

PUC WAS CONTACTED AND UNHELPFUL

OUTRAGEOUS BILL. NO

CONFIDENTIAL HOUSEHOLD

CONTACTED PPL

ABOUT PUTTING A NEW METER ON. SO THEREFORE 35.00 SHOULD BE CANCELLED FROM THIS BILL.

ROBERT KNORR  
4506 BEAR CREEK BLVD  
WILKES BARRE, PA 18702

PPL Electric Utilities  
827 Hausman Road  
Allentown, PA 18104-9392  
Tel. 800.342.5775 Fax 484.634.3484  
www.pplelectric.com



Service Address:  
52 KNORRSVILLE RD  
BEAR CREEK TOWNSHI,  
PA 18702

F-2023-3044718

March 12, 2024

Bill Account Number: [REDACTED]

Dear ROBERT KNORR:

On 12/07/2023, you contacted us about the amount of your bill for electric use through 11/20/2023.

At that time, we asked you questions about the size of your home, the number of residents, heating, air conditioning, and appliances, to better understand your usage.

We also confirmed this bill was based on actual electric use and verified the meter data.



You still had some concerns with the amount of the bill, so we offered to test the accuracy of the electric meter at your home. You accepted and paid \$35 for this service.

We tested your meter on 03/11/2024, and have included the results with this letter. Our test confirmed that your meter was accurately recording your electric use and your bill is correct.

If you'd like to monitor your daily usage, you can do so on our website. Sign into your online account at pplelectric.com or create a new one in three easy steps. This can help you track trends or spikes in your electric use and find ways to save energy.

We have enclosed a statement of your account as a reference. Your account balance is \$1,043.81 and will become past due on 03/28/2024.

If you're unable to pay your full account balance by the due date, we can set up a payment arrangement to spread the cost out over time. It's easy and quick to set up a payment arrangement online at pplelectric.com/billhelp, over our automated system or by speaking with a representative at 1-800-342-5775.

You can also make payments at pplelectric.com, at an authorized bill payment center, or mail a check to PPL Electric Utilities, P.O. Box 419054, St. Louis, MO 63141.

Thank you for being a valued customer.

Sincerely,

PPL Electric Utilities

DATE OF DEPOSIT

MAR 19 2024

5693269 : 557

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU









PPL Electric Utilities

**We deliver.**

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

Meter **301200154** Account **[REDACTED]**

Due Date	Amount Due
<b>6/28/23</b>	<b>\$235.00</b>

**Service to:**  
ROBERT KNORR  
52 KNORRSVILLE RD  
BEAR CREEK TOWNSHI, PA 18702

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

<b>Supply</b>	<b>\$339.61</b>	Usage from Feb 16 - Mar 20	<b>\$139.62</b>	<b>Delivery</b>
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**Direct Energy Services**  
1-888-734-0741

**Effective Date**  
1/3/23

**PPL Electric Utilities**

2741.0000 KWH @ 0.123900

**Usage Charges**  
**\$479.23**

**PPL Electric Utilities Price to Compare**

\$0.12126 Use this price when comparing supplier offers.

**Budget Plan Summary**

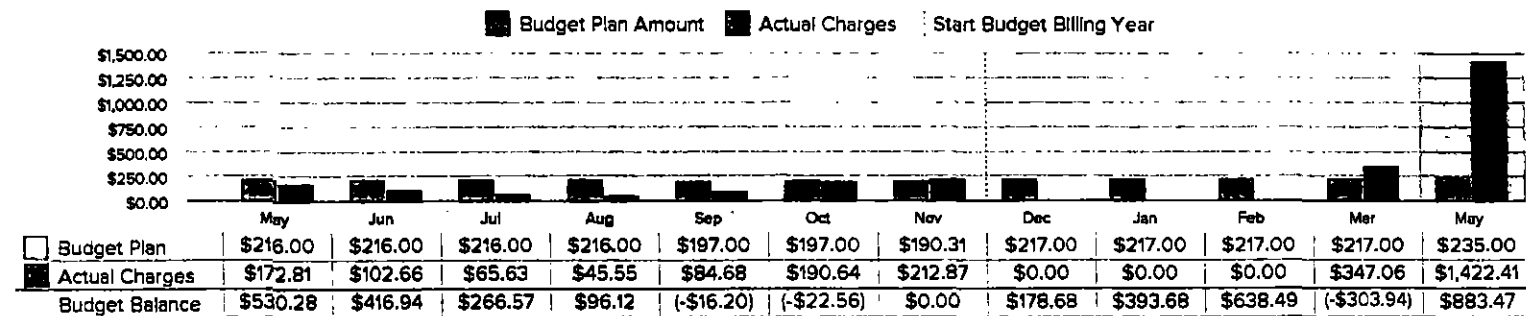
To date, you are 6 months into your 12-month Budget Billing Plan and have used \$883.47 more than your monthly Budget Plan Amounts:

Budget Plan Amount: \$235.00  
Your Budget Bill balance is behind: \$883.47  
Next Budget Review: August 2023  
Budget Plan Year Ends: November 2023

**SHOP FOR ELECTRICITY**

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

**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 6/28/23

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

1-800-342-5775  
Visit pplelectric.com for hours of operation.

Correspondence to:  
PPL Customer Service  
827 Hausman Road  
Allentown, PA 18104-9392

Account Number	Due Date	Amount Due
[REDACTED]	<b>6/28/23</b>	<b>\$235.00</b>

Amount Enclosed:



MD 01 044975 04868 H 146 A



ROBERT KNORR  
4506 BEAR CREEK BLVD  
WILKES BARRE, PA 18702

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



1 8600002350060000235009 0154025000



**We deliver.**

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

Meter **301200154** Account **[REDACTED]**

<b>Due Date</b>	<b>Amount Due</b>
<b>7/6/23</b>	<b>\$470.00</b>

**Service to:**  
ROBERT KNORR  
52 KNORRSVILLE RD  
BEAR CREEK TOWNSHI, PA 18702

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

<b>Supply</b>	<b>\$205.43</b>	Usage from Mar 20 - Apr 19	<b>\$90.51</b>	<b>Delivery</b>
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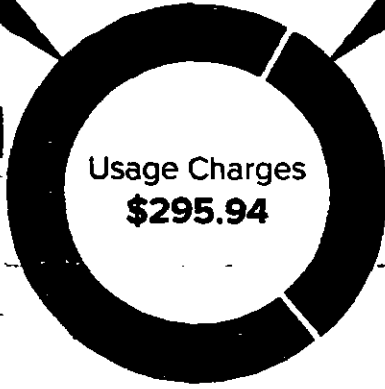
**Direct Energy Services**      **Effective Date**  
1-888-734-0741                      1/3/23

**PPL Electric Utilities**

1658-0000 347 @ 6-123953

**PPL Electric Utilities Price to Compare**

\$0.12126 Use this price when comparing supplier offers.



**Budget Plan Summary**

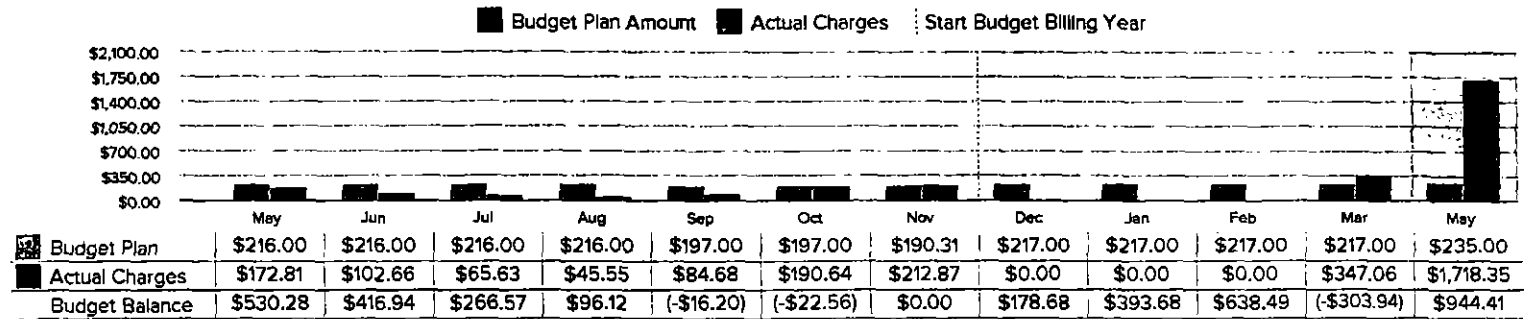
To date, you are 6 months into your 12-month Budget Billing Plan and have used \$944.41 more than your monthly Budget Plan Amounts.

Budget Plan Amount: **\$235.00**  
Your Budget Bill balance is behind: **\$944.41**  
Next Budget Review: **August 2023**  
Budget Plan Year Ends: **November 2023**

**SHOP FOR ELECTRICITY**

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

**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 7/6/23

1-800-342-5775  
Visit pplelectric.com for hours of operation.  
Correspondence to:  
PPL Customer Service  
827 Hausman Road  
Allentown, PA 18104-9392

<b>Account Number</b>	<b>Due Date</b>	<b>Amount Due</b>
[REDACTED]	<b>7/6/23</b>	<b>\$470.00</b>

Amount Enclosed:

□ □ □ □ □ □ □ □ □ □

MD 01 048124 13726 H 153 B

ROBERT KNORR  
4506 BEAR CREEK BLVD  
WILKES BARRE, PA 18702

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





We deliver.

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

Meter 301200154 Account [REDACTED]

Table with 2 columns: Due Date (7/18/23), Amount Due (\$705.00)

PPL Electric Utilities

Service to: ROBERT KNORR, 52 KNORRSVILLE RD, BEAR CREEK TOWNSHI, PA 18702

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

Supply \$157.11, Usage from Apr 19 - May 18, Delivery \$72.82, Direct Energy Services, Effective Date 1/3/23, PPL Electric Utilities

1268.0000 KWH @ 0.423960

PPL Electric Utilities Price to Compare \$0.12126 Use this price when comparing supplier offers.



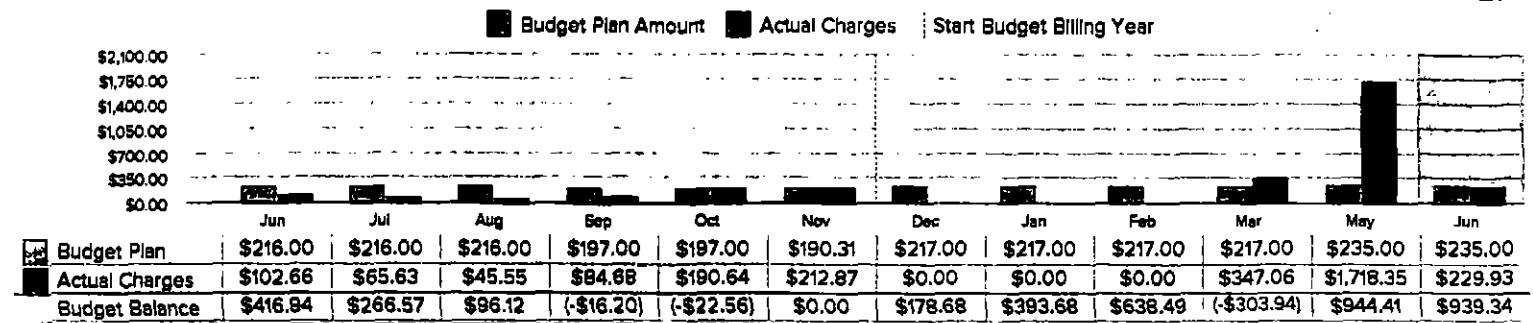
Budget Plan Summary
To date, you are 7 months into your 12-month Budget Billing Plan and have used \$939.34 more than your monthly Budget Plan Amounts.

Budget Plan Amount: \$235.00
Your Budget Bill balance is behind: \$939.34

SHOP FOR ELECTRICITY
Visit PAPowerSwitch.com or www.oca.state.pa.us
Account Number [REDACTED]
Rate: RS. View schedule at pplelectric.com/rates

Continued on back

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 7/18/23

1-800-342-5775
Visit pplelectric.com for hours of operation.
Correspondence to: PPL Customer Service, 827 Hausman Road, Allentown, PA 18104-9392

Table with 3 columns: Account Number [REDACTED], Due Date (7/18/23), Amount Due (\$705.00)

Amount Enclosed: [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]

SP 01 020018 24731 H 72 ASGLP



ROBERT KNORR, 4506 BEAR CREEK BLVD, WILKES BARRE, PA 18702

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





CMPC

717-705-1952

To: PUC SECRETARY BUREAU

Agency: PUC

Floor:

External Carrier: EXPRESS

3/20/2024 7:37:07 AM



E1909839777US

ONE RATE ■ ANY WEIGHT

To schedule free Package Pickup, scan the QR code.



USPS.COM/PICKUP



PS1000100006

EP13F July  
OD: 12 1/2

PEEL FROM THIS CORNER



PRESS FIRMLY TO SEAL

RECEIVED

MAR 20 2024

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

FOR DOMESTIC AND INTERNATIONAL USE

PLACE MAILING LABEL HERE



PRIORITY  
MAIL  
EXPRESS®



EI 909 839 777 US

**CUSTOMER USE ONLY**

**FROM:** (PLEASE PRINT) **PHONE:** (570) 472-3821  
 ROBERT MARRON, JR. KNORR  
 52 KNORRSVILLE RD.  
 BEAR CREEK TWP, Pa, 18702 -  
 9319

**DELIVERY OPTIONS (Customer Use Only)**

SIGNATURE REQUIRED Note: The mailer must check the "Signature Required" box if the mailer: 1) Requires the addressee's signature; OR 2) Purchases additional insurance; OR 3) Purchases COD service; OR 4) Purchases Return Receipt service. If the box is not checked, the Postal Service will leave the item in the addressee's mailbox or other secure location without attempting to obtain the addressee's signature on delivery.

**Delivery Options**

No Saturday Delivery (delivered next business day)  
 Sunday/Holiday Delivery Required (additional fee, where available)  
 \*Refer to USPS.com® or local Post Office™ for availability.

**TO:** (PLEASE PRINT) **PHONE:** ( )  
 SECRETARY  
 PENNSYLVANIA PUBLIC UTILITY COMMISSION  
 400 NORTH STREET  
 HARRISBURG, Pa, 17120  
 ZIP + 4® (U.S. ADDRESSES ONLY)

- For pickup or USPS Tracking™, visit USPS.com or call 800-222-1811.
- \$100.00 insurance included.

Retail



17120

RDC 07

U.S. POSTAGE PAID  
PME 1-Day  
WILKES BARRE, PA 18701  
MAR 19, 2024

\$30.45

R2308M153934-04

**PAYMENT BY ACCOUNT (if applicable)**

USPS® Corporate Acct. No. Federal Agency Acct. No. or Postal Service™ Acct. No.

**ORIGIN (POSTAL SERVICE USE ONLY)**

1-Day  2-Day  Military  DPO

**POST ZIP Code** B701 **Scheduled Delivery Date (MM/DD/YY)** 3.20.24 **Postage** 30.45

**Date Accepted (MM/DD/YY)** 3.19.24 **Scheduled Delivery Time** 6:00 PM **Insurance Fee** \$ **COD Fee** \$

**Time Accepted** 2:19  AM  PM **Return Receipt Fee** \$ **Live Animal Transportation Fee** \$

**Special Handling/Fragile** \$ **Sunday/Holiday Premium Fee** \$ **Total Postage & Fees** \$ 30.45

**Weight** 2.80  Flat Rate **Acceptance Employee Initials** [Signature]

**DELIVERY (POSTAL SERVICE USE ONLY)**

**Delivery Attempt (MM/DD/YY)** Time  AM  PM **Employee Signature**

**Delivery Attempt (MM/DD/YY)** Time  AM  PM **Employee Signature**

LABEL 11-B, MAY 2021

PSN 7680-02-000-9998