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Devin Ryan

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File # 202341

May 9, 2024

***VIA ELECTRONIC FILING***

Rosemary Chiavetta, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street, 2nd Floor North  
P.O. Box 3265  
Harrisburg, PA 17105-3265

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

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Dear Secretary Chiavetta:

In accordance with the Pennsylvania Public Utility Commission's Order entered on March 29, 2024, in the above-captioned matter, PPL Electric Utilities Corporation ("PPL Electric" or "Company") hereby confirms that on April 30, 2024, PPL Electric submitted to the Commission a check for the civil penalty in the amount of \$200 payable to the Commonwealth of Pennsylvania. In addition, the Company confirms that on March 15, 2024, the Company mailed the results of the meter test conducted at 45 Alters Road, Carlisle, PA 17015 to the Complainant, Judith Wallace ("Complainant"). Finally, the Company also confirms that on April 29, 2024, the Company credited the Complainant's account: (1) \$1,188.89, *i.e.*, the difference between the bills issued to the Complainant in December 2022 and January 2023 using 1605 kWh and 1538 kWh, respectively; and (2) \$17.97, *i.e.*, the late payment fees previously assessed for the December 2022 and January 2023 billing periods. Documentation of the meter test and account credits are attached to this letter.

Respectfully submitted,



Devin Ryan

DR/dmc  
Enclosures

Rosemary Chiavetta, Secretary  
May 9, 2024  
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cc: Certificate of Service  
Administrative Law Judge Chad L. Allensworth (via email)  
Attachments

\*\*\* Account Information \*\*\*

\*\*\* Current Account Status \*\*\*

Account Number: [REDACTED]  
 Mail To: JUDITH WALLACE  
 [REDACTED]  
 Requested By: JUDITH WALLACE  
 [REDACTED] :

Payment Agreement  
 Installment: \$0.00 Balance: \$0.00  
 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
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								
07/12/2022	BUDGET BILLING		\$184.00								
07/12/2022	Regular Bill	08/02	\$184.00		\$241.90	\$20.65	0000/0320	85964A	32	1381	
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	CANCELED 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	CANCELED 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	

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
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								
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	
06/28/2023	Payment		\$-176.26								
07/11/2023	BUDGET BILLING		\$62.28								
07/11/2023	SPECIAL AGREEMENT - BB SETTLE		\$25.00								
07/11/2023	Regular Bill	08/01	\$1711.02	\$1623.74	\$224.02		0004/0260	07460A	32	1251	
07/27/2023	Payment		\$-224.02								
08/08/2023	Late Payment Charge		\$17.97								
08/09/2023	ELECTRIC SERVICE		\$264.34								
08/09/2023	SPECIAL AGREEMENT - BB SETTLE		\$25.00								
08/09/2023	Regular Bill	08/30	\$1794.31	\$1487.00			0000/0363	08943A	29	1483	
08/25/2023	Payment		\$-264.34								
09/08/2023	ELECTRIC SERVICE		\$216.41								
09/08/2023	SPECIAL AGREEMENT - BB SETTLE		\$25.00								
09/08/2023	Regular Bill	10/02	\$1771.38	\$1529.97			0000/0329	10123A	30	1180	
09/27/2023	Payment		\$-216.41								
10/09/2023	ELECTRIC SERVICE		\$185.73								
10/09/2023	SPECIAL AGREEMENT - BB SETTLE		\$25.00								
10/09/2023	Regular Bill	10/30	\$1765.70	\$1554.97			0069/0084	11123A	31	1000	
10/27/2023	Payment		\$-185.73								
11/07/2023	ELECTRIC SERVICE		\$178.04								
11/07/2023	SPECIAL AGREEMENT - BB SETTLE		\$25.00								
11/07/2023	Regular Bill	11/28	\$1783.01	\$1579.97			0331/0004	12078A	29	955	
11/22/2023	Payment		\$-178.04								
12/08/2023	ELECTRIC SERVICE		\$244.71								

Bill Account: [REDACTED]

Account Activity Statement

Date: 05/09/24

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



JUDITH WALLACE  
[REDACTED]

March 15, 2024

**Bill Account Number:** [REDACTED]

"

Dear JUDITH WALLACE:

On 11/13/2023, you contacted us about the amount of your bill for electric use through 11/13/2023.

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 03/14/2024, 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](http://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 \$1,792.45 and will become past due on 04/03/2024.

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](http://pplelectric.com/billhelp), over our automated system or by speaking with a representative at 1-800-342-5775.

You can also make payments at [ppllectric.com](http://ppllectric.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**

"

# Save Energy, Save Money.

Your electric bill is determined by the amount of energy you use in your home, as well as the rate you pay for that energy. **YOU** are in control of your electric bill by conserving energy and shopping for the best rate.

## Things to keep in mind...

- Many households have computers, large screen TVs, cell phones, video games and many other appliances that we didn't have even five years ago, which accounts for higher usage
- Usage in every household varies
- When using electric heat or air conditioning, you will see seasonal swings in your usage
- When comparing usage, remember to look at the kilowatt hours used, not the dollars billed

## Tips to reduce your energy consumption

### General Heating and Cooling:

- Install newer, programmable thermostat
- Set thermostat at 68 in winter and 78 in summer
- Turn your thermostat back when sleeping or away from home for four or more hours
- Reducing thermostat in winter and increasing thermostat in summer will result in a savings on your heating/cooling costs of 2% for each 1 degree change
- Make sure vents, registers and radiators are clean
- Add insulation, caulk and seal drafty areas

### Heat Pumps:

- Do not increase temperature more than two degrees at one time
- Clean or replace filters monthly
- Keep outside unit free of snow and ice
- Make sure auxiliary/emergency heat is not on when it is not needed
- Set thermostat fan to 'auto'

### Cooling:

- Keep window units out of the sun and unobstructed
- Seal gaps alongside of the window

### Baseboard Heaters:

- Must be turned off in the electric panel box to shut down completely when not using

### Laundry:

- Dry full loads
- Dry loads consecutively
- Clean the lint filter after each load
- Hang laundry instead of using dryer
- Wash in cold water

### Cooking:

- Use smaller electric pans or toaster oven for small meals
- Don't open oven when cooking
- Reheat food in microwave or toaster oven

### Lighting:

- Use timers
- Use compact fluorescent bulbs
- Keep fixtures and bulbs clean
- Be sure your dishwasher is full when running it

### Refrigeration:

- Refrigerator should be set between 36 and 40 degrees
- Freezer should be set between 0 and 5 degrees
- Make sure door seals are airtight
- Allow one inch of space on each side for good circulation
- Keep your refrigerator out of sunlight not in a hot garage
- Clean the cooling coils in the back of refrigerator often
- Refrigerator and freezers operate more efficiently when full, not overloaded

### Water Heating:

- Lower the temperature to 120 degrees
- Insulate the hot water pipes
- Repair leaky faucets
- Install low flow showerheads
- Take a short shower instead of a bath
- Do not let the water run
- Run dishwasher with full loads only

### Other:

- Turn off TVs when no one is watching
- Lower the setting on your dehumidifier
- Use sleep mode when computer is not in use
- Buy Energy Star rated appliances
- Use the sleep function on devices when available
- Air dry dishes instead of using cycle in dishwasher

Visit [pawpowerswitch.com](http://pawpowerswitch.com) for options to shop for another generation supplier  
Visit [ppllectric.com](http://ppllectric.com) to see your daily and hourly usage to help find ways to conserve

# Metering Support Laboratory

## Laboratory Test Results

Customer Name: Judith Wallace  
Customer Billing Account: [REDACTED]  
Meter Manufacturer: Landis and Gyr  
Meter Serial Number: [REDACTED]  
Meter Test Date: 3/14/2024

Meter Test Results:  
- Full Load Test: 100.02%  
- Light Load Test: 100.05%  
- Average Accuracy: 100.02%

PPL Electric Utilities Metering Laboratory is certified by the Pennsylvania Public Utility Commission. Meters are tested in accordance with Chapter 57.20. Full load meter testing is conducted at 100% of rated nameplate test current. Light Load meter testing is conducted at 10% of rated nameplate test current. Average Result is a weighted average of the two test points using 80% full load and 20% light load.

All meter accuracy results and equipment used are traceable to the National Institute of Standards and Technology (NIST) in Gaithersburg, Maryland.

Certified meter test results for Meter Serial number [REDACTED] were obtained using a WECO Model 4150 test system with serial number 7753 301545.

Additional testing notes:

Certified:  
Joseph Chunko  
Supervising Engineer, Metering Support

**PPL Electric Utilities**

**Account Activity Statement**

\*\*\* Account Information \*\*\*

\*\*\* Current Account Status \*\*\*

**Account Number:**

**Mail To:**

**Service Address:**

**Payment Agreement:**

**Date/Time Retrieved:**

3/15/2024 9:47 AM

Installment: 0

Balance: 0

**Budget Bill Amortization:**

Installment: 0

Balance: 0

**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
3/1/2022	Payment		\$-181.46	\$0.00	\$0.00	\$0.00			0	0	0
3/11/2022	ELECTRIC SERVICE		\$173.91	\$0.00	\$0.00	\$0.00			0	0	0
3/11/2022	Regular Bill	04/04	\$173.91	\$0.00	\$0.00	\$0.00	0756/0000	81313A	29	1217	0
3/31/2022	Payment		\$-173.91	\$0.00	\$0.00	\$0.00			0	0	0
4/11/2022	ELECTRIC SERVICE		\$165.35	\$0.00	\$0.00	\$0.00			0	0	0
4/11/2022	Regular Bill	05/02	\$165.35	\$0.00	\$0.00	\$0.00	0614/0000	82465A	31	1152	0
4/28/2022	Payment		\$-165.35	\$0.00	\$0.00	\$0.00			0	0	0
5/11/2022	ELECTRIC SERVICE		\$169.95	\$0.00	\$0.00	\$0.00			0	0	0
5/11/2022	Regular Bill	06/01	\$169.95	\$0.00	\$0.00	\$0.00	0321/0002	83654A	30	1189	0
5/27/2022	Payment		\$-169.95	\$0.00	\$0.00	\$0.00			0	0	0
6/10/2022	BUDGET BILLING		\$184.00	\$0.00	\$0.00	\$0.00			0	0	0
6/10/2022	Regular Bill	07/05	\$184.00	\$0.00	\$146.75	\$-37.25	0006/0163	84583A	30	929	0
7/5/2022	Payment		\$-184.00	\$0.00	\$0.00	\$0.00			0	0	0
7/12/2022	BUDGET BILLING		\$184.00	\$0.00	\$0.00	\$0.00			0	0	0
7/12/2022	Regular Bill	08/02	\$184.00	\$0.00	\$241.90	\$20.65	0000/0320	85964A	32	1381	0
7/28/2022	Payment		\$-184.00	\$0.00	\$0.00	\$0.00			0	0	0
8/10/2022	BUDGET BILLING		\$184.00	\$0.00	\$0.00	\$0.00			0	0	0
8/10/2022	Regular Bill	08/31	\$184.00	\$0.00	\$311.57	\$148.22	0000/0441	87771A	29	1807	0
8/29/2022	Payment		\$-184.00	\$0.00	\$0.00	\$0.00			0	0	0
9/9/2022	BUDGET BILLING		\$196.00	\$0.00	\$0.00	\$0.00			0	0	0
9/9/2022	Regular Bill	10/03	\$196.00	\$0.00	\$227.93	\$180.15	0000/0339	89060A	30	1289	0
9/28/2022	Payment		\$-196.00	\$0.00	\$0.00	\$0.00			0	0	0
10/10/2022	BUDGET BILLING		\$196.00	\$0.00	\$0.00	\$0.00			0	0	0
10/10/2022	Regular Bill	10/31	\$196.00	\$0.00	\$194.74	\$178.89	0154/0069	90132A	31	1072	0
10/28/2022	Payment		\$-196.00	\$0.00	\$0.00	\$0.00			0	0	0

**PPL Electric Utilities**

<b>Date</b>	<b>Transaction Type</b>	<b>Due Date</b>	<b>Transaction Amount</b>	<b>Balance Forward</b>	<b>Actual Billed</b>	<b>Deferred Balance</b>	<b>Deg Day H/C</b>	<b>RDG Type</b>	<b>Days Used</b>	<b>KWH</b>	<b>Billed KW</b>
11/8/2022	BUDGET BILLING		\$196.00	\$0.00	\$0.00	\$0.00			0	0	0
11/8/2022	Regular Bill	11/29	\$196.00	\$0.00	\$236.09	\$218.98	0294/0009	91451A	29	1319	0
11/28/2022	Payment		\$-196.00	\$2.70	\$0.00	\$0.00			0	0	0
12/8/2022	BUDGET BILLING		\$222.00	\$0.00	\$0.00	\$0.00			0	0	0
12/8/2022	Regular Bill	12/29	\$222.00	\$0.00	\$533.12	\$530.10	0715/0000	94435A	30	2984	0
12/28/2022	Payment		\$-222.00	\$0.00	\$0.00	\$0.00			0	0	0
1/12/2023	BUDGET BILLING		\$222.00	\$0.00	\$0.00	\$0.00			0	0	0
1/12/2023	Regular Bill	02/02	\$222.00	\$0.00	\$1,260.09	\$1,568.19	0995/0000	00921A	33	6486	0
1/30/2023	Payment		\$-222.00	\$0.00	\$0.00	\$0.00			0	0	0
2/8/2023	BUDGET BILLING		\$222.00	\$0.00	\$0.00	\$0.00			0	0	0
2/8/2023	Regular Bill	03/01	\$222.00	\$0.00	\$246.55	\$1,592.74	0849/0000	02128A	29	1207	0
2/28/2023	Payment		\$-222.00	\$0.00	\$0.00	\$0.00			0	0	0
3/10/2023	BUDGET BILLING		\$701.00	\$0.00	\$0.00	\$0.00			0	0	0
3/10/2023	Regular Bill	04/03	\$701.00	\$0.00	\$216.69	\$1,108.43	0681/0000	03179A	30	1051	0
3/28/2023	Payment		\$-222.00	\$0.00	\$0.00	\$0.00			0	0	0
4/11/2023	BUDGET BILLING		\$701.00	\$0.00	\$0.00	\$0.00			0	0	0
4/11/2023	Regular Bill	05/02	\$1,180.00	\$479.00	\$246.13	\$653.56	0587/0000	04384A	32	1205	0
4/28/2023	Payment		\$-222.00	\$0.00	\$0.00	\$0.00			0	0	0
5/10/2023	Special Agreement		\$-150.00	\$0.00	\$0.00	\$0.00			0	0	0
5/10/2023	BUDGET BILLING		\$851.00	\$0.00	\$0.00	\$0.00			0	0	0
5/10/2023	Regular Bill	05/31	\$1,659.00	\$958.00	\$197.44	\$0.00	0240/0020	05335A	29	951	0
5/30/2023	Payment		\$-222.00	\$0.00	\$0.00	\$0.00			0	0	0
6/9/2023	BUDGET BILLING		\$338.00	\$0.00	\$0.00	\$0.00			0	0	0
6/9/2023	SPECIAL AGREEMENT - BB SETTLE		\$25.00	\$0.00	\$0.00	\$0.00			0	0	0
6/9/2023	Regular Bill	07/03	\$1,800.00	\$1,437.00	\$176.26	\$-161.74	0036/0070	06209A	30	874	0
6/28/2023	Payment		\$-176.26	\$0.00	\$0.00	\$0.00			0	0	0
7/11/2023	BUDGET BILLING		\$62.28	\$0.00	\$0.00	\$0.00			0	0	0
7/11/2023	SPECIAL AGREEMENT - BB SETTLE		\$25.00	\$0.00	\$0.00	\$0.00			0	0	0
7/11/2023	Regular Bill	08/01	\$1,711.02	\$1,623.74	\$224.02	\$0.00	0004/0260	07460A	32	1251	0
7/27/2023	Payment		\$-224.02	\$0.00	\$0.00	\$0.00			0	0	0

**PPL Electric Utilities**

<b>Date</b>	<b>Transaction Type</b>	<b>Due Date</b>	<b>Transaction Amount</b>	<b>Balance Forward</b>	<b>Actual Billed</b>	<b>Deferred Balance</b>	<b>Deg Day H/C</b>	<b>RDG Type</b>	<b>Days Used</b>	<b>KWH</b>	<b>Billed KW</b>
8/8/2023	Late Payment Charge		\$17.97	\$0.00	\$0.00	\$0.00			0	0	0
8/9/2023	ELECTRIC SERVICE		\$264.34	\$0.00	\$0.00	\$0.00			0	0	0
8/9/2023	SPECIAL AGREEMENT - BB SETTLE		\$25.00	\$0.00	\$0.00	\$0.00			0	0	0
8/9/2023	Regular Bill	08/30	\$1,794.31	\$1,487.00	\$0.00	\$0.00	0000/0363	08943A	29	1483	0
8/25/2023	Payment		\$-264.34	\$0.00	\$0.00	\$0.00			0	0	0
9/8/2023	ELECTRIC SERVICE		\$216.41	\$0.00	\$0.00	\$0.00			0	0	0
9/8/2023	SPECIAL AGREEMENT - BB SETTLE		\$25.00	\$0.00	\$0.00	\$0.00			0	0	0
9/8/2023	Regular Bill	10/02	\$1,771.38	\$1,529.97	\$0.00	\$0.00	0000/0329	10123A	30	1180	0
9/27/2023	Payment		\$-216.41	\$0.00	\$0.00	\$0.00			0	0	0
10/9/2023	ELECTRIC SERVICE		\$185.73	\$0.00	\$0.00	\$0.00			0	0	0
10/9/2023	SPECIAL AGREEMENT - BB SETTLE		\$25.00	\$0.00	\$0.00	\$0.00			0	0	0
10/9/2023	Regular Bill	10/30	\$1,765.70	\$1,554.97	\$0.00	\$0.00	0069/0084	11123A	31	1000	0
10/27/2023	Payment		\$-185.73	\$0.00	\$0.00	\$0.00			0	0	0
11/7/2023	ELECTRIC SERVICE		\$178.04	\$0.00	\$0.00	\$0.00			0	0	0
11/7/2023	SPECIAL AGREEMENT - BB SETTLE		\$25.00	\$0.00	\$0.00	\$0.00			0	0	0
11/7/2023	Regular Bill	11/28	\$1,783.01	\$1,579.97	\$0.00	\$0.00	0331/0004	12078A	29	955	0
11/22/2023	Payment		\$-178.04	\$0.00	\$0.00	\$0.00			0	0	0
12/8/2023	ELECTRIC SERVICE		\$244.71	\$0.00	\$0.00	\$0.00			0	0	0
12/8/2023	Regular Bill	01/02	\$1,849.68	\$1,604.97	\$0.00	\$0.00	0695/0000	13447A	31	1369	0
1/2/2024	Payment		\$-244.71	\$0.00	\$0.00	\$0.00			0	0	0
1/11/2024	ELECTRIC SERVICE		\$216.66	\$0.00	\$0.00	\$0.00			0	0	0
1/11/2024	Regular Bill	02/01	\$1,821.63	\$1,604.97	\$0.00	\$0.00	0857/0000	14715A	34	1268	0
1/29/2024	Payment		\$-216.66	\$0.00	\$0.00	\$0.00			0	0	0
2/9/2024	ELECTRIC SERVICE		\$195.95	\$0.00	\$0.00	\$0.00			0	0	0
2/9/2024	Regular Bill	03/04	\$1,800.92	\$1,604.97	\$0.00	\$0.00	0885/0000	15866A	29	1151	0
3/1/2024	Payment		\$-195.95	\$0.00	\$0.00	\$0.00			0	0	0
3/12/2024	ELECTRIC SERVICE		\$187.48	\$0.00	\$0.00	\$0.00			0	0	0
3/12/2024	Regular Bill	04/02	\$1,792.45	\$1,604.97	\$0.00	\$0.00	0763/0000	00015A	32	1097	0

## **Understanding Your Rights**

The Pennsylvania Public Utility Commission (PUC) is a regulatory agency that balances the needs of consumers and utilities to ensure safe and reliable utility service at reasonable rates. Additionally, the PUC establishes the rules and regulations with which utilities must comply.

If you do not agree with this report, you may file an informal complaint with the PUC by calling toll-free in PA at 1-800-692-7380. If you prefer, you may write the PUC, P.O. Box 3265, Harrisburg, PA 17105-3265.

The PUC will ask you to provide the following information.

- The customer's name and phone number.
- The customer's address, and if different, the service address.
- The utility company's name and the customer's account number, if there is one.
- A brief statement of the dispute and the relief sought.
- Whether the company has already investigated and reported the dispute.
- Whether the same formal or informal complaint was filed with the PUC in the past.
- The proposed shut-off date, if any.

If you need additional information or have other concerns, please call PPL toll-free at 1-800-DIAL-PPL (1-800-342-5775).