

C-2023-3042726

RCVD PUC SEC BUR  
MAY 20 2024 AM 10:48

## **PPL ELECTRIC EXHIBIT NO. 12**

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



JUDITH TAPTICH  
669 WHITE HALL RD  
DANVILLE, PA 17821

April 5, 2023

**Bill Account Number:** [REDACTED]

Dear JUDITH TAPTICH:

As a result of a meter reading error on your account, you were not billed for all the electricity you used. We have corrected this now.

In a separate mailing, you will receive the corrected bill. You do not have to pay the full amount in one lump sum. If you cannot pay the full balance by the due date, we will be glad to set up a payment plan for you.

If you would like to set up a payment plan or if you would like to discuss this matter, please call one of our Customer Service Representatives at the number on the top of this letter. If we do not hear from you within 15 days, we will assume you can pay the total balance by the due date.

You are a valued customer and we appreciate the opportunity to serve you.

Sincerely,

**PPL Electric Utilities**

### **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).

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

DATE: May 20, 2024

SUBJECT: Judith Taptich v. PPL Electric Utilities Corporation  
Docket No. C-2023-3042726

TO: Rosemary Chiavetta, Secretary

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FROM: Alphonso Arnold III, ALJ  
Office of Administrative Law Judge

The following exhibits have been accepted into the record in the above-referenced case:

- PPL Electric Exhibit No. 12

Please place the exhibit in Infomap and file the exhibit in the appropriate folder in the Secretary's Bureau.

If you have any questions about the exhibit, or this Memo, please contact me by email at [alphonarno@pa.gov](mailto:alphonarno@pa.gov) or phone at (717) 787-3836.

Thank you.

Encl.

Copy to file