

COMMONWEALTH OF PENNSYLVANIA
(Public Utility Commission)

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ARTEM SHYRSHYKOV, :
Complainant, : Docket No.:
vs. : C-2025-3054075
PPL ELECTRIC UTILITIES :
CORPORATION, :
Respondent. :
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Pages 1 through 54 TELEPHONIC HEARING
Judge's Chambers
Commonwealth Keystone Bldg.
400 North Street
Harrisburg, PA 17120

Wednesday, October 8, 2025
Met, pursuant to notice, at 10:03 a.m.

BEFORE: THE HONORABLE CHAD ALLENSWORTH
Administrative Law Judge

INDEX TO EXHIBITS
Docket No.: C-2025-3054075
Hearing Date: October 8, 2025

EXHIBITS INDEX

NUMBER	MARKED	IN EVIDENCE
COMPLAINANT:		
1 - 25		
(Bills running		
sequentially starting		
10/23/23 through		
10/23/25)	20	
PPL ELECTRIC UTILITIES CORPORATION:		
1	(Account activity report)	41
2	(Account contacts)	41
3	(BCS Case Number 4034401)	41
4	(Meter test results)	41
5	(Usage summary)	41

PPL ELECTRIC EXHIBIT NO. 1

*** Account Information ***

*** Current Account Status ***

Account Number: [REDACTED]
 Mail To: ARTEM SHYRSHYKOV
 53 PENNWICK DR UNIT A
 LITITZ PA 17543
 Requested By: ARTEM SHYRSHYKOV
 Extension:

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
12/28/2022	Transfer		\$-1000.00								
01/10/2023	ELECTRIC SERVICE		\$44.68								
01/10/2023	Regular Bill	01/31	\$-955.32				0328/0000	29329A	8	214	
01/31/2023	ELECTRIC SERVICE		\$201.98								
01/31/2023	Regular Bill	02/21	\$-753.34				0828/0000	30303A	32	974	
02/21/2023	Payment		\$-150.00								
03/02/2023	ELECTRIC SERVICE		\$193.91								
03/02/2023	Regular Bill	03/23	\$-709.43				0753/0000	31235A	30	932	
03/31/2023	ELECTRIC SERVICE		\$175.17								
03/31/2023	Regular Bill	04/24	\$-534.26				0649/0000	32069A	29	834	
05/02/2023	ELECTRIC SERVICE		\$162.21								
05/02/2023	Regular Bill	05/23	\$-372.05				0312/0020	32836A	32	767	
06/02/2023	ELECTRIC SERVICE		\$3.17								
06/02/2023	ELECTRIC SERVICE		\$42.61								
06/02/2023	Spring Power & Gas		\$59.67								
06/02/2023	Regular Bill	06/26	\$-266.60				0091/0038	33462A	30	626	
07/03/2023	ELECTRIC SERVICE		\$46.14								
07/03/2023	Spring Power & Gas		\$69.19								
07/03/2023	Regular Bill	07/25	\$-151.27				0005/0158	34137A	29	675	
08/02/2023	ELECTRIC SERVICE		\$52.30								
08/02/2023	Spring Power & Gas		\$123.67								
08/02/2023	Regular Bill	08/23	\$24.70				0000/0419	34947A	32	810	
08/22/2023	Payment		\$-24.70								
09/01/2023	ELECTRIC SERVICE		\$45.43								
09/01/2023	Spring Power & Gas		\$84.55								
09/01/2023	Regular Bill	09/25	\$129.98				0000/0302	35559A	29	612	
09/21/2023	Payment		\$-129.98								
10/02/2023	ELECTRIC SERVICE		\$50.49								
10/02/2023	Spring Power & Gas		\$104.30								
10/02/2023	Regular Bill	10/23	\$154.79				0042/0164	36274A	30	715	
10/19/2023	Payment		\$-154.79								
11/01/2023	ELECTRIC SERVICE		\$47.85								
11/01/2023	Spring Power & Gas		\$103.00								

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
11/01/2023	Regular Bill	11/22	\$150.85				0215/0029	36936A	31	662	
11/20/2023	Payment		\$-150.85								
12/04/2023	ELECTRIC SERVICE		\$57.66								
12/04/2023	Spring Power & Gas		\$133.60								
12/04/2023	Regular Bill	12/26	\$191.26				0643/0000	37798A	31	862	
12/20/2023	Payment		\$-191.26								
01/05/2024	ELECTRIC SERVICE		\$75.19								
01/05/2024	Spring Power & Gas		\$199.01								
01/05/2024	Regular Bill	01/29	\$274.20				0839/0000	39016A	34	1218	
01/25/2024	Payment		\$-274.20								
02/05/2024	ELECTRIC SERVICE		\$67.52								
02/05/2024	Spring Power & Gas		\$187.83								
02/05/2024	Regular Bill	02/26	\$255.35				0886/0000	40135A	29	1119	
02/22/2024	Payment		\$-255.35								
03/06/2024	ELECTRIC SERVICE		\$64.69								
03/06/2024	Spring Power & Gas		\$165.55								
03/06/2024	Regular Bill	03/27	\$230.24				0844/0000	41193A	32	1058	
03/25/2024	Payment		\$-230.24								
04/05/2024	ELECTRIC SERVICE		\$55.74								
04/05/2024	Spring Power & Gas		\$117.74								
04/05/2024	Regular Bill	04/29	\$173.48				0553/0000	42059A	30	866	
04/25/2024	Payment		\$-173.48								
05/06/2024	ELECTRIC SERVICE		\$52.29								
05/06/2024	Spring Power & Gas		\$117.28								
05/06/2024	Regular Bill	05/28	\$169.57				0263/0032	42849A	29	790	
05/23/2024	Payment		\$-169.57								
06/05/2024	ELECTRIC SERVICE		\$52.43								
06/05/2024	Spring Power & Gas		\$116.99								
06/05/2024	Regular Bill	06/26	\$169.42				0080/0117	43642A	32	793	
06/24/2024	Payment		\$-169.42								
07/05/2024	ELECTRIC SERVICE		\$41.86								
07/05/2024	Spring Power & Gas		\$81.30								
07/05/2024	Regular Bill	07/29	\$123.16				0001/0336	44207A	29	565	
07/25/2024	Payment		\$-123.16								
08/05/2024	ELECTRIC SERVICE		\$58.80								
08/05/2024	Spring Power & Gas		\$139.43								
08/05/2024	Regular Bill	08/26	\$198.23				0000/0477	45137A	30	930	
08/22/2024	Payment		\$-198.23								

Bill Account: XXXXXXXXXX

Account Activity Statement

Date: 09/26/25
Page: 3

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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09/03/2024	ELECTRIC SERVICE		\$74.35								
09/03/2024	Spring Power & Gas		\$186.07								
09/03/2024	Regular Bill	09/24	\$260.42				0001/0276	46400A	29	1263	
09/20/2024	Payment		\$-260.42								
10/03/2024	ELECTRIC SERVICE		\$106.78								
10/03/2024	Spring Power & Gas		\$288.40								
10/03/2024	Regular Bill	10/24	\$395.18				0022/0112	48358A	32	1958	
10/23/2024	Payment		\$-395.18								
11/01/2024	ELECTRIC SERVICE		\$32.27								
11/01/2024	ELECTRIC SERVICE		\$64.00								
11/01/2024	Spring Power & Gas		\$87.51								
11/01/2024	Renaissance Power & Gas Inc		\$100.57								
11/01/2024	Regular Bill	11/25	\$284.35				0202/0001	50092A	29	1734	
11/27/2024	Payment		\$-284.35								
12/03/2024	ELECTRIC SERVICE		\$161.31								
12/03/2024	Renaissance Power & Gas Inc		\$272.05								
12/03/2024	Regular Bill	12/26	\$433.36				0567/0008	53219A	33	3127	
12/20/2024	Payment		\$-433.36								
01/06/2025	ELECTRIC SERVICE		\$189.06								
01/06/2025	Renaissance Power & Gas Inc		\$323.47								
01/06/2025	Regular Bill	01/27	\$512.53				0953/0000	56937A	31	3718	
01/23/2025	Payment		\$-512.53								
02/05/2025	ELECTRIC SERVICE		\$186.01								
02/05/2025	Renaissance Power & Gas Inc		\$301.54								
02/05/2025	Regular Bill	02/26	\$487.55				1273/0000	60403A	32	3466	
02/24/2025	Payment		\$-487.55								
03/06/2025	ELECTRIC SERVICE		\$179.97								
03/06/2025	Renaissance Power & Gas Inc		\$290.93								
03/06/2025	Regular Bill	03/27	\$470.90				0954/0000	63747A	29	3344	
03/25/2025	Payment		\$-470.90								
04/03/2025	ELECTRIC SERVICE		\$195.65								
04/03/2025	Renaissance Power & Gas Inc		\$310.50								
04/03/2025	Regular Bill	04/24	\$506.15				0507/0000	01066A	29	3569	
04/22/2025	Payment		\$-506.15								
05/05/2025	ELECTRIC SERVICE		\$200.21								
05/05/2025	Renaissance Power & Gas Inc		\$318.25								
05/05/2025	Regular Bill	05/27	\$518.46				0281/0021	04724A	30	3658	
05/22/2025	Payment		\$-518.46								

Bill Account: XXXXXXXXXX

Account Activity Statement

Date: 09/26/25
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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Date	Description	Amount	Account	Account	Account	Account
06/04/2025	ELECTRIC SERVICE	\$197.95				
06/04/2025	Renaissance Power & Gas Inc	\$422.25				
06/04/2025	Regular Bill	\$620.20	0114/0031	08333A	32	3609
06/23/2025	Payment	\$-620.20				
07/03/2025	ELECTRIC SERVICE	\$102.16				
07/03/2025	Renaissance Power & Gas Inc	\$198.20				
07/03/2025	Regular Bill	\$300.36	0006/0288	10027A	29	1694
07/24/2025	Payment	\$-300.36				
08/04/2025	ELECTRIC SERVICE	\$51.36				
08/04/2025	Renaissance Power & Gas Inc	\$82.13				
08/04/2025	Regular Bill	\$133.49	0000/0437	10729A	30	702
08/21/2025	Payment	\$-133.49				
08/27/2025	Returned Check	\$133.49				
08/27/2025	RETURNED CHECK NSF CHARGE	\$20.00				
08/28/2025	Payment	\$-153.49				
09/03/2025	ELECTRIC SERVICE	\$45.48				
09/03/2025	Renaissance Power & Gas Inc	\$68.68				
09/03/2025	Regular Bill	\$114.16	0003/0230	11316A	32	587
09/22/2025	Payment	\$-114.16				

PPL ELECTRIC EXHIBIT NO. 2

Account Contact History
Account: [REDACTED] **Customer Name:** ARTEM SHYRSHYKOV
 From 9/1/2021 to 9/26/2025

Contact Date	Contact Type	Remarks	User
2025-08-28	WEB Customer Initiated Payment	Scheduled date 8 28 2025 Amount 153.49 User [REDACTED] Owner YES. Confirmation Number 25082856	SELF SERVICE USER
2025-08-27	Returned Item	RETURNED ITEM AMOUNT 133.49 DATE OF RETURNED ITEM 2025-08-27 REASON R01 INSUFFICIENT FUNDS	CUBAR080
2025-08-27	Correspondence - Returned Item	Return Item - Friendly	
2025-06-23	PUC/Formal	[REDACTED] Confidential Mediation	DANA M BRUNNER
2025-06-23	PUC/Formal	[REDACTED] Confidential Mediation	DANA M BRUNNER
2025-03-28	Correspondence - General	Template Name Meter Tested OK - Fee Waived Created By Eibach Linda Letter Edited Yes CS Letters ID 6402668	CSLET
2025-03-28	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2025-03-28	SC - GRACE EXTENSION	SENT METER TEST RESULTS TO CUSTOMER ON 3 28 25. TEST RESULTS ARE ATTACHED TO THE WATT	e153462
2025-03-28	Miscellaneous	WATT Generalist - Meter Test-CMO Issued Work Item 4439798 Completed	LINDA M EIBACH
2025-03-28	Miscellaneous	WATT ID 4439798 SENT METER TEST RESULTS TO CUSTOMER ON 3 28 25. TEST RESULTS ARE ATTACHED TO THE WATT	LINDA M EIBACH
2025-03-21	Miscellaneous	WATT ID 4438350 attached copy of the form that was completed and sent to OGC also issued meter test	WENDY M MERKEL
2025-03-21	Miscellaneous	Working PUC formal. Issued CMO on 03 24 25	WENDY M MERKEL
2025-03-21	Miscellaneous	WATT Generalist - Meter Test-CMO Issued Work Item 4439798 Created	WENDY M MERKEL
2025-03-21	SC - METER TEST	working PUC Formal. Issued CMO	e154150
2025-03-21	Change Meter Only Issued	Customer requested meter test. Tag and box old meter with bill account . Send to SFC-Meter-Test-Customer Complaint	WENDY M MERKEL
2025-03-19	SC - PUC Formal Complaint	The customer filed Formal Complaint Docket No. C-2025-3054075- WATT ID 4438350	E02623
2025-03-19	Miscellaneous	WATT CCC Formal Complaint - Bill Dispute Work Item 4438350 Created	CARMEN P URBAN
2025-02-11	SC - GRACE EXTENSION	Caller Back Office Ratepayer. SC Status from Open to Closed Cust Rights Given Y Cust Satisfied Y Comments BCS 4034401 DEC CLOSED02 11 2025 SPOKE TO CUST WHO STATE DIDNT HAVE ACCESS TO BREAK PANEL TO PERFORM TEST TO CK FOR SHARE MET FOREIGN LOAD. CUST CAN PAY FOR MET TEST. DISCUSS SUPP CHARGE. BILLS COR AS REND BASE ON ACT MET READS. CUST WILL REACH OUT TO	CUCL143
2024-12-02	SC - PUC Informal Complaint	PUC MDIA BCS 4034401	CUCL143
2024-11-26	Correspondence - General	Template Name Master Utility Report Created By DOUGLAS DEMMING Letter Edited No CS Letters ID 6176514	CSLET
2024-11-26	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2024-11-26	Energy Education	Caller ARTEM SHYRSHYKOV Ratepayer. i wasnt able to determine the cause of the increase in the usage form SEP-NOV i offered a meter test cust accepted info was given i advised the cust to continue to track their usage and make adjustments to the home cust not sat but understood the info given recap	DOUGLAS DEMMING
2024-11-26	Energy Education	Caller ARTEM SHYRSHYKOV Ratepayer. cci due to a increase in their usage the cust stated it started in AUG and have been increasing since i went over the bill for AUG SEP OCT AND NOV i informed the cust starting with the SEP bill their daily usage increased and each month it increased higher than before cust confirmed theres nothing new added to the home	DOUGLAS DEMMING
2024-11-26	WUR Assessment	ARTEM SHYRSHYKOV Ratepayer. Caller s Concern Billed Amounts. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No. Interested in SO No.	DOUGLAS DEMMING

Contact Date	Contact Type	Remarks	User
2024-11-26	Usage Analysis	Caller ARTEM SHYRSHYKOV Ratepayer Reviewed Bill History Yes Reviewed Daily Hourly Usage Yes Is Usage in line No Customer Satisfied No	DOUGLAS DEMMING
2024-11-26	WUR Assessment	ARTEM SHYRSHYKOV Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO No.	JAYDEN LYONS
2024-11-26	Call Transfer	Caller ARTEM SHYRSHYKOV Ratepayer User Comments Cx call Interpreter 39820 cx said every month usage increasing want detail transfer to EE	JAYDEN LYONS
2024-11-26	WEB Cust Initiated EFT Enroll	Web ABP Enrollment	SELF SERVICE USER
2024-11-26	WEB Customer Initiated Payment	Scheduled date 11 26 2024 Amount 284.35 User [REDACTED] Owner YES. Confirmation Number 24112606	SELF SERVICE USER
2024-11-02	Special Situation	HIGH BILL ALERT	SUPP_HB
2024-10-23	WEB Customer Initiated Payment	Scheduled date 10 23 2024 Amount 395.18 User [REDACTED] Owner YES. Confirmation Number 24102310	SELF SERVICE USER
2024-10-21	Usage Analysis	Caller Back Office Ratepayer. Russian int Kristina 30794. rp States is not using HVAC at all so heat is not on.	SUSAN COHEN
2024-10-21	Usage Analysis	Caller ARTEM SHYRSHYKOV Ratepayer. Russian int Kristina 30794. States L already checked water heater and says OK. Avd element may be going out or leak in wall for ex. Adv how to test circuits and read meter to check what is suddenly using so much electric. Does not have usual usage re with temps. Rev 10 21 2024 16 09 CORRECTION LL checked water heater	SUSAN COHEN
2024-10-21	Usage Analysis	Caller ARTEM SHYRSHYKOV Ratepayer. Russian int 30794 Kristina Conf usage consistent until last 2 mos. States turned down temp on hot water heater from 140 to 120 2 mos ago but usage went up. Higher than neighbor who uses less electric. Conf usage incr. States hot water too uncomfortable to use. Adv may be hot water heater has element going out. Cont	SUSAN COHEN
2024-10-21	Choice Inquiry	Caller ARTEM SHYRSHYKOV Ratepayer User Comments Russian int Kristina 30794 Conf new EGS eff 10 11 Renaissance Power and Gas Old EGS will bill through 10 11 and new EGS will start billing same day.	SUSAN COHEN
2024-10-21	WUR Assessment	ARTEM SHYRSHYKOV Ratepayer. Caller s Concern Billed Amounts. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Suppliers - General Inquiries. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	SUSAN COHEN
2024-10-21	Call Transfer	Caller ARTEM SHYRSHYKOV Ratepayer User Comments calling back in to find out why kwh is going to high has had previous conv with reps regarding kwh but still feels there is something wrong transferred to EE	MELANIE MERTIS
2024-10-21	WUR Assessment	ARTEM SHYRSHYKOV Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO No.	MELANIE MERTIS
2024-10-15	Billing	Caller ARTEM SHYRSHYKOV Ratepayer User Comments customer called regarding his bill his usage has gone up over the last three months - explained to customer that these are actual bills - not estimates that his usage has dropped since october 5th - customer states nothing on - declined meter information	KATHLEEN MCANDREW
2024-10-15	Correspondence - General	Template Name Master Utility Report Created By KATHLEEN MCANDREW Letter Edited No CS Letters ID 6094309	CSLET
2024-10-15	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2024-10-15	WUR Assessment	ARTEM SHYRSHYKOV Ratepayer. Caller s Concern Billed Amounts. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No. Interested in SO No.	KATHLEEN MCANDREW
2024-10-15	WUR Assessment	ARTEM SHYRSHYKOV Ratepayer. Caller s Concern Billed Amounts. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	KATHLEEN MCANDREW
2024-10-15	Usage Analysis	Caller ARTEM SHYRSHYKOV Ratepayer Reviewed Bill History Yes Reviewed Daily Hourly Usage Yes Is Usage in line No Customer Satisfied No	KATHLEEN MCANDREW
2024-10-15	Call Transfer	Caller ARTEM SHYRSHYKOV Ratepayer User Comments sw int anton 229 russian cci to check about energy use is stating have heater on but compared with neighbor and his usage is double than then even that they also have elect heat cx stating heater off by the last 3 weeks so want to check if the usage decreased so can confirm if is the heater trans to EE	DANIEL SALAVERRIA
2024-10-15	WUR Assessment	ARTEM SHYRSHYKOV Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO No.	DANIEL SALAVERRIA
2024-10-08	Supplier Switch Letter	Supplier Added - Cust Choice 1 Bill.	CSSDR044
2024-10-08	Cust Choice 1 Bill	Supplier added on 2024-10-11 - Renaissance Power Gas Inc	
2024-10-08	Batch Enrollment		

Contact Date	Contact Type	Remarks	User
2024-10-07	Correspondence - General	Template Name Master Utility Report Created By DENISE WALKER Letter Edited No CS Letters ID 6079275	CSLET
2024-10-07	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2024-10-07	WUR Assessment	ARTEM SHYRSHYKOV Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No. Interested in SO No.	DENISE WALKER
2024-10-07	Energy Education	Caller ARTEM SHYRSHYKOV Ratepayer. test. He declined. Adv 395.18 due on 10 24. He want to know what will happen if he don t pay full amount by due date. Adv anytime bill is paid after due date then subject to collection calls notice and 10 day term notice. He stated he is changing suppliers online. UNDS	DENISE WALKER
2024-10-07	Energy Education	Caller ARTEM SHYRSHYKOV Ratepayer. for 29 days 260.42 kwh 1263 avg temp 74f. Adv bill generated on 10 3 for 32 days 395.18 kwh 1958 avg temp 68f. Adv bill generated on 10 2 for 30 days 154.79 kwh 715 avg temp 69f. He stated winter temp is 73-74f. Adv bills are correct. He didn t allow me to finish the profile. Adv can pay 35 to get meter	DENISE WALKER
2024-10-07	Energy Education	Caller ARTEM SHYRSHYKOV Ratepayer User Comments Calling with Interp. 23186 because the last 3 bills usage was too high. Adv rate will affect the bills. Adv supplier is Spring Power Gas with rate of 14.7 cents per kwh and our rate is 10.04 cents per kwh. Adv bill generated on 8 5 for 30 days 198.23 kwh 930 avg temp 80f. Adv bill generated on 9 3	DENISE WALKER
2024-10-07	Usage Analysis	Caller ARTEM SHYRSHYKOV Ratepayer Reviewed Bill History Yes Reviewed Daily Hourly Usage Yes Is Usage in line No Customer Satisfied No	DENISE WALKER
2024-10-07	WUR Assessment	ARTEM SHYRSHYKOV Ratepayer. Caller s Concern Billed Amounts. Position Stated Yes. Sat No. WUR Required Yes. Caller s Concern Account Balance. Position Stated Yes. Sat No. WUR Required Yes. Caller s Concern Suppliers - General Inquiries. Position Stated Yes. Sat No. WUR Required No. Provided PUC No. Interested in SO No.	DENISE WALKER
2024-10-07	WEB EFT Canceled	Web ABP Unenrollment	SELF SERVICE USER
2024-10-04	Special Situation	HIGH BILL ALERT	SUPP_HB
2024-09-04	Special Situation	HIGH BILL ALERT	SUPP_HB
2024-08-06	Special Situation	HIGH BILL ALERT	SUPP_HB
2024-07-06	Special Situation	HIGH BILL ALERT	SUPP_HB
2024-06-06	Special Situation	HIGH BILL ALERT	SUPP_HB
2024-05-07	Special Situation	HIGH BILL ALERT	SUPP_HB
2024-04-06	Special Situation	HIGH BILL ALERT	SUPP_HB
2024-03-07	Special Situation	HIGH BILL ALERT	SUPP_HB
2024-02-06	Special Situation	HIGH BILL ALERT	SUPP_HB
2024-01-06	Special Situation	HIGH BILL ALERT	SUPP_HB
2023-12-05	Special Situation	HIGH BILL ALERT	SUPP_HB
2023-12-02	Maintain Bill Account	Caller Self Serve Ratepayer updated Paperless billing from Not Enrolled to Enrolled .	SELF SERVICE USER
2023-11-02	Special Situation	HIGH BILL ALERT	SUPP_HB
2023-10-03	Special Situation	HIGH BILL ALERT	SUPP_HB
2023-09-02	Special Situation	HIGH BILL ALERT	SUPP_HB
2023-08-22	Customer Enrolled in EFT Notice	EFT Enrollment Notice	
2023-08-03	Special Situation	HIGH BILL ALERT	SUPP_HB
2023-04-28	Cust Choice 1 Bill	Supplier added on 2023-05-03 - Spring Power Gas	
2023-04-28	Batch Enrollment		
2023-01-23	Maintain Bill Account	Caller SelfServe RatePayer updated primary phone from [REDACTED] to primary phone [REDACTED]. Consent Attained	SELF SERVICE USER
2023-01-23	Maintain Bill Account	Caller SelfServe RatePayer updated alternate phone from [REDACTED] to alternate phone [REDACTED]. Consent Attained	SELF SERVICE USER
2023-01-23	WEB Maintain Bill Account	Updated email address from [REDACTED] to [REDACTED].	SELF SERVICE USER
2023-01-23	WEB Maintain Bill Account	Updated email address from UnKnown to [REDACTED].	SELF SERVICE USER
2023-01-11	Data Repair	INC10765324 - Reads Workaround	CSSDR044
2022-12-28	LIHEAP	1 000 LIHEAP transferred from unpostables [REDACTED] to [REDACTED]. Working void bill account status.	KEVIN DIEHL
2022-12-22	Choice Inquiry	New Connect Privacy Release Default - OK to Release All	SYSTEM SYSTEM
2022-12-22	Connect Completed		BATCH

Contact Date	Contact Type	Remarks	User
2022-12-22	Connect Questions	TYPE OF CONNECT REQUEST METERED RATEPAYER OWNS THE PROPERTY Y RATEPAYER WILL OCCUPY THE PROPERTY Y NON-RESIDENTIAL USE ASSOCIATED WITH THE PROPERTY NONE TYPE OF PROPERTY RESIDENTIAL ELECTRIC HEAT Y RESIDENTIAL USE ASSOCIATED WITH THE PROPERTY RESIDENTIAL USE WILL BE FOR THE RATEPAYERS SOLE BENEFIT	MELANIE M SMITH
2022-12-22	Connect Issued	Electric	MELANIE M SMITH

PPL ELECTRIC EXHIBIT NO. 3

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Home
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Case Search
Reports

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General			
BCS Case No.	4034401	Case Notes	Count : 1 Detail...
CSS Account No.	[REDACTED]	Received Date	12/02/2024
CSS Name	ARTEM SHYRSHYKOV	Due Date	12/31/2024
Name	ARTEM SHYRSHYKOV	Investigator Name	CASE POOL, BCS
Service Address 1	53 PENNWICK DR UNIT A	Mailing Address 1	
Service Address 2		Mailing Address 2	
Service City, State Zip	LITITZ, PA 17543-	Mailing City, State Zip	, -
PUC Address	53A PENNWICK DR,,LITITZ,PA,17543-		
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 2 HIGH BILL DISPUTE. THE CUSTOMER IS DISPUTING THE BILL(S) FROM THE MONTH(S) OF . CUSTOMER STATED THAT HIS NORMAL BILLS WERE AROUND \$ 180-\$200/MONTH, BUT SINCE SEPT 2024 HIS BILLS WENT UP ALMOST TWICE TO \$ 300-\$400/MONTH. CUSTOMER EXPLAINED THAT HIS USAGE WAS STILL THE SAME, SO HIS BILLS WERE NOT SUPPOSED TO GO UP THAT HIGH. CUSTOMER WANTS AN EXPLANATION REGARDING THE USAGE. - RELIEF SOUGHT - CHECK THE METER. INVESTIGATE THE USGAE AGAIN. CORRECT THE BILLS. THE CELL PHONE NUMBER [REDACTED] HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS [REDACTED] HAS BEEN ALLOWED TO BE SHARED.		
Company Position	11/26/2024 THE BILLS WERE CORRECT. THEY WERE BASED ON THE USAGE.		
Related Information			
Misc Info			
Heating	Yes	Service	On
Acct Bal Due Date	12/26/2024	Total Account Balance	0.00
Budget Bill Amount	248.00		
Arrearage	0.00	Reported Income Amount	0.00
Date of Last Customer Contact prior to Complaint	11/26/2024		

Type Assignment	
Case Type	Informal

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

Ownership	
Contact Person	E180613 - Kiernan-Johnson,Ashley
Written By	Kiernan-Johnson, Ashley
Written By Date	12/27/2024

Other Information			
Adults	3	Children	1
Amount Needed to Update Most Recent Payment Arrangement		Universal Service Program	No

Informal Final Report
Details of the Company's Original Investigation

10/7/2024- Artem Shyshykov contacted PPL Electric Utilities (PPL EU or the Company) with the assistance of an interrupter regarding the previous bills rendered. The Customer Service Representative (CSR) reviewed the customer's account and explained the customer has a supplier (Spring Power & Gas) that is charging a rate of \$14.7 cents/kWh compared to PPL EU rate of \$10.04 cents/kWh. The CSR reviewed the bills rendered on 8/5, 9/3 and 10/3. The CSR attempted to completed a home analysis, however, the Company records indicate they were unable to complete it. The CSR advised the customer can pay \$35.00 to have the meter test to which the customer declined. The CSR advised \$395.18 is due on 10/24. The customer advised he will be changing supplier online. Since the customer indicated he was not satisfied, the Company suspended the customer's account and sent a written utility report. (letter attached)

Note: A home analysis is an extensive probe the Company offers to assist customers with understanding their bills. The analysis utilizes specific details of the customer's home, such as the number of occupants, the heat source, appliances and insulation, to provide the customer with detailed information on where the electric is being used.

10/15/2024- Artem Shyshykov contacted the Company with the assistance of an interrupter regarding the energy usage. The customer indicated he has a heater on, but is comparing usage with his neighbor and advised his usage is double. The CSR explained the bills rendered are actual usage and not based on estimates. The Company records show the customer declined meter information. Since the customer indicated he was not satisfied, the Company suspended the customer's account and sent a written utility report. (letter attached)

10/21/2024- Artem Shyshykov contacted the Company with the assistance of an interrupter to review the usage on the account. The CSR advised the usage has been consistent until the last two months. The customer advised he turned the temperature down on the hot water heater two months ago. The CSR provided further information on how to test circuits and read meter.

11/26/2024 (Date of last contact)- Artem Shyshykov contacted the Company with the assistance of an interrupter due to the increase in their usage. The CSR reviewed the bills rendered in August, September, October and November. The CSR advised a daily usage increase started with the September bill and continued. The customer indicated nothing new has been added to the home. The CSR provided further information on how to obtain a meter test and recommended the customer continue to track their usage. The Company records show the customer understood the information. Since the customer indicated he was not satisfied, the Company suspended the customer's account and sent a written utility report. (letter attached)

Company's Final Position to the Customer

Artem Shyshykov contacted the Company with the assistance of an interrupter due to the increase in their usage.

The CSR reviewed the bills rendered in August, September, October and November.

The CSR advised a daily usage increase started with the September bill and continued.

The customer indicated nothing new has been added to the home.

The CSR provided further information on how to obtain a meter test and recommended the customer continue to track their usage.

The Company records show the customer understood the information.

Since the customer indicated he was not satisfied, the Company suspended the customer's account and sent a written utility report. (letter attached)

Details of Company's Investigation after BCS Contact

Note: The Company has no records to support it speaking to the customer about the concerns raised in this complaint case, prior to contacting the PUC.

Company's Final Position to BCS

The Company billed the customer on actual Automated Meter Reader (AMR) readings.

56.2 AMR (Automatic Meter Readings) (iii) states that all readings by an AMR shall be deemed actual readings for the purposes of this chapter.

This customer did not receive estimated bills.

The Company recognizes the customer's usage is higher than previous years. The billed usage is based on actual meter readings and therefore, the bills are considered correct as rendered.

From 8/1/2024 to 8/30/2024 the customer used 1263kWh. From 8/1/2023 to 8/30/2023, the customer used 612kWh.

From 8/30/2024 to 10/1/2024 the customer used 1958kWh. From 8/30/2023 to 9/29/2023, the customer

used 715kWh.

From 10/1/2024 to 10/30/2024 the customer used 1734kWh. From 9/29/2023 to 10/30/2023, the customer used 662kWh.

From 10/30/2024 to 12/2/2024 the customer used 3127kWh. From 10/30/2023 to 11/30/2023, the customer used 862kWh.

The Company will test electric meters in accordance to its Commission-approved tariff.

The Company, as per its tariff, charges a fee for this service (Tariff Rule 8D). For residential customers, the cost to test an electric meter is \$35.00. The customer must pay the fee prior to the test.

The customer's account balance is \$0.00. The customer's next meter read is approximately 1/6/2025.

The Company included the necessary attachments with its report.

[Analysis Information](#)

Justified	Not Analyzed
No Analysis Items Found	

Return To Search	Case History	Print	Delete
Violations	Decision	Analysis	Change State
Dismiss			

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Home

Decision Detail

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Case Search

Reports

General			
BCS Case No.	4034401	CSS Account No.	██████████
Customer Name	ARTEM SHYRSHYKOV	Investigator Name	CASE POOL, BCS
Address 1	53 PENNWICK DR UNIT A	Service Class	RESIDENTIAL
Address 2		Case Origin	TELEPHONE
City, State Zip	LITITZ , PA 17543	Head Date	
Service Restore Amount		Current Monthly Payment	
Service Continue Amount		Service Continue Date	
Decision Issue	No	Ending Monthly Payment	
Chapter		Oral/Written	Oral
Section Rule		Violation	NO
Total Balance	0.00	Closed Date	02/11/2025
Reconnect Amount	0.00	Balance Date	12/27/2024
Special Budget Amount		Regular Budget Amount	
Arrears Payment Plus		Final Monthly Payment	
Resolution	<p>VERBAL CLOSE: SPOKE WITH CUSTOMER VIA INTERPRETER SERVICES AND CONFIRMED THE DISPUTE. CUSTOMER STATED HE DID NOT HAVE ACCESS TO THE BREAKER PANEL TO PERFORM A TEST TO CHECK FOR SHARED METERING OR FOREIGN LOAD. CUSTOMER WAS INFORMED OF HIS RIGHT TO PAY FOR AND REQUEST A METER TEST. DISCUSSED THE CUSTOMERS SUPPLIER AND THE CHARGES FROM THE SUPPLIER. CUSTOMER UNDERSTANDS AND IS CONTESTING THE KWH. INFORMED CUSTOMER THAT AT THIS POINT, THE BILLS ARE CONSIDERED CORRECT AS RENDERED BECAUSE THEY ARE BASED ON ACTUAL METER READINGS. CUSTOMER UNDERSTOOD. CUSTOMER WILL REACH OUT TO THE COMPANY AND OR LANDLORD AND REQUEST A TEST FOR FOREIGN</p>		

	WIRING. CUSTOMER WAS SATISFIED WITH THE INFORMATION AND GAVE PERMISSION TO CLOSE THE DISPUTE. COMPLAINT IS DISMISSED AND CLOSED.
Terms	
Letter Description	

Action Required Options			
Action Required	<input type="radio"/> Yes <input checked="" type="radio"/> No		
WorkQ Category	<input type="text"/>		
Sub Category	<input type="text"/>		
Up Front Amount	<input type="text"/>	Up Front Due Date	<input type="text"/>
Bill Type	<input type="text"/>		
Plus Amount	<input type="text"/>		
Beginning Date	<input type="text"/>		
Write-Off Amount	<input type="text"/>		
Comments	BCS#4034401 DEC CLOSED02/11/2025 SPOKE TO CUST WHO STATE DIDNT HAVE ACCESS TO BREAK PANEL TO PERFORM TEST TO CK FOR SHARE MET/FOREIGN LOAD. CUST CAN PAY FOR MET TEST. DISCUSS SUPP/CHARGE. BILLS COR AS REND BASE ON ACT MET READS CUST		
Processed By	E169452	Processed Date	2/11/2025 4:47:22 PM

[Return to Case](#)

PPL ELECTRIC EXHIBIT NO. 4

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



ARTEM SHYRSHYKOV
53 PENNWICK DR UNIT A
LITITZ, PA 17543

March 28, 2025

Bill Account Number: [REDACTED]

Dear ARTEM SHYRSHYKOV:

On 11/26/2024, you contacted us to discuss the amount of your electric bill (bill period ending 11/01/2024).

To assist you with understanding your electricity consumption and the resulting bill, we reviewed your usage history. We discussed your energy usage, which among other things, looks at the size of your home or business, number of occupants, the heating and cooling sources, and appliances. We conducted the analysis to learn more about your home and your energy consumption.

Because you still had concerns about the amounts of your bills, we offered to test the accuracy of the electric meter at your home or business. As a one-time courtesy, we agreed to waive the \$35 meter test fee. You accepted this service.

We tested your meter and have enclosed the report from the test. Based on the results, your electric meter was recording your electricity consumption accurately. Based on our review, your bills are correct.

Lastly, we encourage you to view and monitor your electricity use regularly on our website at pplelectric.com. If you have not already done so, you will need to create a username and password to link your bill account number to your profile.

After logging into your account, at pplelectric.com, you will see a graph of electricity use. To the right of that graph, select View Usage Details. This application lets you track your home's energy use. It also shows the average daily temperature. The weather has a direct impact on electricity usage for homes that rely on electricity for heating or cooling. Using this site regularly will improve your understanding of your electricity use and might help you find ways to save money on future bills.

We have enclosed an account activity statement for your reference. Your balance of \$0.00 is due on 03/27/2025. If you cannot pay the bill in full, please visit our website at ppllectric.com or call us.

You can pay your bill:

- Electronically, at ppllectric.com.
- By phone at 1-800-342-5775.
- By mail, send your payment to PPL electric Utilities, PO Box 419054, St. Louis, MO 63141.
- In person, at a bill payment center (service fee applies). See list of payment centers at ppllectric.com/paybill.
- By credit or debit card, by calling Paymentus at 1-844-278-3310, (service fee applies) to pay using Visa, MasterCard, Discover or debit card.

If you have questions or need more information, please visit ppllectric.com or call us at 1-800-342-5775. Customer service is available 24/7 for emergencies and outages, and 8 a.m. to 5 p.m. Monday through Friday for all other questions.

Sincerely,

PPL Electric Utilities

56.152 (7)(ii) The date on or after which the account will become delinquent unless a payment arrangement is entered into or an informal complaint is filed with the Commission. This date may not be earlier than the due date of the bill or 15 days after the issuance of a public utility company report, whichever is later.

Metering Support Laboratory

Laboratory Test Results

Customer Name: Artem Shyrshykov
Customer Billing Account: [REDACTED]
Meter Manufacturer: Landis and Gyr
Meter Serial Number: [REDACTED]
Meter Test Date: 3/27/2025

Meter Test Results:
- Full Load Test: 100.02%
- Light Load Test: 100.05%
- Average Accuracy: 100.03%

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: Initial Comments: missing tbar seal in base

Certified:
Joseph Chunko
Supervising Engineer, Metering Support

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).

PPL ELECTRIC EXHIBIT NO. 5

Account Number	Billed	Days in bill	Total KWh Used	Avg kWh/day	Electricity costs	Avg. Temperature
	09/03/2025	32	587	18	\$114.16	72
	08/04/2025	30	702	23	\$133.49	79
	07/03/2025	29	1694	58	\$300.36	69
	06/04/2025	32	3609	113	\$620.20	59
	05/05/2025	30	3658	122	\$518.46	57
	04/03/2025	29	3569	123	\$506.15	48
	03/06/2025	29	3344	115	\$470.90	32
	02/05/2025	32	3466	108	\$487.55	26
	01/06/2025	31	3718	120	\$512.53	34
	12/03/2024	33	3127	95	\$433.36	47
	11/01/2024	29	1734	60	\$284.35	58
	10/03/2024	32	1958	61	\$395.18	66
	09/03/2024	29	1263	44	\$260.42	74
	08/05/2024	30	930	31	\$198.23	76
	07/05/2024	29	565	19	\$123.16	71
	06/05/2024	32	793	25	\$169.42	61
	05/06/2024	29	790	27	\$169.57	50
	04/05/2024	30	866	29	\$173.48	43
	03/06/2024	32	1058	33	\$230.24	36
	02/05/2024	29	1119	39	\$255.35	32
	01/05/2024	34	1218	36	\$274.20	40
	12/04/2023	31	862	28	\$191.26	44
	11/01/2023	31	662	21	\$150.85	58
	10/02/2023	30	715	24	\$154.79	65
	09/01/2023	29	612	21	\$129.98	71
	08/02/2023	32	810	25	\$175.97	75
	07/03/2023	29	675	23	\$115.33	64
	06/02/2023	30	626	21	\$105.45	47
	05/02/2023	32	767	24	\$162.21	51
	03/31/2023	29	834	29	\$175.17	39
	03/02/2023	30	932	31	\$193.91	36
	01/31/2023	32	974	30	\$201.98	38
	01/10/2023	8	214	27	\$44.68	27

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.