

Tiffany Houser  
4731 Mill Road  
Schnecksville, PA 18078  
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June 4, 2024

Public Utility Commission  
Commonwealth of Pennsylvania

Subject: F-2024-3047308  
Tiffany Houser v. PPL Electric Utilities Corporation

To Whom It May Concern:

I would like to submit the attached document as additional supporting documentation, Exhibit A.

Exhibit A is a recent letter from PPL Electric Utilities that documents a fictitious interaction between myself and PPL Electric Utilities and a fee that I was not made aware of nor consented to. It also includes erroneous billing information that would have impacted the due date balance by eleven days. I believe that the information provided in this e-filing is valuable in showing communication and billing errors that continue to persist.

Please do not hesitate to contact me if you require any further information or clarification.

Yours truly,



Tiffany Houser

Uploaded  
5/22

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



TIFFANY HOUSER  
4731 MILL RD  
SCHNECKSVILLE, PA 18078

4/25  
Bill states due  
\$375.14  
4/22/24  
Naomi

April 17, 2024

**Bill Account Number:** 60930-07022

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Dear TIFFANY HOUSER:

Nope  
Never  
asked  
this  
info.

On 03/13/2024, you contacted us about the amount of your bill for electric use through 03/13/2024.

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. never

We tested your meter on 04/16/2024, 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 \$375.14 and will become past due on 05/03/2024.

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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**  
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→ Calls are recorded.