	Caller JUDITH WALLACE Ratepayer. BB stopped with NEXT bill. 161.74 will be deducted from the next bill. Emailed to jawallace1@hotmail.com	TRISTIN SAVARY
2023-06-13	Credit	Caller JUDITH WALLACE Ratepayer User Comments cci wants to send bud billing plan to regular paymen cx trans to budget billing.	LETHISA DEMAS
2023-06-13	WUR Assessment	JUDITH WALLACE Ratepayer. Caller s Concern Call Transfer. Position Stated Yes. Sat No. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	LETHISA DEMAS
2023-06-12	SC - GRACE EXTENSION	Caller Back Office Ratepayer. SC Status from Open to Closed Cust Rights Given Y Cust Satisfied Y Comments BCS 3894662 DEC CLOSED 06 12 2023 SEE CRS	CUCL143
2023-03-27	Usage Analysis	Caller JUDITH WALLACE Ratepayer. cont pg 3 electrician on her end to make sure everything is working fine. sat with everything i could do today s call- will wait for PUC info.	MICHELLE HALL
2023-03-27	Usage Analysis	Caller JUDITH WALLACE Ratepayer. cont pg 2 she filed PUC complaint explained they will look into this - if they request we will test meter. she asked about current bill which we just changed to 701 she said she will pay 222 if wrong would be adjusted however as we spoke she understands he usage is back to her norm. she is thinking of getting	MICHELLE HALL
2023-03-27	Usage Analysis	Caller JUDITH WALLACE Ratepayer User Comments calling about her high jan bill - 6486 kwh she saw her usage increased 11 14 thru 1 10 - she can t understand why the usage is so much different from years in the past. it does seem to be much high i tried trouble shooting with her but nothing was added and nothing was incorrectly working. cont	MICHELLE HALL
2023-03-27	WUR Assessment	JUDITH WALLACE Ratepayer. Caller s Concern Billed Amounts. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	MICHELLE HALL
2023-03-27	Call Transfer	Caller JUDITH WALLACE Ratepayer User Comments cci to reach out with EE she have long time waiting for a CB and want to discuss about corrections on JAN bill that the reading was too high and mess up her BB giving her a BB amount of 701 trans to EE	DANIEL SALAVERRIA
2023-03-27	WUR Assessment	JUDITH WALLACE Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO Not on Phone.	DANIEL SALAVERRIA
2023-03-27	Miscellaneous	Caller Back Office Ratepayer. Working call back list. Left voice mail on answering machine for customer to call back during normal business hours for assistance.	DIANE M RYBAK
2023-03-24	SC - PUC Informal Complaint	PUC MDIA BCS 3894662	CUCL143

Contact Date	Contact Type	Remarks	User
2023-03-20	Call Transfer	Caller JUDITH WALLACE Ratepayer User Comments cx called in about the the bill she called about a week ago for the bill she did not get any call back educate that billing and EE is having a massive calls and only asisting call back request for now not trained issue a call back from EE	ALDRIN CATCHUELA
2023-03-20	WUR Assessment	JUDITH WALLACE Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO Not on Phone.	ALDRIN CATCHUELA
2023-03-13	Call Transfer	Caller JUDITH WALLACE Ratepayer. was unable to trans the call adv cx i will prov a cb to have her trans cx prov cb 717-701-8048 CB CX AND TRANS TO EE DPET	JELICIA RAMKISSOON
2023-03-13	Call Transfer	Caller JUDITH WALLACE Ratepayer. adv cx trans to EE for more info cx sat	JELICIA RAMKISSOON
2023-03-13	Budget Billing	Caller JUDITH WALLACE Ratepayer User Comments cci to inquire abt her 2 recent bills that are high adv cx bal 701 due 4 3 and last bill 222 and pmt was rec and adv how the BB works and her BB increased from 222 to now 701 cx wants to know why the usage increased for bills for usage from m Nov 8 - Dec 8 and from Dec 8 - Jan 10...CONT	JELICIA RAMKISSOON
2023-03-13	WUR Assessment	JUDITH WALLACE Ratepayer. Caller s Concern Quarterly Adjustment. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Account Balance. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO Not on Phone.	JELICIA RAMKISSOON
2023-02-04	Data Repair	DR_REQ10782282 - CD-NXT-COLL-ACTION UPDATE	CSSDR044
2023-02-02	Data Repair	DR_REQ10782282 - CD-NXT-COLL-ACTION UPDATE	CSSDR044
2023-01-13	Data Repair	INC10765324 - Reads Workaround	CSSDR044
2022-06-01	Correspondence - Budget Billing	bbstcsr.doc	
2022-06-01	WEB Cust Enrollment Budget Bill	CUSTOMER ENROLLED IN BB ON THE WEB. AMOUNT IS 184.00	WEBSS
2022-06-01	Maintain Bill Account	Caller Self Serve Ratepayer updated Paperless billing from Not Enrolled to Enrolled .	SELF SERVICE USER
2022-06-01	WEB Maintain Bill Account	Updated email address from UnKnown to jawallace1@hotmail.com.	SELF SERVICE USER
2021-04-28	Choice Inquiry	Customer Web Privacy Release Withhold All	SELF SERVICE USER

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Assign Informals (8)

Reassign Informals (319)

Informal Review (5)

Final Review (5)

Sent Not Analyzed (884)

Decisions Received (10)

General			
BCS Case No.	3894662	Case Notes	Count : 0 Detail...
CSS Account No.	8068071025	Received Date	03/24/2023
CSS Name	JUDITH WALLACE	Due Date	04/22/2023
Name	JUDITH WALLACE	Investigator Name	CASE POOL, BCS
Service Address 1	45 ALTERS RD	Mailing Address 1	
Service Address 2		Mailing Address 2	
Service City, State Zip	CARLISLE, PA 17015-	Mailing City, State Zip	, -
PUC Address	45 ALTERS RD,,CARLISLE,PA,17015-		
Service Class	RESIDENTIAL	Case Origin	PUC WEBSITE
Phone Number	(717) 701-8048	Prior Case Number	0
Income Level		On Track	No
Reason For Contact	PHONE ACCESS PROBLEM / DIFFICULTY CONTACTING CO (#17)		
Customer Position	<p>BEGINNING NOVEMBER 15TH THROUGH JANUARY 7TH THERE WAS A SUBSTANTIAL INCREASE IN THE TOTAL USAGE KWH, RANGING FROM A LOW OF 38.339 TO A HIGH OF 263.028. CURRENTLY PAYING A BUDGET OF \$220 PER MONTH AND MY BUDGET WAS RAISED TO \$701 PER MONTH. THE USAGE REMAINED IN THE MID TO HIGH 200 RANGE UNTIL THEY RETURNED TO NORMAL ON JANUARY 8TH. DURING THE MONTH OF DECEMBER, WE WERE GONE FOR A PERIOD OF FIVE DAYS AND THAT'S WHEN THE READINGS WERE AT THEIR HIGHEST. I CONTACTED PPL ON MARCH 13TH AND WAS TOLD ANOTHER DEPARTMENT WOULD RETURN MY CALL WITHIN 3 BUSINESS DAYS. I WAITED A WEEK AND CALLED AGAIN ON MARCH 20TH WITH THE SAME EXPLANATION. CUSTOMER SERVICE CLAIMED THEY COULD NOT CONNECT ME WITH THE APPROPRIATE DEPARTMENT DUE TO TECHNICAL DIFFICULTIES ON BOTH OCCASIONS. I ATTEMPTED TO CALL AGAIN ON MARCH 23RD, BUT THE WAIT TIME WAS EXTENSIVE. BILL IS DUE APRIL 3RD. MY HUSBAND AND I ARE ON A FIXED INCOME, THE ONLY TWO PEOPLE LIVING IN THE HOUSE, AND I HAD HOPED TO HAVE RESOLVED PRIOR TO THE DUE DATE. THERE IS APPARENTLY SOMETHING VERY WRONG WITH THE METER READINGS. - RELIEF SOUGHT - CORRECTION OF THE BILLING TO REFLECT OUR ACTUAL USAGE. THE CELL PHONE NUMBER (508) 450 - 5176 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS JAWALLACE1@HOTMAIL.COM HAS BEEN ALLOWED TO BE SHARED.</p>		

Company Position	03/20/2023 I REACHED THE BILLING DEPARTMENT BOTH TIMES. THEY EXPLAINED THIS ISSUE HAD TO BE ADDRESSED BY THEIR "ENERGY" DIVISION. DUE TO TECHNICAL DIFFICULTIES (BOTH TIMES) THEY COULDN'T CONNECT ME AND SOMEONE WOULD RETURN MY CALL IN THREE BUSINESS DAYS. ON MY SECOND CALL THE REPRESENTATIVE THEY STATED IT WOULD BE ELEVATED TO A PRIORITY LEVEL.		
Related Information			
Misc Info			
Heating	No	Service	On
Acct Bal Due Date	05/02/2023	Total Account Balance	1833.56
Budget Bill Amount	336.00		
Arrearage	0.00	Reported Income Amount	0.00
Date of Last Customer Contact prior to Complaint	03/20/2023		

[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	E02239 - Waltman, Kelly A
Written By	Waltman, Kelly
Written By Date	04/13/2023

[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
03/13/2023 - Judith Wallace contacted the Company regarding the amount of her electric bills. The Customer Service Representative (CSR) advised the customer a balance of \$701.00 is due by 04/03/2023

and the last bill was \$222.00, and the payment was received. The CSR advised the customer that she is enrolled with budget billing and explained how budget billing works. The CSR explained to the customer that her budget billing amount was \$222.00 and increased to \$701.00. The customer inquired about the usage from 11/08/2022 to 12/08/2022 and 12/08/2022 to 01/10/2023. The CSR advised the customer she would be transferred to the department, which would review the usage with her. The Company records indicate the CSR was unable to transfer the call and advised the customer someone would call her back.

03/20/2023 (date of last contact) - Judith Wallace contacted the Company regarding her bill. The customer advised she has not received a call back. The CSR advised the customer a representative skilled in billing would call her back to address her billing concerns.

Company's Final Position to the Customer

Judith Wallace contacted the Company regarding her bill.

The customer advised she has not received a call back.

The CSR advised the customer a representative skilled in billing would call her back to address her billing concerns.

Details of Company's Investigation after BCS Contact

03/27/2023 - The Company attempted to call the customer back. The Company records indicate there was no answer and a message was left on the customer's answering machine.

03/27/2023 - Judith Wallace returned the Company's call. The customer inquired about her January bill of 6,486 kWh. The customer advised that she noticed her usage increased 11/14/2022 to 01/10/2023. The CSR advised the customer the usage does appear high and attempted to trouble shoot with the customer, however nothing was added to the home, and everything was working properly. The CSR advised the customer the account is suspended due to a PUC informal complaint. The CSR advised a meter test can be conducted as well. The customer asked why her bill went from \$222.00 to \$701.00. The CSR advised if the meter has an issue, the bill may be adjusted, however the usage is back to normal. The customer advised that she is thinking of having an electrician come to the home to ensure everything is working fine.

Company's Final Position to BCS

The Company billed the customer on actual Automated Meter Reader (AMR) readings.

56.2 AMR (Automatic Meter Readings) (iii) states that all readings by an AMR shall be deemed actual readings for the purposes of this chapter.

The Company compared the current energy use to historical usage data at this location.

The Company recognizes the customer's usage is higher than previous years. However, the billed usage after the estimate was based on actual meter readings and therefore, the bills are considered correct as rendered.

"The Company will test electric meters in accordance to its Commission-approved tariff.

The Company, as per its tariff, charges a fee for this service (Tariff Rule 8D). For residential customers, the cost to test an electric meter is \$35.00.

The customer must pay the fee prior to the test.

The Company bases the monthly budget billing amount on actual usage charges. This is compliant with Chapter 56 guidelines.

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 Company settles budget billing accounts twelve months from the start date.

The Company balances the account annually to reconcile the actual usage with the amount billed.

The Company's budget billing program is compliant with the regulations found at 56.12(8).

The Company records do not indicate the customer contacted it prior to the filing of the PUC complaint.

The customer's account balance is \$1,833.56. This amount includes the deferred budget balance of \$653.56 a balance forward of \$479.00 and current charges of \$701.00.

[Analysis Information](#)

Justified	Not Analyzed
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No Analysis Items Found

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

Opening Pending Mediations Informals Formals Admin

Home

Decision Detail

My Work

Case Search

Reports

Advanced Search

Assign Informals (8)

Reassign Informals (319)

Informal Review (5)

Final Review (5)

Sent Not Analyzed (884)

Decisions Received (10)

General			
BCS Case No.	3894662	CSS Account No.	8068071025
Customer Name	JUDITH WALLACE	Investigator Name	CASE POOL, BCS
Address 1	45 ALTERS RD	Service Class	RESIDENTIAL
Address 2		Case Origin	PUC WEBSITE
City, State Zip	CARLISLE , PA 17015	Head Date	06/12/2023
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, 56.2	Violation	ACTUAL
Total Balance	1833.56	Closed Date	06/12/2023
Reconnect Amount	0.00	Balance Date	04/13/2023
Special Budget Amount	0.00	Regular Budget Amount	336.00
Arrears Payment Plus	0.00	Final Monthly Payment	0.00
Resolution	DECISION ISSUED: THIS INFORMAL COMPLAINT IS DISMISSED. THE CUSTOMER'S BILLS ARE BASED ON ACTUAL METER READINGS AND CONSIDERED CORRECT AS RENDERED. THE COMPANY IS ADJUSTING THE CUSTOMER'S BUDGET BASED ON QUARTERLY REVIEWS OF USAGE IN ACCORDANCE WITH §56.12(8). THE CUSTOMER IS CURRENTLY ELIGIBLE FOR A PUC ISSUED PAYMENT ARRANGEMENT IN ACCORDANCE WITH PA. LAW AS FOUND AT §1405 (A). THE CUSTOMER MAY HAVE THE METER TESTED FOR A \$35.00 FEE. COMPANY CITATIONS: 56.1 THE CUSTOMER WAS NOT ABLE TO REACH PPL DUE TO LONG WAIT TIMES TO REACH CUSTOMER SERVICE REPRESENTATIVES AND 56.2 THE CUSTOMER MANAGED TO REACH PPL AND WAS TOLD SOMEONE WOULD CALL THEM BACK, BUT NO ONE EVER CALLED.		
Terms			
Letter Description			

Action Required Options			
Action Required	<input type="radio"/> Yes <input checked="" type="radio"/> No		
WorkQ Category	<input type="text"/>		
Sub Category	<input type="text"/>		
Up Front Amount	<input type="text"/>	Up Front Due Date	<input type="text"/>
Bill Type	<input type="text"/>		
Plus Amount	<input type="text"/>		
Beginning Date	<input type="text"/>		
Write-Off Amount	<input type="text"/>		
Comments	BCS#3894662 DEC CLOSED 06/12/2023 SEE CRS		
Processed By	305551	Processed Date	6/12/2023 4:08:26 PM

[Return to Case](#)