

Our lengthy process of garage electrification with PP&L lacked transparency with respect to pricing and status. This should be against the rules. A quote should have been generated with clear terms.

Interaction with PP&L and garage electrification.

1. In early May of 2022, we contacted PP&L about having an electric service installed in our garage for future charging of electric vehicles.
2. I spoke with a customer service representative and was asked for my residential account information: name, account number, address etc. This was used to set up my new account. Shows the same, except new number and garage was noted parenthetically. Shows no commercial heading, only residential as noted below.

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Account Number	Service Address	Account Owner	
51260-73028	140 W Pomfret St Carlisle PA 17013	Doug Smith	⋮
92022-65002	140 W Pomfret St *Gar Carlisle PA 17013	Doug Smith	⋮

3. **At this point we should have been notified in writing that our account would have a much higher rate. Even a verbal mention would have done the job. We would have killed this project and not spent the \$4000.00 to electrify.**
4. **A reasonable person can conclude since using all my residential information, it would be the same rates. At no time was I advised this would be rated as commercial.**
5. My understanding of commercial property, based on definition:

Commercial real estate is a non-residential immovable property used for business or land that can generate income.

6. I had a meeting with Brian Siegrist-Distribution technician at the garage site in early May. It was determined the project was feasible but needed our neighbor to sign off on easement.
7. On May 11th Brian asked for contact information regarding the easement which we provided.

8. During his visit, he made no mention that my one car garage would be a receive a commercial rate. See photo below.



9. On or about June 6th it was acknowledged the easement was signed and forwarded to Annette Cevis PP&L right of way agent.
10. On or about June 28th we were advised by Brian that work order PPL # 58668080 is ready to schedule and advised to contact Amy Lamer to schedule.
11. I had contact with her as she needed the transformer number, which I supplied.
- 12. No mention of new pricing, status change etc. I would have killed the project if aware of status change and price increase.**

13. We had our electrician install the service in August.

14. I was advised by Amy that an inspection was needed.

15. I contacted the Carlisle Borough and was advised that Barry Isett & Associates would be the group. The inspection was **for residential property for the reasons below.**

According to FEMA: An accessory structure is a structure which is on the same parcel of property as a principal structure and the use of which is incidental to the use of the principal structure. **For example, a residential structure may have a detached garage.**

In Pennsylvania, the Uniform Construction Code (UCC) regulates the construction of buildings and structures. According to the UCC, detached garages less than 1,000 square feet and built on the same property as a single-family home are exempt from building permits.

The term "residential" is not explicitly defined in the UCC. However, the UCC does provide a summary of residential provisions, which includes information on the applicability of the UCC to various project types –

Based on the information available, it is reasonable to assume that a detached garage that is built on the same property as a single-family home and is less than 1,000 square feet is considered residential for the purposes of the UCC.

So, both the State and Federal Government would consider the detached garage as an accessory building therefore residential.

16. I notified Amy of PP&L again that all work was completed. She advised that they were upgrading the transformer, and the service would be activated August 22nd, 2022.

No quote was ever given for this new service. Since the information gathered was from my residential account it is a logical assumption this would also be residential.

At no time during the months-long process and numerous contacts was I advised by anyone from PP&L that this service would be considered non-residential. How PP&L can label a garage commercial property should be illegal.

Best regards,

Douglas Smith