

COMMONWEALTH OF PENNSYLVANIA
(Public Utility Commission)

-----*
JUDITH TAPTICH :
Complainant, : Case No.:
vs. : C-20233-3042726
PPL ELECTRIC UTILITIES :
CORPORATION :
Respondent. :
-----*

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

Wednesday, January 3, 2024
Met, pursuant to notice, at 2:04 p.m.

BEFORE: THE HONORABLE ALPHONSO ARNOLD III
Administrative Law Judge

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Docket No.: C-20233-3042726
Hearing Date: January 3, 2024

EXHIBITS INDEX

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COMPLAINANT'S EXHIBITS: (Not Received)		
NUMBER		
1	(Solar Production Chart Breakdown Month of January 2023)	16
2	(Solar Production Breakdown 2023)	19
3	(Comparative Energy Solar Production Chart)	20
4	(Solar Production Comparison for the Days in February of 2023)	22
5	(Solar Production Produced in January of 2019- 2023 and the rest of the months of the year)	26

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EXHIBIT: PP&L'S EXHIBITS NUMBER	(Attached)	FOR IDENTIFICATION	IN EVIDENCE
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PPL ELECTRIC EXHIBIT NO. 1

*** Account Information ***

*** Current Account Status ***

Account Number: [REDACTED] Mail To:
 JUDITH TAPTICH
 669 WHITE HALL RD
 DANVILLE PA 17821
 Requested By:
 JUDITH TAPTICH
 Extension:

Payment Agreement
 Installment: \$53.00 Balance: \$1222.29
 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
12/18/2019	ELECTRIC SERVICE		\$17.16								
12/18/2019	Regular Bill	01/08	\$17.16				0880/0000	04494A	30	385	
01/02/2020	Payment		\$-17.16								
01/20/2020	ELECTRIC SERVICE		\$93.11								
01/20/2020	Regular Bill	02/10	\$93.11				1079/0000	06430A	33	1749	
02/03/2020	Payment		\$-93.11								
02/19/2020	ELECTRIC SERVICE		\$236.17								
02/19/2020	Regular Bill	03/11	\$236.17				0988/0000	08425A	30	1869	
03/03/2020	Payment		\$-236.17								
03/19/2020	ELECTRIC SERVICE		\$40.72								
03/19/2020	Regular Bill	04/09	\$40.72				0750/0000	09234A	29	205	
03/26/2020	Payment		\$-40.72								
04/20/2020	ELECTRIC SERVICE		\$16.30								
04/20/2020	Regular Bill	05/11	\$16.30				0632/0000	09560A	32		
05/06/2020	Payment		\$-16.30								
05/19/2020	Miscellaneous		\$-80.36								
05/19/2020	ELECTRIC SERVICE		\$16.42								
05/19/2020	Regular Bill	06/09	\$16.42				0397/0004	09859A	29		
06/05/2020	Payment		\$-16.42								
06/18/2020	ELECTRIC SERVICE		\$16.42								
06/18/2020	Regular Bill	07/09	\$16.42				0048/0117	10183A	30		
07/14/2020	Payment		\$-16.42								
07/20/2020	ELECTRIC SERVICE		\$16.30								
07/20/2020	Regular Bill	08/10	\$16.30				0000/0335	10626A	32		
07/27/2020	Payment		\$-16.30								
08/19/2020	ELECTRIC SERVICE		\$16.23								
08/19/2020	Regular Bill	09/09	\$16.23				0000/0352	11180A	30		
09/14/2020	Payment		\$-16.23								
09/18/2020	ELECTRIC SERVICE		\$16.23								
09/18/2020	Regular Bill	10/13	\$16.23				0029/0180	11625A	30		

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	BILLED KW
10/05/2020	Payment		\$-16.23							
10/20/2020	ELECTRIC SERVICE		\$16.14							
10/20/2020	Regular Bill	11/10	\$16.14				0291/0011	11954A	32	
11/02/2020	Payment		\$-16.14							
11/18/2020	ELECTRIC SERVICE		\$16.09							
11/18/2020	Regular Bill	12/09	\$16.09				0487/0007	12394A	29	24
12/04/2020	Payment		\$-16.09							
12/18/2020	ELECTRIC SERVICE		\$16.09							
12/18/2020	Regular Bill	01/11	\$16.09				0822/0000	13085A	30	442
01/06/2021	Payment		\$-16.09							
01/21/2021	ELECTRIC SERVICE		\$39.13							
01/21/2021	Regular Bill	02/11	\$39.13				1160/0000	15001A	34	1841
02/05/2021	Payment		\$-39.13							
02/22/2021	ELECTRIC SERVICE		\$148.68							
02/22/2021	Regular Bill	03/15	\$148.68				1254/0000	16243A	32	1157
03/11/2021	Payment		\$-148.88							
03/23/2021	ELECTRIC SERVICE		\$16.89							
03/23/2021	Regular Bill	04/13	\$16.69				0810/0000	16888A	29	
04/07/2021	Payment		\$-16.69							
04/22/2021	ELECTRIC SERVICE		\$17.51							
04/22/2021	Regular Bill	05/13	\$17.51				0441/0000	17340A	30	
05/04/2021	Payment		\$-17.51							
05/21/2021	Miscellaneous		\$-70.30							
05/21/2021	ELECTRIC SERVICE		\$17.73							
05/21/2021	Regular Bill	06/14	\$17.73				0278/0025	17727A	29	
06/09/2021	Payment		\$-17.73							
06/22/2021	ELECTRIC SERVICE		\$17.73							
06/22/2021	Regular Bill	07/13	\$17.73				0061/0161	18134A	32	
07/06/2021	Payment		\$-17.73							
07/22/2021	ELECTRIC SERVICE		\$17.68							
07/22/2021	Regular Bill	08/30	\$17.68				0006/0261	18600A	30	
08/17/2021	Payment		\$-17.68							
08/20/2021	ELECTRIC SERVICE		\$17.68							
08/20/2021	Regular Bill	09/13	\$17.68				0000/0237	19201A	29	

Bill Account: [REDACTED]

Account Activity Statement

Date: 12/17/23

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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
09/02/2021	Payment		\$-17.68								
09/21/2021	ELECTRIC SERVICE		\$17.68								
09/21/2021	Regular Bill	10/12	\$17.68				0010/0188	19885A	32	95	
10/13/2021	Payment		\$-17.68								
10/20/2021	ELECTRIC SERVICE		\$16.77								
10/20/2021	Regular Bill	11/10	\$16.77				0122/0024	20306A	29		
11/03/2021	Payment		\$-16.77								
11/18/2021	ELECTRIC SERVICE		\$16.36								
11/18/2021	Regular Bill	12/09	\$16.36				0536/0000	20921A	29	225	
12/08/2021	Payment		\$-16.36								
12/20/2021	ELECTRIC SERVICE		\$26.64								
12/20/2021	Regular Bill	01/10	\$26.64				0891/0000	21729A	32	566	
01/14/2022	Payment		\$-26.64								
01/21/2022	ELECTRIC SERVICE		\$116.61								
01/21/2022	Regular Bill	02/14	\$116.61				1144/0000	22651A	32	763	
02/17/2022	Payment		\$-116.61								
02/18/2022	ELECTRIC SERVICE		\$118.14								
02/18/2022	Regular Bill	03/14	\$118.14				1162/0000	23724A	28	788	
03/08/2022	Payment		\$-118.14								
03/21/2022	ELECTRIC SERVICE		\$65.13								
03/21/2022	Regular Bill	04/11	\$65.13				0827/0000	24623A	31	380	
04/06/2022	Payment		\$-65.13								
04/20/2022	ELECTRIC SERVICE		\$21.38								
04/20/2022	Regular Bill	05/11	\$21.38				0607/0000	25280A	30	45	
05/03/2022	Payment		\$-21.38								
05/19/2022	Miscellaneous		\$-50.24								
05/19/2022	ELECTRIC SERVICE		\$15.43								
05/19/2022	Regular Bill	06/09	\$15.43				0257/0014	25626A	29		
06/07/2022	Payment		\$-15.43								
06/20/2022	ELECTRIC SERVICE		\$15.43								
06/20/2022	Regular Bill	07/11	\$15.43				0020/0128	26065A	32		
07/01/2022	Payment		\$-15.43								
07/20/2022	ELECTRIC SERVICE		\$15.16								
07/20/2022	Regular Bill	08/10	\$15.16				0000/0289	26583A	30		
08/10/2022	Payment		\$-15.16								

Bill Account: [REDACTED]

Account Activity Statement

Date: 12/17/23
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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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08/18/2022	ELECTRIC SERVICE		\$15.03								
08/18/2022	Regular Bill	09/08	\$15.03			0000/0301	27119A				
09/08/2022	Payment		\$-15.03								
09/19/2022	ELECTRIC SERVICE		\$15.03								
09/19/2022	Regular Bill	10/11	\$15.03			0006/0182	27645A	32			
10/11/2022	Payment		\$-15.03								
10/18/2022	ELECTRIC SERVICE		\$14.97								
10/18/2022	Regular Bill	11/08	\$14.97			0311/0005	28065A	29			
11/11/2022	Payment		\$-14.97								
11/16/2022	ELECTRIC SERVICE		\$14.94								
11/16/2022	Regular Bill	12/07	\$14.94			0455/0007	28695A	29	257		
12/12/2022	Payment		\$-14.94								
01/06/2023	ELECTRIC SERVICE		\$27.16								
01/06/2023	Regular Bill	01/30	\$27.16			0898/0000	29854A	30	969		
01/18/2023	Payment		\$-27.16								
03/21/2023	ELECTRIC SERVICE		\$504.77								
03/21/2023	Regular Bill	04/11	\$504.77			1072/0000	32459A	34	2552		
03/22/2023	CANCELED ELECTRIC SERVICE		\$394.70								
03/22/2023	Canceled Bill	04/12	\$899.47			0846/0000	34544A	28	1981		
03/24/2023	CANCELED ELECTRIC SERVICE		\$343.96								
03/24/2023	Canceled Bill	04/17	\$1243.43	\$504.77		0788/0000	36398A	27	1716		
04/05/2023	Adjustment		\$-343.96								
04/05/2023	Adjustment		\$-394.70								
04/05/2023	ELECTRIC SERVICE		\$394.70								
04/05/2023	Regular Bill	04/26	\$899.47	\$504.77		0846/0000	34544A	28	1981		
04/06/2023	ELECTRIC SERVICE		\$387.79								
04/06/2023	Regular Bill	05/01	\$1287.26	\$504.77		0922/0000	36690A	32	1945		
04/11/2023	Payment		\$-50.00								
04/19/2023	ELECTRIC SERVICE		\$40.90								
04/19/2023	Regular Bill	05/10	\$1278.16	\$849.47		0457/0016	37525A	30	133		
05/02/2023	Late Payment Charge		\$10.61								
05/09/2023	Late Payment Charge		\$15.46								
05/16/2023	Late Payment Charge		\$5.68								
05/17/2023	Payment		\$-50.00								
05/17/2023	Late Payment Charge		\$15.35								

Bill Account: [REDACTED]

Account Activity Statement

Date: 12/17/23
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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
05/18/2023	Miscellaneous		\$-84.01								
05/18/2023	ELECTRIC SERVICE		\$15.42								
05/18/2023	Regular Bill	06/08	\$1290.68	\$1228.16			0312/0010	37867A	29		

06/15/2023	Payment		\$-15.42					
06/19/2023	ELECTRIC SERVICE		\$15.42					
06/19/2023	Regular Bill	07/10	\$1290.68	\$1275.26	0081/0073	38298A	32	
07/18/2023	Payment		\$-15.42					
07/19/2023	ELECTRIC SERVICE		\$15.38					
07/19/2023	Regular Bill	08/09	\$1290.64	\$1275.26	0000/0258	38916A	30	48
08/04/2023	Payment		\$-15.64					
08/15/2023	Late Payment Charge		\$15.34					
08/15/2023	Late Payment Charge		\$0.58					
08/17/2023	ELECTRIC SERVICE		\$15.37					
08/17/2023	Regular Bill	09/07	\$1306.29	\$1275.00	0000/0212	39515A	29	1
09/14/2023	Payment		\$-56.29					
09/18/2023	ELECTRIC SERVICE		\$15.37					
09/18/2023	Regular Bill	10/10	\$1265.37	\$1250.00	0026/0178	40183A	32	46
10/12/2023	Payment		\$-46.08					
10/17/2023	ELECTRIC SERVICE		\$15.35					
10/17/2023	Regular Bill	11/07	\$1234.64	\$1219.29	0207/0015	40713A	29	73
11/03/2023	Payment		\$-15.35					
11/15/2023	ELECTRIC SERVICE		\$46.85					
11/15/2023	Regular Bill	12/06	\$1266.14	\$1219.29	0491/0001	41610A	29	588

PPL ELECTRIC EXHIBIT NO. 2

Account Contact History
Account: [REDACTED] **Customer Name:** JUDITH TAPTICH
 From 12/17/2019 to 12/17/2023

Contact Date	Contact Type	Remarks	User
2023-10-31	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
2023-09-13	Miscellaneous	WATT Collection - Mediation - Net Metering Work Item 3827505 Completed	BRENDA J SNYDER
2023-09-08	Special Situation	Caller Back Office Ratepayer. 3978704 - CCC Formal Complaint-Called cust no answer if when cust calls please mesg me and I will call the customer back	KELLY A BELL
2023-09-07	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
2023-09-07	SC - PUC Formal Complaint	The customer filed Formal Complaint Docket No. C-2023-3042726- WATT ID 3978704	E02623
2023-09-06	Miscellaneous	WATT CCC Formal Complaint - Bill Dispute High Bill Work Item 3978704 Created	DONNA BARRY
2023-08-21	Credit	Caller JUDITH TAPTICH Ratepayer. adv service is scheduled for shut off 8 22 adv she can pay 84 due 9 8 to activate pag an installment 53 must be paid in addition to nrml monthly bill. cx agree to terms.	NATALYA ADAMS
2023-08-21	Credit	Caller JUDITH TAPTICH Ratepayer User Comments cx called stating that she got a msg stating that her service is going to be shut off. said she s working with the PUC regarding large bal on acc. adv that i m not seeing that the PUC would ve have sent us any info regarding her issue.	NATALYA ADAMS
2023-08-21	WUR Assessment	JUDITH TAPTICH Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	NATALYA ADAMS
2023-08-21	SC - REFERRAL TO ONTRACK	Referred to Ontrack.	309723
2023-08-21	Added Payment Agreement	JUDITH TAPTICH Ratepayer. Agreement Type NCU. Cust agrees to PAG terms YES. First payment of 84.00 is due 09 08 2023. Future payments beginning with next bill will include installment amount of 53.00. Enrolled in BB NO.	NATALYA ADAMS
2023-08-21	Credit	JUDITH TAPTICH Ratepayer. Offered Operation HELP - Yes Offered OnTrack - Yes . .	NATALYA ADAMS
2023-08-21	Financial Statement Added		NATALYA ADAMS
2023-08-21	Credit	Confirmed service is scheduled for termination on 08 22 2023. Amount is 1 259.62. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.	NATALYA ADAMS
2023-08-21	Credit	Confirmed service is scheduled for termination on 08 22 2023. Amount is 1259.62. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.	IVR
2023-08-21	SC - MED CERT - 3 DAY	Caller JUDITH TAPTICH Ratepayer. IVR Med Cert	IVR
2023-08-14	3-day call - Ratepayer	CUBCL024	CUBCL024
2023-08-07	Correspondence - Collections	CUT DATE 2023-08-21 AMOUNT 1 259.62	
2023-07-10	SC - GRACE EXTENSION	Caller Back Office Ratepayer. SC Status from Open to Closed Cust Rights Given Y Cust Satisfied Y Comments BCS 3914904 DEC CLOSED 07 10 2023 SEE CRS	CUCL143
2023-06-05	Miscellaneous	WATT Collection - Mediation - Net Metering Work Item 3827505 Created	PUCMED
2023-06-05	SC - PUC Informal Complaint	PUC MDIA BCS 3914904	CUCL143
2023-05-18	Renewable Energy	Net Metering Settlement	
2023-05-18	Renewable Energy	Customer eligible for compensation for 2023 excess generation. Total excess gen 575.0000. Total compensation for excess gen 84.01	CUMRF001
2023-04-10	Miscellaneous	WATT No Bill - No Bill Residential Work Item 3529559 Completed	BRENDA J SNYDER
2023-04-05	Correspondence - General	Template Name Master Utility Report Created By BRENDA J SNYDER Letter Edited No CS Letters ID 5130401	CSLET
2023-04-05	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2023-04-05	Renewable Energy	Caller JUDITH TAPTICH Ratepayer User Comments Did not give SO renewable cust	BRENDA J SNYDER
2023-04-05	WUR Assessment	JUDITH TAPTICH Ratepayer. Caller s Concern Billed Amounts. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No. Interested in SO Not on Phone.	BRENDA J SNYDER
2023-04-05	Miscellaneous	WATT Generalist - Renewable CallBack Work Item 3556063 Completed	BRENDA J SNYDER

2023-04-05	Renewable Energy	renewable cb- 570 437-2459- s w Judith Taptich- she is using elect heat she said solar prod is the same she insists nothing is different from last year. Meter is accurate actual. She insists meter is wrong. Offered meter test. She does not want to pay for meter test. Sent WUR	BRENDA J SNYDER
2023-04-05	Correspondence - General	Template Name Corrected Bill Created By Snyder Brenda J Letter Edited No CS Letters ID 5130384	CSLET
2023-04-05	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2023-04-05	Cancel/Only Service	acct should have billed to 3 20 not 3 15- rebilling	BRENDA J SNYDER
2023-04-05	WUR Assessment	JUDITH TAPTICH Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No. Interested in SO No.	MATHEW CASEY
2023-04-05	Credit	Caller JUDITH TAPTICH Ratepayer User Comments IB Billing SW RP JUDITH TAPTICH Customer still waiting for renewable callback I adv case still new Someone will call customer back Req processed in order received I offered pmt plan PD 899.47 Customer declined Adv conseq Customer Und	MATHEW CASEY
2023-04-04	OB Call - Outreach	Attempted callback through outbound dialer	CSLET
2023-03-31	WUR Assessment	JUDITH TAPTICH Ratepayer. Caller s Concern Billing Payment - WUR will be sent. Position Stated No. Investigation reqd Yes. WUR Required No. Provided PUC No. Interested in SO No.	MATHEW CASEY
2023-03-31	Billing	Caller JUDITH TAPTICH Ratepayer User Comments OB Call Outreach SW RP JUDITH TAPTICH Advised call recorded Customer received multiple bills at once Also solar output decreased Issued renewable callback WATT Customer Und Fut Val	MATHEW CASEY
2023-03-31	Miscellaneous	SW RP JUDITH TAPTICH usage suddenly increased since November customer has solar previous bills were 0 kwh	MATHEW CASEY
2023-03-31	Miscellaneous	WATT Generalist - Renewable CallBack Work Item 3556063 Created	MATHEW CASEY
2023-03-30	Correspondence - General	Template Name Master Utility Report Created By JOCINTHA WOODS Letter Edited No CS Letters ID 5121538	CSLET
2023-03-30	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2023-03-30	WUR Assessment	JUDITH TAPTICH Ratepayer. Caller s Concern Billed Amounts. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No. Interested in SO Not on Phone.	JOCINTHA WOODS
2023-03-29	Credit	Self Serve Ratepayer. Offered Operation HELP - Yes . .	SELF SERVICE USER
2023-03-29	Credit	JTAPTICH. Link to Assistance Programs page presented.	SELF SERVICE USER
2023-03-29	Credit	JTAPTICH Ratepayer. Customer declined to provide financial information.	SELF SERVICE USER
2023-03-29	Financial Statement Added		SELF SERVICE USER
2023-03-23	Miscellaneous	WATT No Bill - No Bill Residential Work Item 3529559 Created	CSS
2023-02-23	Miscellaneous	WATT No Bill - No Bill Residential Work Item 3354877 Created	CSS
2023-02-02	Data Repair	DR_REQ10782282 - CD-NXT-COLL-ACTION UPDATE	CSSDR044
2023-01-24	Miscellaneous	WATT No Bill - No Bill Residential Work Item 3173499 Created	CSS
2023-01-20	Data Repair	INC10765324 - Reads Workaround	CSSDR044
2023-01-07	Data Repair	INC10765324 - Reads Workaround	CSSDR044
2022-12-22	Miscellaneous	WATT No Bill - No Bill Residential Work Item 3005037 Created	CSS
2022-11-30	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
2022-05-19	Renewable Energy	Net Metering Settlement	
2022-05-19	Renewable Energy	Customer eligible for compensation for 2022 excess generation. Total excess gen 562.0000. Total compensation for excess gen 50.24	CUMRF001
2022-03-08	Correspondence - General	Template Name Bill Amount Concern - Renewable Energy - WUR Created By Snyder Brenda J Letter Edited No CS Letters ID 4531929	CSLET
2022-03-08	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2022-03-08	Renewable Energy	renewable cb- 570 437-2459- received note on her bill stub to check the bill- left mesg to expl bill is accurate solar does not produce enough to cover for full elect need in winter usage is in line with last 2 winters did not have as much in bank going into this winter. Sent WUR	BRENDA J SNYDER
2022-03-08	Miscellaneous	WATT Generalist - Renewable CallBack Work Item 2838576 Completed	BRENDA J SNYDER
2022-02-11	Miscellaneous	WATT Scanned - Blue Mail Other Work Item 2826338 Completed	MICHELLE HALL
2022-02-11	Miscellaneous	WATT ID 2826338 nothing to follow up on - closed watt	MICHELLE HALL
2022-02-09	Miscellaneous	WATT Scanned - Blue Mail Other Work Item 2826338 Created	KOFAX
2021-10-13	Credit	Caller JUDITH TAPTICH Ratepayer User Comments payment is is mail sat	EMILY SEAL
2021-10-13	WUR Assessment	JUDITH TAPTICH Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	EMILY SEAL
2021-08-10	Data Repair	DUPLICATE BILL Update dt_due dt_extn_to on bill_info_hdr	CSSDR044
2021-08-06	Billing	Caller JUDITH TAPTICH Ratepayer User Comments cust did not receive her bill i sent a duplicate bill new due date service address is correct sat	JUDITH K JONES

2021-08-06	WUR Assessment	JUDITH TAPTICH 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.	JUDITH K JONES
2021-08-06	Issued Duplicate Bill With New Date	Caller JUDITH TAPTICH Ratepayer. Issued Duplicate Bill.New Due Date 08 30 2021	JUDITH K JONES
2021-05-27	Miscellaneous	Caller JUDITH TAPTICH Ratepayer User Comments Caller JUDITH TAPTICH Ratepayer User Comments advised that all refund rebates are mailed out via check	CHERYL FARRAY
2021-05-27	WUR Assessment	JUDITH TAPTICH Ratepayer. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	CHERYL FARRAY
2021-05-21	Renewable Energy	Net Metering Settlement	
2021-05-21	Renewable Energy	Customer eligible for compensation for 2021 excess generation. Total excess gen 961.0000. Total compensation for excess gen 70.30	CUMRF001
2021-02-04	Special Situation	PAYMENTUS_WEB paid 39.13	SELF SERVICE USER
2020-07-13	Special Situation	PAYMENTUS_WEB paid 16.42	SELF SERVICE USER
2020-07-09	Credit	Caller JUDITH TAPTICH Ratepayer User Comments cci regarding payment states sent adv have not gotten ppl process payments as soon as recieved cust will wait few more days or call and pay by phone if not recieved cust sat	BRANDON BALLARD
2020-07-09	WUR Assessment	JUDITH TAPTICH Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	BRANDON BALLARD
2020-05-19	Renewable Energy	Net Metering Settlement	
2020-05-19	Renewable Energy	Customer eligible for compensation for 2020 excess generation. Total excess gen 1053.0000. Total compensation for excess gen 80.36	CUMRF001
2020-02-26	Renewable Energy	renewable callback- s w Judith Taptich- has propane and is using space heaters. I expl PPL meter is accurate. Usage increased production decreased. Using between 35-90 kWh day since 12 15 19. Expl she can see daily readings online. She asked about help for weatherization. Transferred her to WRAP... satisf	BRENDA J SNYDER
2020-02-26	Miscellaneous	WATT Generalist - Renewable CallBack Work Item 2521876 Completed	BRENDA J SNYDER
2020-02-26	Financial Statement Added		BRENDA J SNYDER
2020-02-25	Renewable Energy	renewable callback- left mesg	BRENDA J SNYDER
2020-02-25	Renewable Energy	Caller JUDITH TAPTICH Ratepayer. issd R E call back	GRISELLE M HAHN
2020-02-25	Miscellaneous	WATT Generalist - Renewable CallBack Work Item 2521876 Created	GRISELLE M HAHN
2020-02-25	Call Transfer	Caller JUDITH TAPTICH Ratepayer User Comments cci has solar should not be getting large bills cust stated pole was put in her yard tx to service dept to discuss.	KATHLEEN DUFFEY
2020-02-25	WUR Assessment	JUDITH TAPTICH Ratepayer. Caller s Concern Call Transfer. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	KATHLEEN DUFFEY

PPL ELECTRIC EXHIBIT NO. 4

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Assign Informals (2)

Reassign Informals (182)

Informal Review (3)

Final Review (1)

Sent Not Analyzed (1071)

Decisions Received (16)

General			
BCS Case No.	3914904	Case Notes	Count : 1 Detail...
CSS Account No.	[REDACTED]	Received Date	06/05/2023
CSS Name	JUDITH TAPTICH	Due Date	07/04/2023
Name	JUDY TAPTICH	Investigator Name	PROUGH, NATHAN
Service Address 1	669 WHITE HALL RD	Mailing Address 1	
Service Address 2		Mailing Address 2	
Service City, State Zip	DANVILLE, PA 17821-	Mailing City, State Zip	, -
PUC Address	669 WHITEHALL RD,,WHITEHALL,PA,17821-		
Service Class	RESIDENTIAL	Case Origin	GOV/LEG RFRR
Phone Number		Prior Case Number	0
Income Level	2	On Track	No
Reason For Contact	BILLING DISPUTES (# 18)		
Customer Position	LEGISLATIVE REFERRAL: CUSTOMER DISPUTING PREVIOUS BILLS FOR PERIOD 4/26/23 TOTALING \$899.47, 5/1/23 BILL FOR \$1287.00. CUSTOMER STATED SHE INSTALLED SOLAR PANELS BACK IN 2019/2020 AND USUALLY HAS A BILL AROUND \$16, FOR JUST THE BASIC SERVICE CHARGE AND TAXES. CUSTOMER ALSO STATED SHE RECEIVED A REFUND CHECK ON 5/22/23 FOR \$84.00, WHICH IS FOR KW'S OVER PRODUCED. CUSTOMER STATED SHE REGULARLY PRODUCES MORE KW THAN SHE USES. CUSTOMER ALSO STATED SHE MAY NOT HAVE RECEIVED A BILL IN JANUARY DUE TO THE COMPANY BILLING ERROR. - RELIEF SOUGHT - INVESTIGATE COMPANY BILLING PRACTICES AND VERIFY ACCURACY OF RECENT "HIGH" BILLS.		
Company Position	COMPANY INFORMED HER THE BILLS ARE CORRECT AND OFFERED A PAYMENT ARRANGEMENT.		
Related Information			
Misc Info			
Heating	No	Service	On
Acct Bal Due Date	06/08/2023	Total Account Balance	1290.68
Budget Bill Amount	122.00		

Arrearage	0.00	Reported Income Amount	0.00
Date of Last Customer Contact prior to Complaint		04/05/2023	

[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	E169190 - Young,Jennifer
Written By	Young, Jennifer
Written By Date	06/09/2023

[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

05/19/2022 - The Company records indicate the customer was eligible for compensation for 2022 excess generation. Total excess generation was 562 kWh. The total compensation for excess generation was \$50.24.

03/22/2023 - The Company rendered a residential bill statement for \$394.70. This amount included 1981 kWh for the 28 days from 01/19/2023 to 02/16/2023. The total billed amount was \$899.47. This amount included the usage amount of \$394.70 and the previous balance of \$504.77. This bill reflected a due date of 04/12/2023.

03/24/2023 - The Company rendered a residential bill statement for \$343.96. This amount included 1716 kWh for the 27 days from 02/16/2023 to 03/15/2023. The total billed amount was \$1,243.43. This amount included the usage amount of \$343.96 and the previous balance of \$899.47. This bill reflected a due date of 04/17/2023.

04/05/2023(date of last contact) - The Company records indicate it spoke to Judith Taptich who indicated she was waiting for a callback from a renewable energy agent. The Company explained a referral has been

issued and Ms. Taptich will receive a callback. The Company records indicate it contacted the customer who raised concern about solar production. The Company explained when using an electric heating source, the winter bills will be higher. The customer indicated there were no changes in her usage. The customer indicated she did not believe her meter was accurate. The Company offered to test the meter. The customer indicated she would not pay the fee to have the meter tested. The Company suspended the account and sent a utility report. (letter attached)

04/05/2023 - The Company cancelled the bills rendered on 03/22/2023 and 03/24/2023. The Company sent the customer a letter. The letter explained the customer did not have to pay the bill in one lump sum. The letter included a utility report. (letter attached)

04/05/2023 - The Company cancelled the bill it rendered on 03/22/2023 and re-issued a bill for \$394.70. This amount included 1981 kWh for the 28 days from 01/19/2023 to 02/16/2023. The total billed amount was \$899.47. This amount included the usage amount of \$394.70 and the previous balance of \$504.77. This bill reflected a due date of 04/26/2023.

04/06/2023 - The Company cancelled the bill it rendered on 03/24/2023 and re-issued a bill for \$387.79. This amount included 1945 kWh for the 32 days from 02/16/2023 to 03/20/2023. The total billed amount was \$1,287.26. This amount included the usage amount of \$387.79 and the previous balance of \$899.47. This bill reflected a due date of 05/01/2023.

04/19/2023 - the Company rendered a residential bill for \$40.90. This amount included 133 kWh for the 30 days from 03/20/2023 to 04/19/2023. The total billed amount was \$1,278.16. This amount included the usage charges of \$40.90 and the previous balance of \$1,237.26. This bill reflected a due date of 05/10/2023.

05/18/2023 - the Company rendered a residential bill for \$15.42. This amount included 0 kWh for the 29 days from 04/19/2023 to 05/18/2023. The total billed amount was \$1,290.68. This amount included the delivery charge of \$15.42, a late payment charge of \$47.10 and the previous balance of \$1,228.16. This bill reflected a due date of 06/08/2023.

05/18/2023 - The Company records indicate the customer was eligible for compensation for 2023 excess generation. Total excess generation was 575 kWh. The total compensation for excess generation was \$84.01.

Company's Final Position to the Customer

The Company records indicate it spoke to Judith Taptich on 04/05/2023 who indicated she was waiting for a callback from a renewable energy agent.

The Company explained a referral has been issued and Ms. Taptich will receive a callback.

The Company records indicate it contacted the customer who raised concern about solar production.

The Company explained when using an electric heating source, the winter bills will be higher.

The customer indicated there were no changes in her usage.

The customer indicated she did not believe her meter was accurate.

The Company offered to test the meter.

The customer indicated she would not pay the fee to have the meter tested.

The Company suspended the account and sent a utility report.

Details of Company's Investigation after BCS Contact

No additional investigation is necessary.

Company's Final Position to BCS

Net Metering for Renewable Customers

1. The customer-generator will receive a credit for each kilowatt-hour received by the Company up to the total amount of electricity delivered to the Customer by the Company during the billing period at the full retail rate consistent with Commission regulations. If a customer generator supplies more electricity to the Company than the Company delivers to the customer-generator in a given billing period, the excess kilowatt hours shall be carried forward and credited against the customer-generator's usage in subsequent billing periods at the full retail rate. Any excess kilowatt hours will continue to accumulate until the end of the PJM planning period ending May 31 of each year. On an annual basis consistent with the PJM planning period, the Company will compensate the customer-generator for kilowatt-hours received from the customer-generator in excess of the kilowatt hours delivered by Company to the customer-generator during the preceding year at the Company's Rate Schedule Price to Compare consistent with Commission regulations. Compensation will also occur if the customer changes rate schedules or shopping status. The customer-generator is responsible for the customer charge, demand charge and other applicable charges under the applicable Rate Schedule.

The Company is billing the customer in accordance with the approved tariff.

The bills are correct as rendered.

The customer's account balance is \$1,290.68.

The customer should contact the customer to make arrangements to pay.

The Company included the necessary attachments with its report.

[Analysis Information](#)

Justified	Not Analyzed
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No Analysis Items Found

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Assign Informals (2)

Reassign Informals (182)

Informal Review (3)

Final Review (1)

Sent Not Analyzed (1070)

Decisions Received (15)

Decision Detail

General			
BCS Case No.	3914904	CSS Account No.	██████████
Customer Name	JUDY TAPTICH	Investigator Name	PROUGH, NATHAN
Address 1	669 WHITE HALL RD	Service Class	RESIDENTIAL
Address 2		Case Origin	GOV/LEG RFRRL
City, State Zip	DANVILLE , PA 17821	Head Date	
Service Restore Amount		Current Monthly Payment	
Service Continue Amount		Service Continue Date	
Decision Issue	Yes	Ending Monthly Payment	
Chapter	56	Oral/Written	Written
Section Rule	.1; .11	Violation	ACTUAL
Total Balance	1290.68	Closed Date	07/10/2023
Reconnect Amount	0.00	Balance Date	07/10/2023
Special Budget Amount		Regular Budget Amount	
Arrears Payment Plus		Final Monthly Payment	
Resolution	DECISION ISSUED: CASE DISMISSED. THE CUSTOMER'S ACCOUNT WAS BILLED ON ACTUAL METER READINGS AND THE DISPUTED BILL(S) ARE DEEMED CORRECT AS RENDERED. THE CUSTOMER IS RESPONSIBLE FOR THE CURRENT ACCOUNT BALANCE OF \$1290.68.		
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"/>	Up Front Due Date	<input type="text"/>
Bill Type	<input type="text" value="v"/>		
Plus Amount	<input type="text"/>		
Beginning Date	<input type="text"/>		
Write-Off Amount	<input type="text"/>		
Comments	<div style="border: 1px solid #ccc; padding: 5px;">BCS#3914904 DEC CLOSED 07/10/2023 SEE CRS</div>		
Processed By	305551	Processed Date	7/10/2023 4:22:15 PM

[Return to Case](#)

PPL ELECTRIC EXHIBIT NO. 5

Account Number	Meter Number	Date	kWh Net	kWh Delivered to Customer	kWh Received from Customer	AverageTemperature
		12/16/2022	60.237	60.32	0.083	35
		12/17/2022	57.81	59.949	2.139	34
		12/18/2022	59.83	62.074	2.244	30
		12/19/2022	90.517	90.517	0	30
		12/20/2022	71.9	72.193	0.293	31
		12/21/2022	50.39	57.409	7.019	26
		12/22/2022	63.491	63.491	0	33
		12/23/2022	94.638	94.638	0	23
		12/24/2022	107.519	107.554	0.035	7
		12/25/2022	108.499	108.843	0.344	18
		12/26/2022	104.891	105.69	0.799	20
		12/27/2022	198.032	198.032	0	26
		12/28/2022	164.479	164.479	0	32
		12/29/2022	126.638	126.638	0	32
		12/30/2022	49.207	52.07	2.863	41
		12/31/2022	52.07	52.07	0	43
		01/01/2023	41.427	45.915	4.488	44
		01/02/2023	48.771	49.775	1.004	45
		01/03/2023	47.163	47.163	0	53
		01/04/2023	22.08	22.86	0.78	52
		01/05/2023	21.141	30.801	9.66	45
		01/06/2023	55.561	55.666	0.105	38
		01/07/2023	64.789	64.949	0.16	38
		01/08/2023	59.562	61.989	2.427	36
		01/09/2023	62.344	69.367	7.023	34
		01/10/2023	71.371	71.371	0	37
		01/11/2023	74.563	74.817	0.254	36
		01/12/2023	71.202	71.202	0	41
		01/13/2023	64.68	64.735	0.055	39
		01/14/2023	88.096	88.099	0.003	28
		01/15/2023	78.514	82.873	4.359	31
		01/16/2023	65.149	71.791	6.642	32
		01/17/2023	82.516	82.516	0	33
		01/18/2023	72.543	73.23	0.687	41
		01/19/2023	76.562	76.562	0	39
		01/20/2023	75.013	75.072	0.059	40
		01/21/2023	79.373	79.373	0	36
		01/22/2023	79.897	79.897	0	35
		01/23/2023	84.091	84.091	0	35

		01/24/2023	92.807	92.807	0	34
		01/25/2023	97.562	97.562	0	31
		01/26/2023	82.864	82.897	0.033	37
		01/27/2023	62.585	70.645	8.06	34
		01/28/2023	44.223	54.845	10.622	40
		01/29/2023	73.518	73.518	0	36
		01/30/2023	61.14	61.147	0.007	42
		01/31/2023	64.251	67.872	3.621	31
		02/01/2023	61.766	67.692	5.926	26
		02/02/2023	74.102	77.592	3.49	28
		02/03/2023	100.463	100.868	0.405	20
		02/04/2023	96.275	96.94	0.665	16
		02/05/2023	104.566	105.569	1.003	32
		02/06/2023	88.882	88.882	0	36
		02/07/2023	81.416	82.377	0.961	32
		02/08/2023	47.282	60.462	13.18	38
		02/09/2023	73.282	73.999	0.717	42
		02/10/2023	51.665	52.565	0.9	46
		02/11/2023	45.657	58.717	13.06	36
		02/12/2023	75.226	75.495	0.269	32
		02/13/2023	48.306	56.032	7.726	41
		02/14/2023	42.209	56.838	14.629	42
		02/15/2023	15.826	34.863	19.037	55
		02/16/2023	47.286	47.311	0.025	47
		02/17/2023	47.996	48.589	0.593	29
		02/18/2023	54.858	65.997	11.139	32
		02/19/2023	64.429	66.683	2.254	38
		02/20/2023	45.088	52.974	7.886	44
		02/21/2023	48.262	50.778	2.516	41
		02/22/2023	84.042	84.042	0	31
		02/23/2023	44.428	55.508	11.08	44
		02/24/2023	32.092	46.087	13.995	39
		02/25/2023	104.255	104.376	0.121	27
		02/26/2023	47.47	65.484	18.014	35
		02/27/2023	75.628	78.553	2.925	35
		02/28/2023	85.085	85.216	0.131	36
		03/01/2023	64.951	69.357	4.406	37
		03/02/2023	29.761	46.689	16.928	48
		03/03/2023	87.562	88.111	0.549	35
		03/04/2023	67.002	69.086	2.084	40

		03/05/2023	51.295	56.815	5.52	39
		03/06/2023	54.682	60.216	5.534	37
		03/07/2023	74.422	74.422	0	35
		03/08/2023	48.561	62.975	14.414	36
		03/09/2023	40.36	58.119	17.759	37
		03/10/2023	93.358	93.358	0	33
		03/11/2023	91.006	91.006	0	34
		03/12/2023	80.979	80.998	0.019	35
		03/13/2023	76.195	76.195	0	37
		03/14/2023	75.174	75.203	0.029	34
		03/15/2023	49.624	67.308	17.684	37
		03/16/2023	36.794	54.963	18.169	43
		03/17/2023	49.491	49.538	0.047	43
		03/18/2023	22.858	47.037	24.179	39
		03/19/2023	69.839	72.883	3.044	29
		03/20/2023	40.002	62.7	22.698	37

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

PPL ELECTRIC EXHIBIT NO. 7

NET METERING FOR RENEWABLE CUSTOMER-GENERATORS

(C)

PURPOSE

This Rider sets forth the eligibility, terms and conditions applicable to Customers with installed qualifying renewable customer-owned, generation using a net metering system.

APPLICABILITY

(C)

This Rider applies to renewable customer-generators served under Rate Schedules RS, GS-1, GS-3, and LP-4 who install a device or devices which are, in the Company's judgment, subject to Commission review, a bona fide technology for use in generating electricity from qualifying Tier I or Tier II alternative energy sources, pursuant to the Alternative Energy Portfolio Standards Act, 73 P.S. §§ 1648.1 – 1648.8 ("AEPS Act") or Commission regulations, and which will be operated in parallel with the Company's system. This Rider is available to installations where any portion of the electricity generated by the renewable energy generating system offsets part or all of the customer-generator's requirements for electricity.

A renewable customer-generator is a non-utility owner or operator of a net metered distributed generation system with a nameplate capacity of not greater than 50 kilowatts, if installed at a residential service (RS), or not larger than 3,000 kilowatts at other customer service locations (Rate Schedules GS-1, GS-3 and LP-4), except for Customers whose systems are above 3 megawatts and up to 5 megawatts who make their systems available to operate in parallel with the Company during grid emergencies, as defined by the regional transmission organization, or where a microgrid is in place for the purpose of maintaining critical infrastructure, such as homeland security assignments, emergency services facilities, hospitals, traffic signals, wastewater treatment plants or telecommunications facilities, provided that technical rules for operating generators interconnected with facilities of the Company have been promulgated by the Institute of Electrical and Electronic Engineers ("IEEE") and the Commission.

Qualifying renewable energy installations are limited to Tier I and Tier II alternative energy sources, as defined by the AEPS Act and the Commission's regulations. The Customer's equipment must conform to the Commission's Interconnection Standards and Regulations, pursuant to the AEPS Act. This Rider is not applicable when the source of supply is service purchased from a neighboring electric utility under Borderline Service.

Service under this Rider is available upon request to renewable customer-generators on a first-come, first-served basis as long as the total rated generating capacity installed by renewable customer-generator facilities does not adversely impact service to other Customers and does not compromise the protection scheme(s) employed on the Company's electric distribution system.

(Continued)

NET METERING FOR RENEWABLE CUSTOMER-GENERATORS (Continued)

(C)

METERING PROVISIONS

A Customer may select one of the following metering options in conjunction with service under applicable Rate Schedule RS, GS-1, GS-3, or LP-4.

1. A customer-generator facility used for net metering shall be equipped with a single bi-directional meter that can measure and record the flow of electricity in both directions at the same rate. A dual-meter arrangement may be substituted for a single bi-directional meter at the Company's expense.
2. If the customer-generator's existing electric metering equipment does not meet the requirements under Option (1) above, the Company shall install new metering equipment for the customer-generator at the Company's expense. Any subsequent metering equipment change necessitated by the customer-generator shall be paid for by the customer-generator. The customer-generator has the option of utilizing a qualified meter service provider to install metering equipment for the measurement of generation at the customer-generator's expense.

Additional metering equipment for the purpose of qualifying alternative energy credits owned by the customer-generator shall be paid for by the customer-generator. The Company shall take title to the alternative energy credits produced by a customer-generator where the customer-generator has expressly rejected title to the credits. In the event that the Company takes title to the alternative energy credits, the Company will pay for and install the necessary metering equipment to qualify the alternative energy credits. The Company shall, prior to taking title to any alternative energy credits, fully inform the customer-generator of the potential value of those credits and options available to the customer-generator for their disposition.

3. Meter aggregation on properties owned, or leased and operated, by a customer-generator shall be allowed for purposes of net metering. Meter aggregation shall be limited to meters located on properties within two (2) miles of the boundaries of the customer-generator's property. Meter aggregation shall only be available for properties located within the Company's service territory. Physical meter aggregation shall be at the customer-generator's expense. The Company shall provide the necessary equipment to complete physical aggregation. If the customer-generator requests virtual meter aggregation, it shall be provided by the Company at the customer-generator's expense. The customer-generator shall be responsible only for any incremental expense incurred by the Company to process the customer-generator's account on a virtual meter aggregation basis.

(Continued)

NET METERING FOR RENEWABLE CUSTOMER-GENERATORS (Continued)

BILLING PROVISIONS:

The following billing provisions apply to default service customer-generators in conjunction with service under applicable Rate Schedules RS, GS-1, GS-3, or LP-4. **(C)**

1. The customer-generator will receive a credit for each kilowatt-hour received by the Company up to the total amount of electricity delivered to the Customer by the Company during the billing period at the full retail rate consistent with Commission regulations. If a customer-generator supplies more electricity to the Company than the Company delivers to the customer-generator in a given billing period, the excess kilowatt hours shall be carried forward and credited against the customer-generator's usage in subsequent billing periods at the full retail rate. Any excess kilowatt hours will continue to accumulate until the end of the PJM planning period ending May 31 of each year. On an annual basis consistent with the PJM planning period, the Company will compensate the customer-generator for kilowatt-hours received from the customer-generator in excess of the kilowatt hours delivered by Company to the customer-generator during the preceding year at the Company's Rate Schedule Price To Compare consistent with Commission regulations. Compensation will also occur if the customer changes rate schedules or shopping status. The customer-generator is responsible for the customer charge, demand charge and other applicable charges under the applicable Rate Schedule.
2. If the Company supplies more kilowatt-hours of electricity than the customer-generator facility feeds back to the Company's system during the billing period, all charges of the appropriate rate schedule shall be applied to the net kilowatt-hours of electricity that the Company supplied. The customer-generator is responsible for the customer charge, demand charge and other applicable charges under the applicable Rate Schedule.
3. For customer-generators involved in virtual meter aggregation programs, a credit shall be applied first to the meter through which the generating facility supplies electricity to the Company's distribution system, then through the remaining meters (for the customer-generator's account) equally at each meter's designated rate under the applicable Rate Schedule. Virtual meter aggregation is the combination of readings and billing for all meters, regardless of rate class, installed on properties owned, or leased and operated, by a customer-generator by use of the Company's billing process, rather than through physical rewiring of the customer-generator's owned or leased property for a physical, single-point of contact. The customer-generators are responsible for the customer charge, demand charge and other applicable charges under the applicable Rate Schedule.

(Continued)

NET METERING FOR RENEWABLE CUSTOMER-GENERATORS (Continued) (C)

NET METERING PROVISIONS FOR SHOPPING CUSTOMERS

1. Customer-generators may take net metering services from EGSs that offer such services.
2. If a net-metering customer takes service from an EGS, the Company will credit the customer for the distribution charge for each kilowatt hour produced by a Tier I or Tier II resource installed on the customer-generator's side of the electric revenue meter, up to the total amount of kilowatt-hours delivered to the customer by the Company during the billing period. If a customer-generator supplies more electricity to the electric distribution system than the EDC delivers to the customer-generator in a given billing period, the excess kilowatt hours shall be carried forward and credited against the customer-generator's usage in subsequent billing periods at the Company's distribution rates. Any excess kilowatt hours at the end of the PJM planning period will not carry over to the next year for distribution purposes. The customer-generator is responsible for the customer charge, demand charge and other applicable charges under the applicable Rate Schedule. (C)
3. If the Company delivers more kilowatt-hours of electricity than the customer-generator facility feeds back to the Company's system during the billing period, all charges of the applicable rate schedule shall be applied to the net kilowatt-hours of electricity that the Company delivered. The customer-generator is responsible for the customer charge, demand charge and other applicable charges under the applicable Rate Schedule.
4. Pursuant to Commission regulations, the credit or compensation terms for excess electricity produced by customer-generators who are customers of EGSs shall be stated in the service agreement between the customer-generator and the EGS.
5. If a customer-generator switches electricity suppliers, the Company shall treat the end of the service period as if it were the end of the year.

APPLICATION

Customer-generators seeking to receive service under the provisions of this Rider must submit a written application to the Company demonstrating compliance with the Net Metering Rider provisions and quantifying the total rated generating capacity of the customer-generator facility.

MINIMUM CHARGE

The Minimum Charges under Rate Schedules RS, GS-1, GS-3, and LP-4 apply for installations under this Rider.

RIDERS

Bills rendered by the Company under this Rider shall be subject to the charges stated in any other applicable Rider.

(C) Indicates Change

NET METERING FOR RENEWABLE CUSTOMER-GENERATORS (Continued)

The following billing provisions apply to Time-of-Use customer-generators in conjunction with service under applicable Rate Schedules RS, GS-1, GS-3 (<100kW), or LP-4 (<100kW). **(C)**

1. The customer-generator will receive a credit for each kilowatt-hour received by the Company up to the total amount of electricity delivered to the Customer by the Company during the billing period at the full retail rate consistent with Commission regulations. Excess generation supplied by a customer-generator will be recorded on an hourly basis, maintaining an active record of kilowatt hours produced and consumed at the customer-generators premise. If a customer-generator supplies more electricity to the Company than the Company delivers to the customer-generator in a given billing period, the excess kilowatt hours shall be carried forward and credited against the customer-generator's usage in subsequent billing periods at the full retail rate. If, in a subsequent billing period, a customer consumes more electricity than produced, kilowatt hours will be pulled from the customers bank on a first in first out basis. Any excess kilowatt hours will continue to accumulate until the end of the PJM planning period ending May 31 of each year. On an annual basis consistent with the PJM planning period, the Company will compensate the customer-generator for all remaining kilowatt-hours in the customer's bank, at the generation portion of the time-of-use rate when the excess generation was put into the bank. The customer-generator is responsible for the customer charge, demand charge and other applicable charges under the applicable Rate Schedule.
2. If the Company supplies more kilowatt-hours of electricity than the customer-generator facility feeds back to the Company's system during the billing period, all charges of the appropriate rate schedule shall be applied to the net kilowatt-hours of electricity that the Company supplied. The customer-generator is responsible for the customer charge, demand charge and other applicable charges under the applicable Rate Schedule.
3. Customer-generators involved in virtual metering programs are not eligible for the TOU Program.

(Continued)