

Laura Goodz
644 Center Rd
Quarryville, PA
610-368-2422
Sammy037@juno.com

May 9, 2025

VIA ELECTRONIC FILING

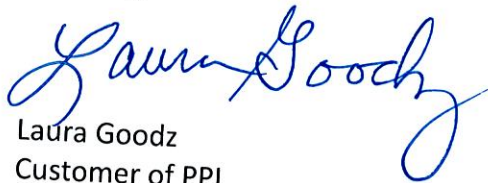
Matthew Homsher, Secretary
Commonwealth Keystone Building,
400 North Street, 2nd Floor
P.O. Box 3265, Harrisburg, PA 17105-3265

Re: Laura Goodz v. PPL Electric Utilities Corporation
Docket No. C-2025-3054426

Dear Secretary Homsher:

Attached for filing, please find my answer to PPL Electric Utilities Corporation and all their attorney's. Copies are being provided as indicated on the Certificate of Services.

Sincerely,


Laura Goodz
Customer of PPL

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Laura Goodz,

Complainant,

v.

Docket No. C-2025-3054426

PPL Electric Utilities Corporation,

Respondent.

ANSWER TO THE PRELIMINARY
OBJECTION

Laura Goodz, hereby files an answer to the preliminary objection from PPL's counsel.

I **BACKGROUND**

1. I, Laura Goodz, am a customer of PPL's not by choice, but because of where I live. I pay my bills on time every month since I've been a customer. I am a 62 year old single person who has to be very careful of my monthly spending. I have been sourcing out my Electric Supplier to help save money where I can.

02/10/23 – 05/11/23 AEP Energy @ .1165 compared to PPL @ .14612

05/11/23 – 10/10/23 AEP Energy @ .0949 compared to PPL @ .12126

10/10/23 – 11/08/23 AEP Energy @ .0885 compared to PPL @ .12126

11/08/23 – 03/13/24 AEP Energy @ .0885 compared to PPL @ .11028

03/13/24 – 05/13/24 AEP Energy @ .0795 compared to PPL @ .11028

05/13/24 – 11/08/24 AEP Energy @ .0795 compared to PPL @ .10040

11/08/24 – 12/11/24 AEP Energy @ .0795 compared to PPL @ .10771

12/11/24 - 02/12/25 American Power & Gas @ .06600 compared to PPL @ .10771

2. The above American Power & Gas (AP&G) contract was a 3 month contract. I received a letter from AP&G dated February 14, 2025 notifying me of my upcoming options to my contract ending **03/17/2025**. I decided to be pro-active and start looking for other rates.
3. On Tuesday, February 18, 2025 I was on line and found a Company called Polaris Power who offer a good rate. It was 10:00 pm and after reading a long list of term, I had a few questions. The next day I called them to clarify my questions. I then decided NOT to accept their contract. I told the customer service representative right then that I was RESCINDING this contract.
4. On Wednesday, February 19, 2025 I received an email from signups@polarispwr.com confirming that they received my request to rescind my service and that they have transmitted that information to PPL.
5. On Wednesday, February 19, 2025 I sent an email to CustomerService@pplweb.com Same day I received an email reply from this email address.
 - a. Thanking me for contacting PPL. Then telling me to visit their web site.
 - b. Sign in to your online profile to manage your PPL Electric Utilities acct online
 - c. **Please do not reply to this automated email. This mailbox is not monitored**
 - d. **Questions?** You may also contact PPL Electric Customer Service by calling 1-800-DIAL-PPL (1-800-342-5775)

- e. To ensure delivery of important email messages regarding your account, add CustomerService@pplweb.com to your address book.
6. On Wednesday, February 19, 2025 I sent an email to CustomerService@AmericanPowerAndGas.com Letting them know to "Please disregard any cancelation from Polaris Power! (In subject line) in the body of email I explained further. Stating "I am continuing with your contract until March 17th, 2025. This message was from my cell phone.
7. On Thursday, February, 20 2025 AP&G responded asking for clarification of my message. I sent them another message to clarify, and it was responded to by Brenda Cassidy, customer support at AP&G. both messages on my cell phone. She confirmed "Ok got it, and thank you for letting us know!!
8. Besides the above emails to the businesses that actually had valid emails, I had made numerous phone calls to all 3 companies. I must note that Polaris Power & AP&G were able to answer their calls within a very short time (as is shown in my cell phone history) unlike PPL where the only contact with them takes well over an hour EVERY TIME!
9. In gathering all the paperwork to support my complaint I went back 6 months of my PPL invoices. Found a few mathematical errors on their part. On all six months of bills I can not figure out how they come up with their **Tax cut @ -7.67%**. Also System Improvement percentage of 5% not only is on my kilowatts used, but also my customer charge. According to their own "Understanding Your Bill" "**Customer Charge** – The basic service charge to partially cover costs for billing, meter reading, equipment and service line maintenance. So, to then add that 5% to my already high Customer Charge of \$15.70

That is considered double dipping. The tax cut is not on the System Improvements either.

On two separate invoices they rounded up when in fact they should not. Bill Due date

2/6/25 PPL Charges 324 kwh @ .1077 = \$34.8948 & 5/5/25 PPL Charges 867 kwh @

.0499 = \$43.2633

II. STANDARD OF REVIEW

10. I am not a lawyer, nor could I find a lawyer that would want to fight over something less than \$100. But as far as "Improper service of the pleading initiating the proceedings." I did what PPL suggested. If you are not satisfied after discussing the information with us, you may contact the PUC.
11. On Tuesday, March 4, 2025 I did just that. I called and spoke to Bonnie (who answered phone/quickly I have to add). She asked if I wanted to file a complaint against PPL, she took my complaint over the phone and gave me case # 4044484
12. On Tuesday, April 1, 2025 I called the PUC to check status, due to my next PPL invoice coming up and I did not want to pay for services I did not sign up for. I was told still waiting on an investigator to be assigned. Was also told my monthly invoices will be on hold until the case is resolved.
13. On Wednesday, April 2, 2025 Received a call from the PUC at 11:16am. The gentleman that called said that PPL said all the communications with the power suppliers are done electronically, and there is nothing else they can do. I was asked if I wanted to file a Formal Complaint <https://efiling.puc.pa.gov>

14. On Tuesday, April 22, 2025 I called the PUC and spoke to Bonnie again to check status since have not heard anything from anybody. She told me that PPL has until April 30th to respond.
15. On Thursday, April 24, 2025 I received an email from Susan Amolo, Legal assistant for Post & Schell, P.C. Harrisburg, PA 17101 Transmission Date 4/024/2025 @ 3:28 PM eFiling Conformation Number: 276281

III. RESPONSE TO THE PRELIMINARY

16. My complaint is with PPL. My very short interactions with Polaris Power were all handled in a timely manner by phone and email. I had a valid contract with American Power & Gas through March 17, 2025, but through PPL's lack of communication resources that contract had be canceled and I have no record of who did this and why, despite my efforts to intervene.
17. To be clear, I was shopping for competitive electric generation supply service and found one and only one. Polaris Power, at 10:00 PM on Wednesday evening, February 18th, 2025. On Thursday, afternoon I had contacted and rescinded this contract. Less than 24 hours from first contact I rescinded. I have phone records as well as an email from Polaris Power confirming the Rescind.
18. Referring to their line **#8 under Preliminary Objection** I did NOT "allege that my contract with her (EGS) ? not sure who this is. Probably misspell for AP&G, was not valid after she enrolled with them" Correct and factual information is that I had a valid and current contract with **AP&G (American Power & Gas)** through March 17, 2025.

It was Polaris Power that less than 24 hours I thought about changing to, but rescinded, meaning was never a valid customer of POLARIS POWER.

IV. CONCLUSION

Based on the foregoing, I have abundant paperwork to support my statements above and which I will attach to this complaint as exhibits labeled A through N-3. I request to be credited back from PPL the Polaris Power (1 day) charge of \$2.79; the PPL (9 days) charges of \$45.45; and the lost of a great rate from my existing contract with AP&G which had been canceled due to the lack of available communication on PPL's part.

My rate was .0660 which was through March 17, 2025. For this invoice that would

Calculate to: .0660 @ 31 kwh = \$2.05 Polaris Charge \$2.79 Difference \$0.74

.0660 @ 422 kwh = \$27.85 PPL Charge \$45.45 Difference \$17.60

.0660 @ 220 kwh = \$14.52 AP&G new rate \$16.48 Difference \$1.96

Monies lost and would like credited back to my account: **\$20.27**

Plus anything you see fit due to this overwhelming waste of my time.

Respectfully submitted,



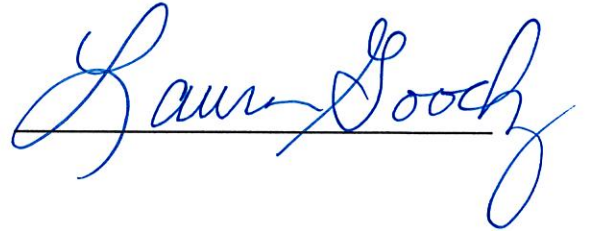
Laura Goodz
644 Center Rd
Quarryville, PA 17566

Date: May 9, 2025

VERIFICATION

I, LAURA GOODZ, being a customer of PPL, hereby state the facts above set forth are true and correct to the best of my knowledge and information. I understand that the statements herein are made subject to the penalties of 18 Pa. 4904 relating to unsworn falsification to authorities.

May 9, 2025

A handwritten signature in blue ink that reads "Laura Goodz". The signature is written in a cursive style and is positioned above a horizontal line.

CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing has been served upon the following persons, in the manner indicated, in accordance with the requirements of 52 Pa. Code 1.54 (relating to service by a participant).

VIA EMAIL AND ON LINE FILING

Kimerly A. Klock (ID # 89716)
Michael J. Shafer (ID # 205681)
PPL Services Corporation
645 Hamilton Street, Suite 700
Allentown, PA 18104
Email: kklock@pplweb.com
mjshafer@pplweb.com

Devin T. Ryan (ID # 316602)
Alice A. Wade (ID # 335228)
Post & Schell, P.C.
One Oxford Centre
301 Grant Street, Suite 3010
Pittsburgh, PA 15219
Email: dryan@postschell.com
alice.wade@postschell.com

Megan Rulli (ID # 331981)
Post & Schell, P.C.
17 North Second St. 12th Floor
Harrisburg, PA 17101-1601
Email: mrulli@postschell.com

Dated: May 9, 2025

2025-02-14

Laura Goodz
644 Center Rd
Quarryville, PA 17566

IMPORTANT NOTICE REGARDING YOUR ELECTRIC SERVICE CONTRACT

OPTIONS NOTICE

Dear Customer,

This letter is to inform you that your fixed rate electric agreement(s) with American Power & Gas will expire on 3/17/2025. To re-enroll with a new fixed rate or see if you qualify for a flat rate price on the supply portion of your bill, please give us a call at 1-866-799-2151. We look forward to continuing to provide you with your electric supply needs. Listed below are the options available for your new terms of service with American Power & Gas once your current fixed rate agreement expires.

Account Number(s):	7489090027
Account Name:	Laura Goodz
Service Address(es):	644 Center Rd Quarryville, PA 17566
Local Utility Company(s):	PPL
Type(s) of Service:	Electric

Option 1 – Flat Rate Agreement

Product Type:	Flat monthly rate for electric supply based on the annual usage of the customer at the time of enrollment. Does not include your electric utility's monthly distribution charges. Eligibility: If the annual average goes up more than 25% of the prior year, APG reserves the right to send advance notice of a new flat rate or cancellation of this agreement. Only electricity accounts with an annual usage of less than 34,000 kwh per year, as determined by your most recent 12 months of historical usage from your utility qualify for the flat rate amount in this agreement. See Section 4 and 5 for more information.
Agreement Term:	48 months
Monthly Flat Rate:	Flat rate of \$156 per month for electric supply. Does not include your electric utility's monthly distribution charges.
Early Termination Fee:	No early termination fee
Term Start/End Date:	Start Date of Agreement: 3/17/2025

EXHIBIT-A-1

Option 2 – Fixed Rate Agreement

Product Type:	Electric Fixed Prices include the cost of electricity obtained from all sources as calculated on a blend of PJM wholesale prices including any additional costs, expenses and margins that AP&G incurs when providing the service. The price does not include charges for services normally charged by the local utility.
Agreement Term:	6 months
Monthly Fixed Rate:	0.1231
Early Termination Fee:	No early termination fee
Term Start/End Date:	Start Date of Agreement: 3/17/2025

Option 3 – Variable Rate Agreement

Product Type:	Electric Variable Price shall each month reflect the cost of electricity obtained from all sources (including energy, capacity, settlement, ancillaries), related transmission and distribution charges and other market-related factors, plus applicable taxes, fees, charges or other assessments and AP&G's costs, expenses, and margins. Your electric rates are determined solely by AP&G at its discretion. AP&G may change its margins substantially each month.
Agreement Term:	Month-to-Month (8.49 RISK POW) (VARIABLE RATE)
Renewal Price:	None
Early Termination Fee:	No early termination fee
Term Start/End Date:	Start Date of Month-to-Month Agreement: 3/17/2025

If you choose not to continue your service with us, you may switch to another supplier or return to your local utility company, without an early termination fee, by contacting your EDC or us at 1-866-799-2151.

If we don't hear back from you before your agreement's expiration date, your fixed rate agreement will renew to the flat rate agreement, option 1 above, for 48 months with no early termination fee.

Thank you for allowing us to serve you.

Sincerely,

Brenda Cassidy
Customer Service Team

<p>American Power & Gas of Pennsylvania, LLC Customer Service Center 799-2151 Monday - Friday, 9:00 a.m. - 5:00 p.m. EST Customer may also call PA at 1-800-1-PA-POWER, South, Seminole, Florida 33777 or send an email to customerservice@americanpowerandgas.com.</p>
<p>www.PaPowerSwitch.com</p>
<p>PA Office of Consumer Advocate www.oca.state.pa.us Phone: 717-783-5048 or toll free 800-684-6560 Fax: 717-783-7152 Email: consumer@paoca.org 555 Walnut Street 5th Floor Forum Place Harrisburg, PA 17101-1923</p>

From : Signups at Polaris Power <signups@polarispwr.com>
To : Laura <sammy037@juno.com>
Subject : Your Polaris Power Rescission Request
Date : Wed, Feb 19, 2025 01:17 PM

Dear Laura Goodz,

Thank you for considering Polaris Power for your energy needs. We received your request to rescind your service and have transmitted that information to PPL. There are no penalties to pay as a result of this rescission.

We are here to serve you Monday through Friday, from 9:00 A.M. to 5:00 P.M. ET. Reach us by phone at 1-866-362-9800 or email info@polarispwr.com.

Regards,

Your Polaris Power Team



Signups at Polaris Power

signups@polarispwr.com
Fax 845.288.0330
105 Ladentown Rd Pomona, NY 10970

-----Original Message-----

From: Laura <sammy037@juno.com>
Sent: Wednesday, February 19, 2025 3:40 PM
To: Signups at Polaris Power <signups@polarispwr.com>
Subject: Re: Your Polaris Power Confirm Notice

This email, less than 24 hrs after I 1st contacted you, will serve as my RESCIND of AUTHORIZATION!
Do not process my contract with PP&L

Laura Goodz
644 Center Rd
Quarryville, PA 17566

Please note: message attached

From: Signups at Polaris Power <signups@polarispwr.com>
To: "sammy037@juno.com" <sammy037@juno.com>
Subject: Your Polaris Power Confirm Notice
Date: Wed, 19 Feb 2025 17:25:54 +0000

EXHIBIT - B

From : "Laura" <sammy037@juno.com>
To : CustomerService@pplweb.com
Subject : RESCINDING CONTRACT W/ POLARIS POWER!
Date : Wed, Feb 19, 2025 01:04 PM

Signed up with them late last night (10 PM). today called to verify some info then decided to rescind. they told me to call PP&L. I did, and was told they have not received anything yet. Was told that Polaris Power should be called back to RESCIND. I called them back and they said it would/or could take a few days and that when you receive contact info first you will terminate my current contract with AP&G. PLEASE DO NOT TERMINATE MY AMERICAN POWER & GAS CONTRACT. This contract is in effect until March 17th, 2025.

Thank you
Laura Goodz
Acct# 74890-90027

EXHIBIT - C-1

From : CustomerService@pplweb.com
To : sammy037@juno.com
Subject : PPL Electric Utilities : Energy Assistance Programs
Date : Wed, Feb 19, 2025 12:20 PM

PPL Electric Utilities Account Activity

[My Account](#) [Make a Payment](#) [Start or Stop Service](#)



Energy Assistance Programs

Thank you for contacting PPL. Visit <https://www.pplelectric.com/billhelp> to learn more about the assistance programs we offer to eligible customers to help pay their bill.

Manage Your Account Online

Sign in to your online profile to manage your PPL Electric Utilities account online.

Please do not reply to this automated email. This mailbox is not monitored.

Please visit the [PPL Electric Utilities website](#) for the latest news and services.

Questions? You may also contact PPL Electric Utilities Customer Service by calling 1-800-DIAL-PPL (1-800-342-5775).

To ensure delivery of important email messages regarding your account, add CustomerService@pplweb.com to your address book.



[Privacy Policy](#) | [Terms and Conditions](#) | © 2025 PPL Electric Utilities Corporation

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EXHIBIT - C-2

From: Laura <sammy037@juno.com>

Sent: Wednesday, February 19, 2025 5:06 PM

To: CustomerService - Shared Mailbox <CustomerService@AmericanPowerAndGas.com>

Subject: Please disregard any cancelation from Polaris Power!

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you have verified the sender, inspected the link, and are expecting this email.

I signed up for their 8.49 rate last night Feb 18th, 2025 and called plus emailed my RESCIND of AUTHORATION today Feb 19th, 2025.

I am continuing with your contract until March 17th, 2025.

Thank you

Laura Goodz

644 Center Rd

Quarryville, PA

Acct# 7489090027

Local utility: PP&L

Sent with Aqua Mail for Android

Sent with Aqua Mail for Android

my cell phone

copy of
EMAIL sent
to AP+G
from my
cell phone

EXHIBIT-D-1

From : Laura <sammy037@juno.com>
To : Laura <sammy037@juno.com>
Subject : Fwd: RE: Please disregard any cancelation from Polaris Power! CID384914
Date : Thu, May 08, 2025 03:41 PM

(Had to forward to LNP top to print)



--- Forwarded message ---

From: CustomerService - Shared Mailbox CustomerService@AmericanPowerAndGas.com
Date: February 20, 2025 3:02:16 PM
Subject: RE: Please disregard any cancelation from Polaris Power! CID384914
To: Laura sammy037@juno.com

copy of
AP+G
response
to
SUBJECT LINE

Hi Laura,

Please clarify - are you saying you emailed and called to rescind (cancel)?
Or are you saying you want to remain with American Power & Gas.

Kindly let us know!

Best regards,



Brenda Cassidy

Customer Service Support

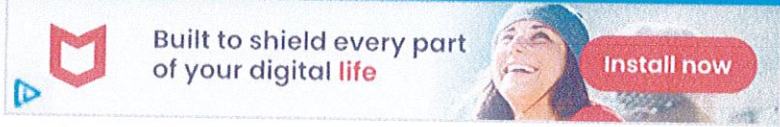
Quality Control Division

Email : customerservice@goapg.com

Phone : 800.205.7491

The information in this transmission may contain proprietary and non-public information and may be subject to protection under the law. The message is intended for the sole use of the individual or entity to which it is addressed. If you are not the intended recipient, or it has been sent to you in error, you are notified that any use, distribution or copying of the message is strictly prohibited. If you received this message in error, please delete the material from your system without reading the content and notify the sender immediately of the inadvertent transmission.

EXHIBIT - D-2



RE: Please disregard any cancelation from Polaris Power! CID384914
CustomerService - Shared Mailbox
CustomerService@AmericanPowerAndGas.com
Thursday, February 20, 2025 at 4:19 PM

To: Me sammy037@juno.com

Hide Details

MESSAGE 1/2 IN CONVERSATION 6/237

Load up to 5.12 kB

Load all: 48.97 kB



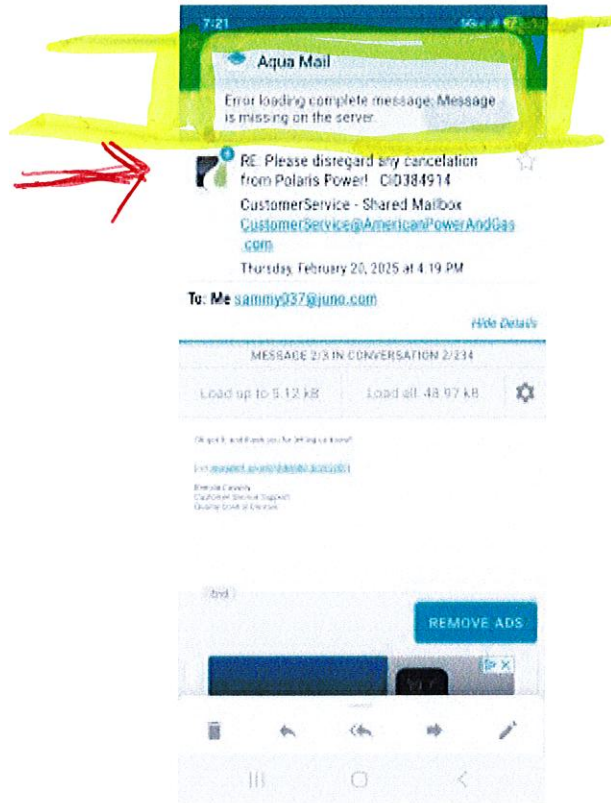
Ok got it, and thank you for letting us know!!

[cid:image001.png@01DB83B3.3D2E22E0]



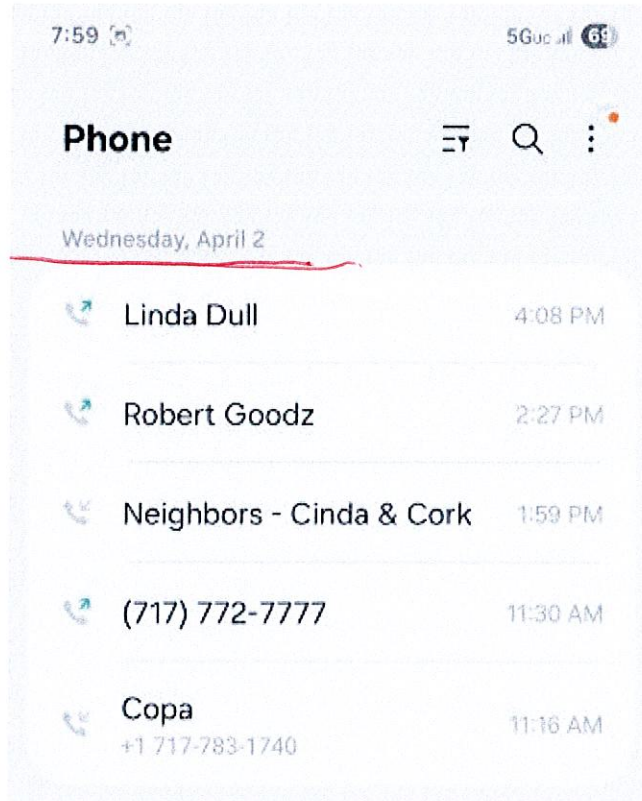
Brenda Cassidy
Customer Service Support
Quality Control Division

From my cell phone though it would not upload my other email to them
SEE ATTACHED SMALL PIC OF THIS SAME MESSAGE

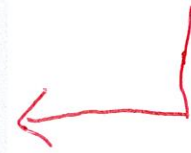


ERROR Loading complete
MESSAGE: MESSAGE IS
MISSING ON THE SERVER

EXHIBIT - D-4



CALL TO PUC
TO FILE FORMAL
COMPLAINT



CALL
FROM PUC
GENTLEMAN
RE: INFORMAL
COMPLAINT

EXHIBIT - E



PHONES
CALLS STARTING
@ 2:00 PM
with POLARIS;
then PP&L;
then final call to
CURRENT CONTRACT
Holder @ 4:48 PM

← APG - CURRENT CONTRACT
Holder

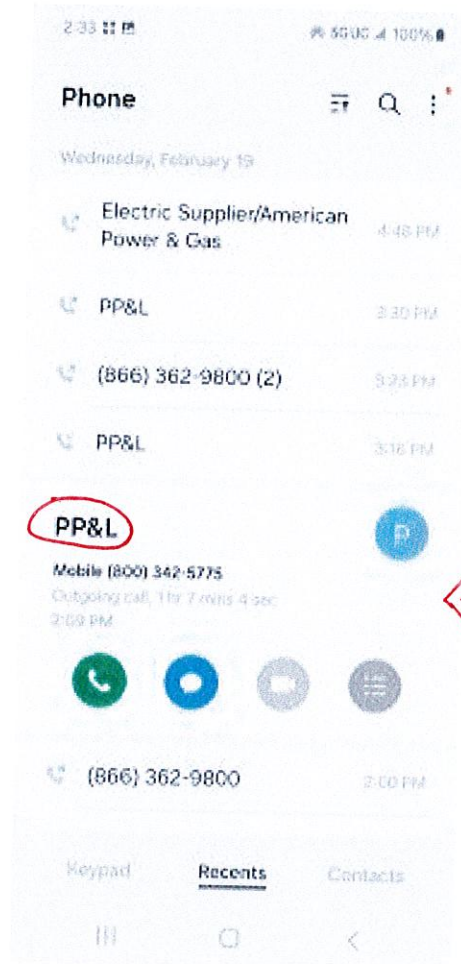
← 3:30 PM

← POLARIS @ 3:23 PM

← 2:09 PM

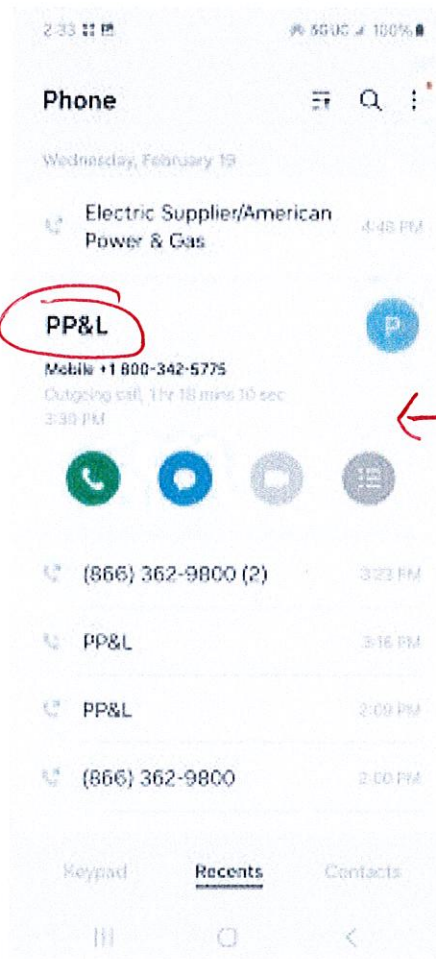
← POLARIS @ 2:00 PM

OVER
3 HOURS
on PHONE



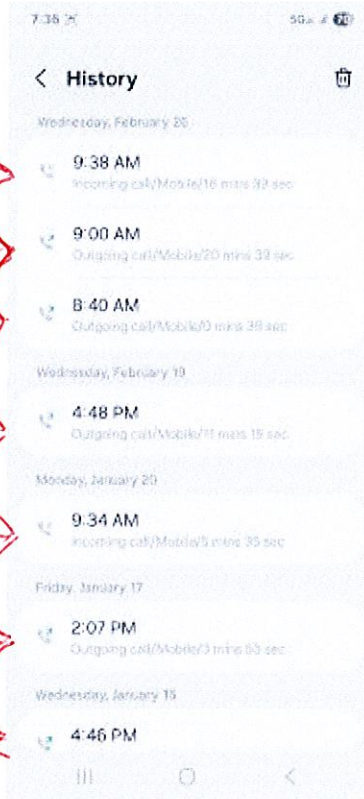
← 1 hr. 7 mins
@ 2:09 pm

EXHIBIT - F-2



← 1 hr 18 mins
@ 3:30 pm

16 mins 39 SEC →
20 mins 39 SEC →
0 mins 39 SEC →
11 mins 15 SEC →
5 mins 35 SEC →
3 mins 53 SEC →
cut off ~~~~~~~~~



History of calls
to + from
American Power
+ GAS

OUT OF 6 CALLS; NONE WERE
LONGER THAN 30 MINUTES WHICH
INCLUDED WAITING FOR THEM TO PICK UP/
ANSWER THEIR PHONE.

EXHIBIT - F-4

PP&L Bills Past 6 months

Laura Goodz
 644 Center Rd
 Quarryville, PA 17566
 Acct # 74890-90027

1

<u>Bill Due Date</u>	<u>Usage time</u>	<u>Days</u>	<u>KWH</u>	<u>Amount</u>
12/02/2024	10/10/24	29	612	\$92.56
	11/08/24			

AEP Charges @ .0795 = \$48.65

Cust. Charge:	15.70
PPL @ 4.727/kwh	28.94
Tax cut @ -7.67%	-2.74 ?
System Improv. @ 5%	2.10
PA tax adj. @ -.208%	-.09
PPL Charges:	\$43.91

- *Tax cut @ -7.67% (can't figure out calculation, no matter how I do it)
- *System Improv. % on Customer Charge ? Isn't that double dipping?
- *Why isn't tax cut on System Improvements?

2

01/02/2025	11/08/24	33	1363	\$187.32
	12/11/24			

AEP Charge @ .0795 = \$108.36

Cust. Charge:	15.70
PPL @ 4.727/kwh	64.43
Tax cut @ -7.67%	-4.78 ?
System Improv. @ 5%	3.77
PA tax adj. @ -.208%	-.16
PPL Charges:	\$78.96

*Same questions as above

3

02/06/2025	12/11/24	33	2285	\$288.85
	01/13/25			

AEP Charges @ .0795 = \$1.91 (1 day) 24 kwh
***s/b \$34.89** **PPL Charges @ .1077 = \$34.90** (5 days) 324 kwh
AP&G Charges @ .0660 = \$127.84 (27 days) 1937 kwh

Cust. Charge:	15.68
PPL @ 4.835/kwh	110.48
Tax cut @ -8.00%	-7.59 ?
System Improv. @ 5%	5.93
PA tax adj. @ -.2374	-.30
PPL Charges:	\$124.20

- *Above mathematical error! Every penny adds up
- *PPL increase .108/kwh .02286% INCREASE – equivalent to \$2.47
- *Tax cut increase .33% - still can't figure this one out? Credit s/b more! -10.57 or -9.31
- *PA tax adj. increase .0294 – equivalent to 4 cents!

EXHIBIT-G-1

4

Bill Due Date	Usage time	Days	KWH	Amount
03/06/2025	01/13/25 02/12/25	30	2309	\$281.37

AP&G Charges @ .0660 = \$152.39

Cust. Charge:	15.62
PPL @ 4.99/kwh	115.22
Tax cut @ -8.00%	-7.66 ?
System Improv. @ 5%	6.16
PA tax adj. @ -.28	-.36
PPL Charges:	\$128.98

- *PPL increase AGAIN! .155/kwh .03206% - equivalent to \$3.58
- *Tax cut calculation still in question
- *PA tax adj. increase .0426 – equivalent to 5 cents!

5

04/04/2025	02/12/25 03/13/25	29	1630	\$225.57
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AP&G Charges @ .0660 = \$63.16 (13 days) 957 kwh
 Polaris Power @ .0900 = \$2.79 (1 day) 31 kwh
 PPL @ .1077 = \$45.45 (9 days) 422 kwh

Cust. Charge:	15.62
PPL @ 4.989/kwh	81.32
Tax cut @ -8.00%	-5.74 ?
System Improv. @ 7.43%	6.77
PA tax adj. @ -.28	-.28
PPL Charges:	\$225.57

- *I considered contract w/ Polaris on Feb 18th
- *I RECINDED POLARIS on Feb 19th On Feb 25th to Feb 26th was charged 1 day
- *I made many calls & emails to ALL suppliers above INCLUDING PPL!!! OVER 3 HRS ON PHONE/PPL (mostly on hold/customer serv No help at all)
- *CHARGED FOR 9 DAYS AT PPL HIGH RATE!!!! These 10 days should have been billed \$29.90
 Instead, I was billed \$48.24, PLUS, they canceled my AP&G contract which I specifically asked, by calling & emailed them not to do! I still had another month on the current contract.
- *The incompetence of PPL, first, not to have a valid email. Forcing customers to wait hours on hold, only to not be able to doing ANYTHING to help the situation. PPL ignored my request to note my account of any of the information I was giving them.
- *PPL System Improvement increase! 2.43% - equivalent to \$2.21

6

05/05/25	03/13/25 04/11/25	29	867	\$124.26
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AP&G Charges @ .0749 = \$64.94

Cust. Charge:	15.65
PPL @ 4.99/kwh	43.27
Tax cut @ -8.00%	-3.58 ?
System Improv. @ 7.50%	4.15
PA tax adj. @ -.28%	-.17
PPL Charges:	\$124.26

- *Another mathematical error by PPL – 867 kwh x .0499 = \$43.2633 – NOT TO BE ROUNDED UP AGAIN – every penny counts
- *PPL System Improvement increase AGAIN! .07% - equivalent to .04 cents (usage almost ½ as last month)

EXHIBIT - G-2

Account Summary

644 Center Rd Quarryville PA 17566 (74890-90027)

Your account is past due. You can avoid future late fees by making a payment or setting up a payment plan.

[Make a payment >](#)

Amount Due

\$175.83

Past Due

[Pay Now](#)

Account Details

Previous Balance	\$51.57
Current Bill	\$124.26
Payments (1)	-\$174.00
Account Balance	\$175.83

[View Bills & Payments >](#)

Bill-to-Date Estimate*
\$72.01

26 days into 34-day billing cycle ending May 15

Usage-to-Date 418 kWh
Average Daily Cost \$2.77

[View Ways to Save >](#)

*Your bill-to-date estimate is based on PPL Electric Utilities' price for generation and transmission as of the previous day.

EXHIBIT - H



We deliver.

PPL Electric Utilities

1-800-342-5775

For hours of operation and to pay/manage your account, visit ppelectric.com.

Meter 300709015 Account 74890-90027

Page 1

Due Date

4/4/25

Amount Due

\$225.57

Billing Details on Back

Service to: AURA GOODZ 44 CENTER RD QUARRYVILLE, PA 17566

FEB 16
MAR 13
29 DAYS

Supply \$127.88

Usage from Feb 12 - Mar 13

\$97.69

Delivery

American Power & Gas of PA LLC Effective Date 00-205-7491 3/7/25

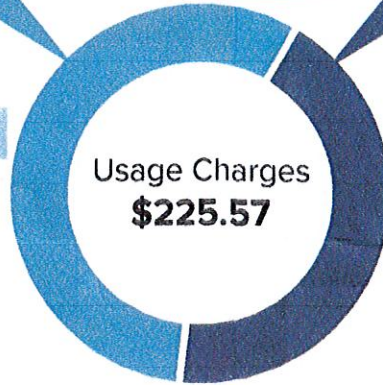
PPL Electric Utilities

See Supply Details for information.

PPL Electric Utilities Price to Compare

\$0.10771

Use this price when comparing supplier offers.



Consider making a monthly pledge to Operation HELP to assist those in need to heat their homes.

WANT TO SAVE?

Clean or replace furnace and air filters at least every 3 months. Dirty filters block air flow.

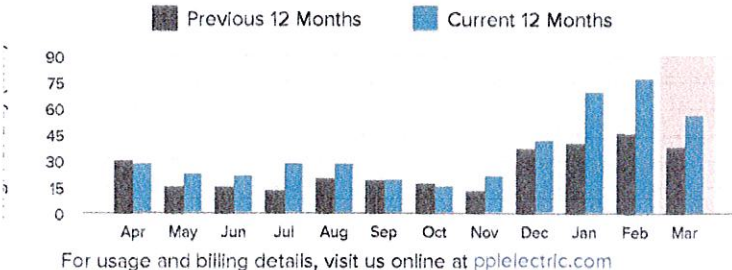
SHOP FOR ELECTRICITY

Visit PAPowerSwitch.com or www.oca.state.pa.us you're shopping, know your contract expiration date. Account Number: 74890-90027. The price to compare is updated June 1st and December 1st. Rate: RS. View schedule at ppelectric.com/rates

on 4/22/2025
SENT 1/2 OF THIS BILL \$112
SENT 1/2 OF NEXT BILL \$62
\$174

~~OLBP~~
~~SEND~~
~~BIH~~

Usage Summary



Electricity Usage (kWh)	Avg. Temperature	Avg. Daily Cost
1154 (2024)	41° (2024)	\$5.71 (2024)
1630 (2025)	36° (2025)	\$7.78 (2025)
+41%	-5°	+36%

Questions/concerns? Contact us by 4/4/25

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

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

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

Account Number	Due Date	Amount Due
74890-90027	4/4/25	\$225.57

Amount Enclosed:

Grid for amount enclosed

AV 01 018544 40976H 61 A**5DGT

LAURA GOODZ 644 CENTER RD QUARRYVILLE, PA 17566-9622

Please make check payable to: PPL ELECTRIC UTILITIES PO BOX 419054 ST LOUIS, MO 63141-9054

1 9500002255750000225570 7489090027

EXHIBIT: I-1

018544 12

kWh Delivered (to Customer)			
Meter Number	Reading Dates	Meter Reading	Kilowatt-Hours
300709015	Mar 13	53021	220
	Mar 7	52801	
300709015	Mar 7	52801	422
	Feb 26	52379	
300709015	Feb 26	52379	31
	Feb 25	52348	
300709015	Feb 25	52348	957
	Feb 12	51391	

Days Billed: 29 Avg. kWh/Day: 56 Total Delivered: 1630

Date Range	Annual Total Usage	Avg Monthly
Apr 2024 - Mar 2025	13051 kWh	1088 kWh

Next meter reading on or about: Apr 11, 2025.
Late taxes this bill: About \$1.38. PA Gross Receipts Tax: About \$8.44.

Supply Details

AMERICAN	Generation & Transmission Charges for Feb 12-Feb 25	
State Sales Tax		0.00
ENERGY CHARGE 957.00 kWh @ 0.066000		63.16
Total American Power & Gas of PA LLC Charges		\$63.16

For questions on these charges, please contact this supplier at:

800-205-7491 American Power & Gas of PA LLC
Customer Services
10601 Belcher Road South
Seminole, FL 33777

Generation & Transmission Charges for Feb 25-Feb 26	
Current Charges 31kWh x \$.09	2.79
Total Polaris Power Services, LLC Charges	\$2.79

For questions on these charges, please contact this supplier at:

1-866-362-9800 Polaris Power Services, LLC
Customer Services
3 E. Evergreen Road
New City, NY 10956

Continued on next page

Billing Summary

Previous Balance	\$281.37
Payment Received Mar 4, 2025 - Thank You!	-\$281.37
Balance as of Mar 14, 2025	\$0.00
Total Supply Charges	\$127.88
Total Delivery Charges	\$97.69

Amount Due By 4/4/25 \$225.57

Account Balance \$225.57

Delivery Details

Distribution Charges	
Residential Rate: RS for Feb 12 - Mar 13	
Customer Charge	15.62
1,630 kWh at 4.989¢ per kWh	81.32
Tax Cut and Jobs Act Credit at -8.00%	-5.74
System Improvement Charge at 7.43%	6.77
PA Tax Adj Surcharge at -0.28%	-0.28
Total Delivery Charges	\$97.69

Understanding Your Bill

- Act 129 Compliance Rider** - Monthly charge to recover costs for energy efficiency and conservation programs approved by the PUC.
- Customer Charge** - The basic service charge to partially cover costs for billing, meter reading, equipment and service line maintenance. If you select a new supplier, the name, address and telephone number for both your distribution and supplier company will appear on your bill.
- Distribution Charge (Delivery)** - Part of the basic service charges on every customer's bill for delivering electricity from the electric distribution company to your home or business. The distribution charge is regulated by the Public Utility Commission. This charge will vary according to how much electricity you use.
- Generation Charge (Supply)** - Part of the basic service charges on every customer's bill for producing electricity. Generation service is competitively priced and is not regulated by the Public Utility Commission. This charge depends on the contract between the customer and the supplier.
- Kilowatt-hour (kWh)** - The basic unit of electric energy for which most customers are charged in cents per kilowatt-hour. A kilowatt-hour is the equivalent of using ten 100-watt light bulbs for one hour.
- kWh Delivered** - The amount of electricity we delivered to you for your use.
- Storm Damage Expense Rider** - Monthly charge to recover certain costs to make repairs after major storms.
- System Improvement Charge** - Monthly charge to recover costs for improving, repairing and replacing equipment that delivers electricity to your home or business.
- Smart Meter Rider** - Monthly charge to recover costs associated with the smart meter programs approved by the PUC.

Enroll in Automatic Bill Pay

Enroll in Automatic Bill Pay (ABP) and your monthly electric payment will be automatically deducted from your bank checking account. To enroll, sign and date this form and return your check payment (voided check not required). Money orders, cashier and foreign checks do not qualify for enrollment.

I authorize PPL Electric Utilities to automatically deduct from the checking account as shown on my enclosed check, all future payments for the PPL Electric Utility bill account number listed on this payment stub. I will notify PPL Electric Utilities if I decide to cancel this authorization.

To enroll in automatic bill payment, _____ Date _____
Checking Account holder sign here

Note: To enroll a savings account in automatic bill pay visit pplelectric.com/autopay.

\$225.57

EXHIBIT - I-2



PPL Electric Utilities

Account Number	Due Date	Amount Due
74890-90027	4/4/25	\$225.57



9 DAYS

Supply Details - Continued



PPL Electric Utilities

Generation & Transmission Charges for Feb 26-Mar 7	
Transmission Charge: 422 kWh at 3.546¢ per kWh	14.96
Generation Charge: Capacity and Energy 422 kWh at 7.225¢ per kWh	30.49
Total PPL Electric Utilities Charges	\$45.45

For questions on these charges, please contact this supplier at:



1-800-342-5775



**PPL Electric Utilities
Customer Services**
827 Hausman Rd
Allentown, PA 18104-9392

6 DAYS

Understanding Your Bill - Continued

State Tax Adjustment Surcharge - Monthly charge or credit to reflect changes in various state taxes. The surcharge may vary by bill component.

Transmission Charge - Part of the basic service charges on every customer's bill for transporting electricity from the source of supply to the electric distribution company. The Federal Energy Regulatory Commission regulates retail transmission prices and services. This charge will vary with your source of supply.

Tax Cut and Jobs Act Credit - Monthly adjustment for federal tax changes.

Type(s) of Meter Readings:

Actual - Measures your monthly electricity use based on an actual reading.

Generation & Transmission Charges for Mar 7-Mar 13	
State Sales Tax	0.00
ENERGY CHARGE 220.00 KH@ 0.074900	16.48
Total American Power & Gas of PA LLC Charges	\$16.48

For questions on these charges, please contact this supplier at:



800-205-7491



**American Power & Gas of PA
LLC
Customer Services**
10601 Belcher Road South
Seminole, FL 33777

Total Supply Charges	\$127.88
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General information: Generation prices and charges are set by the electric generation supplier you have chosen. The Public Utility Commission regulates distribution rates and services. The Federal Energy Regulatory Commission regulates transmission prices and services.

018544 2/2

EXHIBIT - I-3