



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
BUREAU OF CONSUMER SERVICES
400 NORTH STREET, HARRISBURG, PA 17120

11/2/2023

BCS No: 3919237

Robert Knorr
4506 Bear Creek Blvd
Wilkes Barre PA 18702

Dear Robert Knorr,

The Public Utility Commission has completed its investigation into your informal complaint. Our decision is attached. We sent a copy of this decision information to your utility company. You and the company must both follow this decision. Both parties may appeal this decision. If no one appeals, the decision will become final 20 days after the date of this letter.

If you do not agree with this decision you can appeal it by filing a formal complaint. Complete and return the attached Notification of Intent to Appeal within 20 days of the date on the form. The Commission will mail you formal complaint forms. When you complete and return the formal complaint forms, your appeal begins. The Commission will assign your complaint to the Office of Administrative Law Judge. They will contact you about your formal complaint.

You do not need a lawyer to file an appeal.

You must make all of the payments required by this decision. If you do not make these payments the utility company has the right to shut off your utility service.

Do not mail your payments to the Public Utility Commission. Mail your payments directly to your company.

If you have any questions, please call 1-800-692-7380.

Sincerely,

Lisa Coley
Investigator

**INFORMAL COMPLAINT DECISION
THE PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Robert Knorr
4506 Bear Creek Blvd
Wilkes Barre PA 18702

Date: 11/2/2023

v.

BCS: 3919237

Acct. No: 154025000

PPL Utilities

DECISION ON INFORMAL COMPLAINT BY THE PUBLIC UTILITY COMMISSION (PUC):

STATEMENT OF COMPLAINT:

We received your informal complaint on 6/22/2023. In the complaint, you stated that: You were on budget billing (BB) for \$217.00 a month and had a budget credit of \$303.94 as of April 2023. Three bills due in June 2023 were received in the amounts of \$217.00, \$217.00, and \$235.00. The usage charges were \$470.00 for bill due on 7/6/2023. PPL could not explain the billing. No bill was received for May 2023. You would like a clear explanation on the billing, budget, and current amount owed.

INVESTIGATION BY STAFF OF THE PUBLIC UTILITY COMMISSION FOUND THAT:

1. PPL reports that between 12/20/2022 and 1/9/2023 the utility issued bills based on estimated meter readings. While customer's meters continued to work normally, a technical issue barred PPL from using meter data to prepare those bills. The same issue also prevented customers from looking at their account on the PPL website.
2. On 12/27/2022, PPL issued your December bill based on an estimated meter reading. The utility billed you \$395.68 for 3149 kWh of service.
3. Per Title 52 Pa. Code § 56.12(3), a public utility may estimate the bill of a customer if extreme weather conditions, emergencies, equipment failure, work stoppages or other circumstances prevent actual meter reading.
4. PPL reported this estimate was based on the prior year's usage during the same time frame.
5. On 1/24/2023, a bill was issued based on an actual meter reading. The company billed you \$432.00 (BB\$217.00) for 1438 kWh of service from 12/20/2022 to 1/19/2023.
6. On 2/21/2023, a bill was issued based on an actual meter reading. The company billed you \$461.81 (BB \$217.00) for 2638 kWh of service from 1/19/2023 to 2/16/2023.
7. PPL reports that your budget is reviewed quarterly and adjusted based on actual usage. Your budget was reviewed on 2/21/2023 and increased to \$235.00. It was reviewed on 6/27/2023 and increased to \$274.00. It was reviewed on 9/22/2023 and increased to \$301.00.

8. On 3/27/2023, PPL issued your bill based on an actual meter reading. The utility billed you \$347.06 (BB \$217.00) for 2747 kWh of service from 11/16/2022 to 12/16/2022. This actual meter reading corrected the previous bill that was estimated. This bill also reflected a deferred budget credit of \$303.94.
9. PPL reports that they corrected the technical issue, but the confusion caused by the estimated bills led to long wait times when customers called the utility with questions about their bills. PPL apologized for the inconvenience to their customers.
10. PPL cancelled the bills issued on 1/24/2023 and 2/21/2023 in an effort to ensure the supplier charges were reflected appropriately on the bills. There was a delay due to an issue experienced with your account that caused it not to bill until May.
11. PPL reports that there was an additional delay due to a technical error which prevented your account from billing. On 5/16//2023, they sent you a letter informing that make up bills would be issued from your last bill to the most recent reading date. The letter also informed that you did not have to pay the full lump sum balance and may set up a payment plan.
12. PPL reports that make-up bills were rendered based on actual meter readings on 5/19/2023, 5/30/2023, 6/7/2023, 6/15/2023, 6/27/2023, and 7/5/2023.
13. According to Title 52 Pa. Code §56.14, when a public utility renders a make-up bill for previously unbilled public utility service which accrued within the past 4 years resulting from public utility billing error, meter failure, leakage that could not reasonably have been detected or loss of service, or four or more consecutive estimated bills and the make-up bill exceeds the otherwise normal estimated bill for the billing period during which the make-up bill is issued by at least 50% or at least \$50, whichever is greater:
 - The public utility shall explain the bill to the customer and make a reasonable attempt to amortize the bill.
 - The period of the amortization may, at the option of the customer, extend at least as long as:
 - The period during which the excess amount accrued.
 - Necessary so that the quantity of service billed in any one billing period is not greater than the normal estimated quantity for that period plus 50%.
14. On 5/19/2023, the company billed you \$481.37 (BB \$217.00) for 3251 kWh of service from 12/16/2022 to 1/19/2023.
15. On 5/30/2023, the company billed you \$461.81 (BB \$217.00) for 2638 kWh of service from 1/19/2023 to 2/16/2023.
16. On 6/7/2023, the company billed you \$479.23 (BB \$235.00) for 2741 kWh of service from 2/16/2023 to 3/20/2023.
17. On 6/15/2023, the company billed you \$295.94 (BB \$235.00) for 1658 kWh of service from 3/20/2023 to 4/19/2023.
18. On 6/27/2023, the company billed you \$229.93 (BB \$235.00) for 1268 kWh of service from 4/19/2023 to 5/18/2023.
19. On 7/5/2023, the company billed you \$156.11 (BB \$274.00.00) for 831 kWh of service from 5/18/2023 to 6/19/2023.

20. The following chart shows your electric usage from November 2022 to January 2023 compared to your usage from the previous year during the same time frame.

Date	Days	kWh	kWh/Day	Date	Days	kWh	kWh/Day
11/18/2022	29	1637	56.0	11/19/2021	29	2004	69.0
3/27/2023	30	2747	92.0	12/21/2021	32	2964	93.0
Total	59	4384	74.3	Total	61	4968	81.4

21. PPL reports that their price-to-compare for electric generation in December 2022 and January 2023, increased when compared to the previous year:

December	Price-to-Compare	January	Price-to-Compare
2021	\$0.09502	2022	\$0.08941
2022	\$0.14612	2023	\$0.14612
% Increase	53.78%	% Increase	63.43%

22. PPL reports that your total account balance is \$1,095.06. This balance does not include any bills or payments made after 10/23/2023.

BASED ON THESE FINDINGS, WE CONCLUDE THAT:

1. PPL may issue bills based on estimated meter readings.
2. Your electric usage is consistent with last year.
3. Your 3/27/2023 bill was based on an actual meter reading and accounted for the prior month's estimated bill.
4. Your utility bills have increased because of the increase in rates for electric service.
5. Due to a technical error, billing for the periods from 12/16/2022 to 6/19/2023 was delayed.
6. PPL was within their rights to issue a makeup bill for previously unbilled usage.
7. PPL offered a payment agreement for the makeup bill in accordance with PUC regulations.
8. Your account balance is correct.

THEREFORE, IT IS DECIDED THAT:

Your informal complaint is dismissed.

If you have questions about the terms of this decision or how to appeal this decision, please call us at 1-800-692-7380.

Lisa Coley
Investigator