

COMMONWEALTH OF PENNSYLVANIA  
PUBLIC UTILITY COMMISSION

- - - - -  
 : DOCKET NO.  
 3 TIM QUADE, : C-2024-3046206  
 4 :  
 5 v. :  
 6 PPL UTILITIES :  
 Corporation :  
 7 :  
 8 Initial Call-In Telephonic :  
 Hearing :  
 9 - - - - -

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Judge's Chambers  
Commonwealth Keystone Building  
400 North Street  
Harrisburg, PA 17120

Friday, May 24, 2024  
Commencing at 10:07 a.m.

BEFORE:

JOHN M. COOGAN, Administrative Law Judge

REPORTER:

KRISTA L. SCHULTZ, RPR

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KARASCH & ASSOCIATES 800-621-5689

## INDEX TO EXHIBITS

COMPLAINANT: IDENTIFIED/ADMITTED

N/A

RESPONDENT: IDENTIFIED/ADMITTED

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(Meter readings 12/7/2023-1/10/2024)

PPL Electric Exhibit No. 7  
(Month-by-month usage history)

# **PPL ELECTRIC EXHIBIT NO. 1**

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

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

Account Number: [REDACTED]  
 Mail To: TIM QUADE  
 169 HERR AVE  
 LANCASTER PA 17602  
 Requested By: TIM QUADE  
 Extension: [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
05/28/2020	Payment		\$-166.00								
06/10/2020	Budget Bill Int Only		\$-0.05								
06/10/2020	BUDGET BILLING		\$166.00								
06/10/2020	Regular Bill	07/01	\$165.95		\$114.13	\$-91.45	0144/0108	37163A	32	928	
06/29/2020	Payment		\$-165.95								
07/10/2020	Budget Bill Int Only		\$-0.13								
07/10/2020	BUDGET BILLING		\$166.00								
07/10/2020	Regular Bill	08/03	\$165.87		\$144.35	\$-113.10	0001/0365	38388A	30	1225	
07/30/2020	Payment		\$-165.87								
08/11/2020	Budget Bill Int Only		\$-0.16								
08/11/2020	BUDGET BILLING		\$166.00								
08/11/2020	Regular Bill	09/01	\$165.84		\$213.16	\$-65.94	0000/0512	40273A	32	1885	
08/28/2020	Payment		\$-165.84								
09/10/2020	Budget Bill Int Only		\$-0.09								
09/10/2020	BUDGET BILLING		\$166.00								
09/10/2020	Regular Bill	10/01	\$165.91		\$161.03	\$-70.91	0000/0350	41659A	30	1386	
09/29/2020	Payment		\$-165.91								
10/12/2020	Budget Bill Int Only		\$-0.10								
10/12/2020	BUDGET BILLING		\$166.00								
10/12/2020	Regular Bill	11/02	\$165.90		\$113.77	\$-123.14	0130/0065	42593A	30	934	
10/29/2020	Payment		\$-165.90								
11/10/2020	Budget Bill Int Only		\$-0.17								
11/10/2020	BUDGET BILLING		\$166.00								
11/10/2020	Regular Bill	12/02	\$165.83		\$101.65	\$-187.49	0326/0004	43412A	31	819	
11/30/2020	Payment		\$-165.83								
12/10/2020	Budget Bill Settlement		\$-51.67								
12/10/2020	Budget Bill Int Only		\$-0.26								
12/10/2020	BUDGET BILLING										
12/10/2020	Regular Bill	12/31	\$-51.93		\$135.82		0570/0001	44558A	30	1146	
01/12/2021	BUDGET BILLING		\$154.00								
01/12/2021	Regular Bill	02/02	\$102.07		\$299.23	\$145.23	0993/0000	47206A	33	2648	
01/29/2021	Payment		\$-102.07								

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	BILLED KW
02/11/2021	BUDGET BILLING		\$154.00							
02/11/2021	Regular Bill	03/04	\$154.00		\$226.76	\$217.99	0982/0000	49176A	30	1970
03/02/2021	Payment		\$-154.00							
03/15/2021	BUDGET BILLING		\$154.00							
03/15/2021	Regular Bill	04/05	\$154.00		\$203.96	\$267.95	0874/0000	50932A	30	1756
03/31/2021	Payment		\$-154.00							
04/14/2021	BUDGET BILLING		\$169.00							
04/14/2021	Regular Bill	05/05	\$169.00		\$122.27	\$221.22	0544/0000	51917A	32	985
05/03/2021	Payment		\$-169.00							
05/13/2021	BUDGET BILLING		\$169.00							
05/13/2021	Regular Bill	06/03	\$169.00		\$102.28	\$154.50	0311/0010	52710A	29	793
06/01/2021	Payment		\$-169.00							
06/14/2021	BUDGET BILLING		\$169.00							
06/14/2021	Regular Bill	07/06	\$169.00		\$109.25	\$94.75	0063/0180	53568A	30	858
07/01/2021	Payment		\$-169.00							
07/14/2021	BUDGET BILLING		\$169.00							
07/14/2021	Regular Bill	08/04	\$169.00		\$178.51	\$104.26	0001/0355	55076A	32	1508
08/02/2021	Payment		\$-169.00							
08/12/2021	BUDGET BILLING		\$169.00							
08/12/2021	Regular Bill	09/02	\$169.00		\$208.38	\$143.64	0000/0340	56674A	29	1598
08/31/2021	Payment		\$-169.00							
09/13/2021	BUDGET BILLING		\$169.00							
09/13/2021	Regular Bill	10/04	\$169.00		\$261.38	\$236.02	0000/0323	58254A	30	1580
09/30/2021	Payment		\$-169.00							
10/12/2021	BUDGET BILLING		\$196.00							
10/12/2021	Regular Bill	11/02	\$196.00		\$185.03	\$225.05	0030/0126	59342A	31	1088
10/29/2021	Payment		\$-196.00							
11/10/2021	BUDGET BILLING		\$196.00							
11/10/2021	Regular Bill	12/02	\$196.00		\$145.01	\$174.06	0297/0010	60176A	29	834
11/30/2021	Payment		\$-196.00							
12/10/2021	Special Agreement		\$-185.79							
12/10/2021	BUDGET BILLING		\$381.79							
12/10/2021	Regular Bill	01/03	\$196.00		\$207.73		0061/0000	61492A	30	57
12/29/2021	Payment		\$-196.00							
01/12/2022	BUDGET BILLING		\$187.00							

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
01/12/2022	SPECIAL AGREEMENT - BB SETTLE		\$30.96								
01/12/2022	Regular Bill	02/02	\$217.96		\$264.10	\$77.10	0905/0000	63731A	33	2239	
01/31/2022	Payment		\$-217.96								
02/10/2022	BUDGET BILLING		\$187.00								
02/10/2022	SPECIAL AGREEMENT - BB SETTLE		\$30.96								
02/10/2022	Regular Bill	03/03	\$217.96		\$225.88	\$115.98	1119/0000	65629A	29	1898	
03/01/2022	Payment		\$-217.96								
03/11/2022	BUDGET BILLING		\$187.00								
03/11/2022	SPECIAL AGREEMENT - BB SETTLE		\$30.96								
03/11/2022	Regular Bill	04/04	\$217.96		\$206.29	\$135.27	0765/0000	67350A	29	1721	
03/31/2022	Payment		\$-217.96								
04/11/2022	BUDGET BILLING		\$187.00								
04/11/2022	SPECIAL AGREEMENT - BB SETTLE		\$30.96								
04/11/2022	Regular Bill	05/02	\$217.96		\$163.67	\$111.94	0583/0000	68687A	29	1337	
04/28/2022	Payment		\$-217.96								
05/11/2022	BUDGET BILLING		\$187.00								
05/11/2022	SPECIAL AGREEMENT - BB SETTLE		\$30.96								
05/11/2022	Regular Bill	06/01	\$217.96		\$161.35	\$86.29	0374/0002	70005A	32	1318	
05/27/2022	Payment		\$-217.96								
06/10/2022	BUDGET BILLING		\$187.00								
06/10/2022	SPECIAL AGREEMENT - BB SETTLE		\$30.99								
06/10/2022	Regular Bill	07/05	\$217.99		\$114.72	\$14.01	0011/0159	70902A	30	897	
06/30/2022	Payment		\$-217.99								
07/12/2022	BUDGET BILLING		\$200.00								
07/12/2022	Regular Bill	08/02	\$200.00		\$144.83	\$-41.16	0000/0314	71950A	32	1048	
07/29/2022	Payment		\$-200.00								
08/10/2022	BUDGET BILLING		\$200.00								
08/10/2022	Regular Bill	08/31	\$200.00		\$202.26	\$-38.90	0000/0438	73465A	29	1515	
08/29/2022	Payment		\$-200.00								
09/09/2022	BUDGET BILLING		\$200.00								
09/09/2022	Regular Bill	10/03	\$200.00		\$158.13	\$-80.77	0000/0351	74614A	30	1149	
09/29/2022	Payment		\$-200.00								
10/10/2022	Budget Bill Int Only		\$-0.01								
10/10/2022	BUDGET BILLING		\$152.00								
10/10/2022	Regular Bill	10/31	\$151.99		\$140.52	\$-92.25	0114/0076	75601A	29	987	
10/27/2022	Payment		\$-151.99								
11/08/2022	Budget Bill Int Only		\$-0.01								

Bill Account: [REDACTED]

Account Activity Statement

Date: 05/16/24  
Page: 4

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
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10/09/2023	BUDGET BILLING		\$278.00							
10/09/2023	Regular Bill	10/30	\$278.00	\$132.73	\$119.69	0042/0096	93876A	29		
10/26/2023	Payment		\$-278.00							
11/08/2023	BUDGET BILLING		\$278.00							
11/08/2023	Regular Bill	11/29	\$278.00	\$199.10	\$40.79	0340/0010	95152A	31	1276	
11/27/2023	Payment		\$-278.00							
12/11/2023	Special Agreement		\$-69.04							
12/11/2023	BUDGET BILLING		\$347.04							
12/11/2023	Regular Bill	01/02	\$278.00	\$306.25		0683/0000	97172A	31	2020	
12/28/2023	Payment		\$-278.00							
01/12/2024	BUDGET BILLING		\$228.00							
01/12/2024	SPECIAL AGREEMENT - BB SETTLE		\$17.26							
01/12/2024	Regular Bill	02/05	\$245.26	\$473.82	\$245.82	0217/0000	00372A	34	614	
02/01/2024	Payment		\$-245.26							
02/12/2024	BUDGET BILLING		\$228.00							
02/12/2024	SPECIAL AGREEMENT - BB SETTLE		\$17.26							
02/12/2024	Regular Bill	03/04	\$245.26	\$338.35	\$356.17	0882/0000	02671A	29	2299	
02/29/2024	Payment		\$-245.26							
02/29/2024	Payment		\$-400.00							
03/13/2024	BUDGET BILLING		\$228.00							
03/13/2024	SPECIAL AGREEMENT - BB SETTLE		\$17.26							
03/13/2024	Regular Bill	04/03	\$-154.74	\$319.82	\$447.99	0777/0000	01817A	32	2167	
04/12/2024	BUDGET BILLING		\$247.00							
04/12/2024	SPECIAL AGREEMENT - BB SETTLE		\$17.26							
04/12/2024	Regular Bill	05/06	\$109.52	\$182.03	\$383.02	0529/0000	03003A	30	1186	
05/02/2024	Payment		\$-109.52							
05/13/2024	BUDGET BILLING		\$247.00							
05/13/2024	Regular Bill	06/03	\$247.00	\$113.27	\$249.29	0184/0046	03699A	29	696	

# **PPL ELECTRIC EXHIBIT NO. 2**

**Account Contact History**  
**Account:** [REDACTED] **Customer Name: TIM QUADE**  
 From 5/16/2020 to 5/16/2024

Contact Date	Contact Type	Remarks	User
2024-02-16	Correspondence - General	Template Name Bill Inquiry-Meter Tested OK Created By Eibach Linda M Letter Edited Yes CS Letters ID 5660292	CSLET
2024-02-16	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2024-02-16	Miscellaneous	WATT Generalist - Meter Test-CMO Issued Work Item 4166339 Completed	LINDA M EIBACH
2024-02-16	Miscellaneous	WATT ID 4166339 METER TEST RESULTS SENT TO CUSTOMER ON 2 16 24.	LINDA M EIBACH
2024-02-14	Change Meter Only Maintained		DALE W DREIBELBIS
2024-02-09	Miscellaneous	Recvd email from OGC regarding PUC Formal meter test required. Issued CMO on 02 09 24	KELLY A BELL
2024-02-09	Miscellaneous	WATT Generalist - Meter Test-CMO Issued Work Item 4166339 Created	KELLY A BELL
2024-02-09	Change Meter Only Issued	Per OGC regarding PUC Formal mtr tested requested. Change asap. Tag and box old meter with bill account and send to SFC-Meter Test-Customer Complaint	KELLY A BELL
2024-02-07	SC - PUC Formal Complaint	The customer filed Formal Complaint Docket No. C-2024-3046206- WATT ID 4164867	E02623
2024-02-07	Miscellaneous	WATT CCC Formal Complaint - Bill Dispute High Bill Work Item 4164867 Created	CARMEN P URBAN
2024-01-22	Credit	Caller Back Office Ratepayer. CCI about high usage charges. Screen went black then call disconnected before I could verify acct.	SKYE TORRES
2024-01-22	Call Transfer	Caller Back Office Ratepayer User Comments transferred customer to EE for further assistance. has concerns with usage NOT BB amt. doesnt understand how his bill can be 473.82 with 3200kW used. threatened to report to PUC but not skilled to handle	KAYLA MARCHETTI
2024-01-22	WUR Assessment	Back Office Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. WUR Required No. Provided PUC No. Interested in SO No.	KAYLA MARCHETTI
2023-12-28	Cust Choice 1 Bill	Supplier added on 2024-01-03 - Public Power LLC	
2023-12-28	Batch Enrollment		
2023-07-12	Special Situation	HIGH BILL ALERT	SUPP_HB
2023-07-09	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note OMS_CSS.services.contacts.privcontacts notification_PPL_CUSTOMER_CONTACT_VIEWPublishDocument USER_NAME Call Type 01 AMI Power Down Event Comments none	MTR
2023-06-10	Special Situation	HIGH BILL ALERT	SUPP_HB
2023-06-09	Cust Choice 1 Bill	Supplier added on 2023-06-14 - MAJOR ENERGY	
2023-06-09	Batch Enrollment		
2023-06-02	SC - GRACE EXTENSION	Caller Back Office Ratepayer. SC Status from Open to Closed Cust Rights Given Y Cust Satisfied Y Comments BCS 3887435 DEC CLOSED 06 02 2023 SEE CRS	CUCL143
2023-05-19	Batch Enrollment		
2023-02-06	SC - PUC Informal Complaint	PUC MDIA BCS 3887435	CUCL143
2023-02-04	Data Repair	DR REQ10782282 - CD-NXT-COLL-ACTION UPDATE	CSSDR044
2023-02-02	Data Repair	DR REQ10782282 - CD-NXT-COLL-ACTION UPDATE	CSSDR044
2023-01-13	Data Repair	INC10765324 - Reads Workaround	CSSDR044
2022-06-08	Batch Enrollment		
2022-05-31	Choice Standard Offer	Web User Accepted Standard Offer Supplier NextEra Energy Services Customer consented to give supplier phone email	SELF SERVICE USER
2022-02-07	WUR Assessment	TIM QUADE Ratepayer. Caller s Concern Enhanced Verification Procedures. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	DENISE WALKER
2022-02-07	WEB Inquiry	Caller TIM QUADE Ratepayer User Comments Calling to update email address to help with online account. Adv there is no online account. Confirmed email address on file. Updated email address since he verified the pin. Walked him through the steps to set up account. He confirmed online account created and could get in. Sat	DENISE WALKER

Contact Date	Contact Type	Remarks	User
2022-02-07	WEB Maintain Bill Account	Updated email address from UnKnown to montanaquade@gmail.com.	SELF SERVICE USER
2022-02-07	Customer Maintained	need to update email address	DENISE WALKER
2022-02-07	Miscellaneous	Caller Back Office Ratepayer. Left VM	DENISE WALKER
2021-12-03	Cust Choice 1 Bill	Supplier added on 2021-12-08 - NextEra Energy Services	
2021-12-03	Batch Enrollment		
2021-11-29	Choice Standard Offer	Caller TIM QUADE Ratepayer CSR Comments Customer Accepted Standard Offer Supplier NextEra Energy Services No Preference Offer Code SOR2P1 Customer consented for release of phone number and email address to EGS	ANNETTE M DOLAN
2021-11-19	Cust Choice 1 Bill	Supplier added on 2021-11-24 - Inspire	
2021-11-19	Batch Enrollment		

# **PPL ELECTRIC EXHIBIT NO. 3**

Home

Case Search

## Informal Case View

<a href="#">General</a>			
BCS Case No.	3887435	Case Notes	Count : 1 <a href="#">Detail...</a>
CSS Account No.	██████████	Received Date	02/06/2023
CSS Name	TIM QUADE	Due Date	03/07/2023
Name	TIMOTHY QUADE	Investigator Name	CASE POOL, BCS
Service Address 1	169 HERR AVE	Mailing Address 1	
Service Address 2		Mailing Address 2	
Service City, State Zip	LANCASTER, PA 17602-	Mailing City, State Zip	, -
PUC Address	169 HERR AVE,,LANCASTERT,PA,17602-		
Service Class	RESIDENTIAL	Case Origin	TELEPHONE
Phone Number		Prior Case Number	0
Income Level		On Track	No
Reason For Contact	BILLING DISPUTES (# 18)		
Customer Position	18 & HIGH BILL DISPUTE. THE CUSTOMER IS DISPUTING THE BILL(S) FROM THE MONTH(S) OF. CUSTOMER IS DISPUTING THE JAN. BILL. CUSTOMER STATED HE BELIEVES THE USAGE IS INCORRECT. THE CELL PHONE NUMBER ██████████ HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS MONTANAQUADE@GMAIL.COM HAS BEEN ALLOWED TO BE SHARED.		
Company Position	02/01/2023 CUSTOMER HAS NOT BEEN ABLE TO REACH ANYONE AT THE COMPANY.		
Related Information			
Misc Info			
Heating	Yes	Service	On
Acct Bal Due Date	03/01/2023	Total Account Balance	191.75
Budget Bill Amount	203.00		
Arrearage	0.00	Reported Income Amount	0.00
Date of Last Customer Contact prior to Complaint			
<a href="#">Type Assignment</a>			
Case Type	Informal		

Category and Section	
Primary Category	High Bill
Secondary Category	
Tertiary Category	
Assign To Section	CCC-

Ownership	
Contact Person	E160994 - Hadginske,Michael
Written By	Dixon, Michelle
Written By Date	02/27/2023

Other Information			
Adults	0	Children	0
Amount Needed to Update Most Recent Payment Arrangement		Universal Service Program	No

Informal Final Report
<p>Details of the Company's Original Investigation</p> <p>1/13/2023 - The Company sent the customer the monthly bill statement. The amount of the bill was \$424.14. This amount reflects the actual usage of 3169 kWh for the 33 days from 12/7/2022 to 1/9/2023.</p>
<p>Company's Final Position to the Customer</p> <p>The Company has no record of the customer speaking to an agent regarding this issue.</p>
<p>Details of Company's Investigation after BCS Contact</p> <p>No additional investigation is necessary.</p>
<p>Company's Final Position to BCS</p> <p>The Company billed the customer on actual meter readings.</p> <p>The amount of the customer's bill was influenced by the electricity consumption and the cost of electricity.</p> <p>The Company experienced higher than normal call volume during the same general time as when this customer called. The Company has since added more phone agents to assist callers and shorten wait times.</p> <p>The customer's current usage is not out of line with the history at this location.</p> <p>From 12/7/2022 to 1/9/2023, the customer used 3169 kWh. From 12/9/2020 to 1/11/2021, the customer used 2648 kWh.</p> <p>The Company investigated the matter and did not find any inaccuracy with the billing.</p>

Analysis Information	
Justified	Not Analyzed
<b>No Analysis Items Found</b>	

Return To Search	Case History	Print
Decision	Change State	Dismiss

Home

### Decision Detail

Case Search

General			
BCS Case No.	3887435	CSS Account No.	██████████
Customer Name	TIMOTHY QUADE	Investigator Name	CASE POOL, BCS
Address 1	169 HERR AVE	Service Class	RESIDENTIAL
Address 2		Case Origin	TELEPHONE
City, State Zip	LANCASTER , PA 17602	Head Date	
Service Restore Amount		Current Monthly Payment	
Service Continue Amount		Service Continue Date	
Decision Issue	No	Ending Monthly Payment	
Chapter	56	Oral/Written	Oral
Section Rule	56.1; 56.163	Violation	ACTUAL
Total Balance	339.19	Closed Date	06/02/2023
Reconnect Amount	0.00	Balance Date	06/02/2023
Special Budget Amount		Regular Budget Amount	
Arrears Payment Plus		Final Monthly Payment	
Resolution	CASE DISMISSED. VERBAL CLOSE. CU BILLED FOR USAGE FROM ACTUAL METER READINGS AND BILLING IS CORRECT AS RENDERED. USAGE INCREASE RESULTED IN HIGHER MONTHLY INVOICE. CO UNABLE TO MANAGE CALL VOLUME LEADING TO LONGER WAIT TIMES. 56.1 & CU UNABLE TO REACH THE CO. 56.163 (1) INCOMPLETE REPORT. SOA PROVIDED IN REPORT DID NOT CONTAIN METER READINGS.		
Terms			
Letter Description			

Action Required Options			
Action Required	<input type="radio"/> Yes <input checked="" type="radio"/> No		
WorkQ Category	<input type="text" value=""/>		
Sub Category	<input type="text" value=""/>		
Up Front Amount	<input type="text" value=""/>	Up Front Due Date	<input type="text" value=""/>

Bill Type	<input type="text" value=""/>		
Plus Amount	<input type="text" value=""/>		
Beginning Date	<input type="text" value=""/>		
Write-Off Amount	<input type="text" value=""/>		
Comments	BCS#3887435 DEC CLOSED 06/02/2023 SEE CRS		
Processed By	305551	Processed Date	6/2/2023 12:38:04 PM

[Return to Case](#)

**PPL ELECTRIC EXHIBIT NO. 4**

## Metering Support Laboratory

### Laboratory Test Results

Customer Name: Tim Quade  
Customer Billing Account: [REDACTED]  
Meter Manufacturer: Landis and Gyr  
Meter Serial Number: [REDACTED]  
Meter Test Date: 2/15/2024

Meter Test Results:  
- Full Load Test: 100.04%  
- Light Load Test: 100.07%  
- Average Accuracy: 100.05%

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 EXHIBIT NO. 5**

**Subject:** Important Notice: PPL Electric's Price to Compare to decrease on June 1

**Preheader:** Now is the time to check your supply rate.

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## Price to Compare decreases on June 1

Dear %%Customer Name%%,

We understand that rising power prices, like the cost of so many goods and services in today's economy, have put added strain on household finances. We want you to know that we are committed to managing energy prices and securing the lowest cost of energy for our customers. That's why we update the supply charge, or Price to Compare, twice per year.

**On June 1, our default rate will decrease by 17%. The new Price to Compare will be 12.126 cents per kWh.**

If you don't shop for your electricity supply, and use an average of 1,000 kWh per month, your bill will decrease by approximately \$24.

### What can you do next?

- **Check your rate.** If you shop for your energy supply, it's a good time to check your rate – you could be paying more or less than our Price to Compare. You can find your rate listed on your bill or on the Account Summary page of your online profile at [ppllectric.com](http://ppllectric.com).
- **Compare your options.** At PPL Electric, we deliver your electricity, but we don't own the power plants where it's generated. If you don't shop for electricity supply, you'll pay the Price to Compare. If you're interested in shopping, you may be able to save. Use the Price to Compare as a reference point when shopping for electricity supply and compare offers at [papowerswitch.com](http://papowerswitch.com).
- **Shop smart.** If you shop, shop smart. Before making any changes, make sure to check the supplier's terms and conditions and be sure to read the fine print and beware of variable rates that start low and increase with the price of energy.

We're here to help you save, and sharing information about smart shopping is just one way we do that.

[Shop smart](#)

### Manage your electricity costs

There are a number of other things you can do to manage your bill and energy use and save money:

- [Monitor your usage online](#)
- [Save energy](#)
- [Get help with your bill](#)

Visit [us online](#) to learn more or call us at [1-800-342-5775](tel:1-800-342-5775).

Our pledge to our customers: You Depend on Us and We Deliver

### Connect with us



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**PPL ELECTRIC EXHIBIT NO. 6**

Account Number	Meter Number	Multiplier	Manufacturer	Date	Delivered Read	Total Usage kWh	Demand KW	Peak kWh	Off Peak kWh
		1	Siemens	01/10/2024	372	72.284	11.92		
		1	Siemens	01/09/2024	290	81.928	11.92		
		1	Siemens	01/08/2024	216	73.966	11.92		
		1	Siemens	01/07/2024	135	80.826	11.92		
		1	Siemens	01/06/2024	41	94.032	11.92		
		1	Siemens	01/05/2024	99932	108.496	8.61		
		1	Siemens	01/04/2024	99853	79.601	8.61		
		1	Siemens	01/03/2024	99758	94.625	14.1		
		1	Siemens	01/02/2024	99667	91.493	14.1		
		1	Siemens	01/01/2024	99582	84.411	14.1		
		1	Siemens	12/31/2023	99487	94.907	14.1		
		1	Siemens	12/30/2023	99394	92.924	14.1		
		1	Siemens	12/29/2023	99290	104.472	13.55		
		1	Siemens	12/28/2023	99208	82.287	13.55		
		1	Siemens	12/27/2023	99122	85.775	13.55		
		1	Siemens	12/26/2023	99034	88.324	13.55		
		1	Siemens	12/25/2023	98932	102.037	13.55		
		1	Siemens	12/24/2023	98843	88.519	13.55		
		1	Siemens	12/23/2023	98722	121.125	13.55		
		1	Siemens	12/22/2023	98615	107.202	13.55		
		1	Siemens	12/21/2023	98519	96.103	13.55		
		1	Siemens	12/20/2023	98404	114.545	13.55		
		1	Siemens	12/19/2023	98312	92.026	13.55		
		1	Siemens	12/18/2023	98239	73.149	13.55		
		1	Siemens	12/17/2023	98155	84.12	13.55		
		1	Siemens	12/16/2023	98067	88.034	13.55		
		1	Siemens	12/15/2023	97957	109.942	13.55		
		1	Siemens	12/14/2023	97861	95.576	13.55		
		1	Siemens	12/13/2023	97758	102.812	13.55		
		1	Siemens	12/12/2023	97660	98.169	13.55		
		1	Siemens	12/11/2023	97568	92.239	0		
		1	Siemens	12/10/2023	97484	83.511	13.55		
		1	Siemens	12/09/2023	97385	99.107	13.55		
		1	Siemens	12/08/2023	97278	107.391	8.64		
		1	Siemens	12/07/2023	97172	105.699	11.81		

Actual meter reads display in black. Estimated meter reads display in orange. We estimate readings from time-to-time for several reasons, and we could update these numbers later.

The information contained in this file is intended for the confidential use by the customer and third parties authorized by the customer to receive the information. Any unauthorized use is prohibited.

**PPL ELECTRIC EXHIBIT NO. 7**

Account Number	Billed	Days in bill	Total KWh Used	Avg kWh/day	Electricity costs	Avg. Temperature
	05/13/2024	29	696	24	\$113.27	60
	04/12/2024	30	1186	40	\$182.03	48
	03/13/2024	32	2167	68	\$319.82	41
	02/12/2024	29	2299	79	\$338.35	36
	01/12/2024	34	3200	94	\$473.82	41
	12/11/2023	31	2020	65	\$306.25	44
	11/08/2023	31	1276	41	\$199.10	55
	10/09/2023	29	815	28	\$132.73	67
	09/08/2023	30	1342	45	\$208.66	76
	08/09/2023	29	1430	49	\$217.56	77
	07/11/2023	32	1287	40	\$207.24	68
	06/09/2023	30	620	21	\$148.31	66
	05/10/2023	29	950	33	\$137.42	57
	04/11/2023	32	1563	49	\$216.20	47
	03/10/2023	30	1835	61	\$251.19	43
	02/08/2023	29	2139	74	\$290.24	37
	01/13/2023	33	3169	96	\$424.14	36
	12/08/2022	30	1874	62	\$253.24	43
	11/08/2022	31	1251	40	\$174.01	56
	10/10/2022	29	987	34	\$140.52	64
	09/09/2022	30	1149	38	\$158.13	76
	08/10/2022	29	1515	52	\$202.26	80
	07/12/2022	32	1048	33	\$144.83	75
	06/10/2022	30	897	30	\$114.72	70
	05/11/2022	32	1318	41	\$161.35	54
	04/11/2022	29	1337	46	\$163.67	46
	03/11/2022	29	1721	59	\$206.29	40
	02/10/2022	29	1898	65	\$225.88	28
	01/12/2022	33	2239	68	\$264.10	38
	12/10/2021	30	1316	44	\$207.73	44
	11/10/2021	29	834	29	\$145.01	55
	10/12/2021	31	1088	35	\$185.03	68
	09/13/2021	30	1580	53	\$261.38	75
	08/12/2021	29	1598	55	\$208.38	76
	07/14/2021	32	1508	47	\$178.51	76
	06/14/2021	30	858	29	\$109.25	69
	05/13/2021	29	793	27	\$102.28	55
	04/14/2021	32	985	31	\$122.27	49
	03/15/2021	30	1756	59	\$203.96	37
	02/11/2021	30	1970	66	\$226.76	33
	01/12/2021	33	2648	80	\$299.23	36
	12/10/2020	30	1146	38	\$135.82	47
	11/10/2020	31	819	26	\$101.65	55
	10/12/2020	30	934	31	\$113.77	63
	09/10/2020	30	1386	46	\$161.03	76
	08/11/2020	32	1885	59	\$213.16	81
	07/10/2020	30	1225	41	\$144.35	77
	06/10/2020	32	928	29	\$114.13	64
	05/11/2020	30	1065	36	\$128.92	51

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