

February 8, 2024

RCVD PUC SEC BUR  
FEB 12 2024 AM 10:47

Secretary  
Public Utility Commission  
Commonwealth Keystone Building  
400 North Street  
Harrisburg, PA 17120

**Re: PUC Docket No. M-2023-3038060 Settlement with PPL**

**PPL Service to:** Linda S. Pellish, 330 Patton Drive, Orwigsburg, PA 17961

Account [REDACTED] Meter 301248186

Dear Sir or Madam:

On January 30, 2023, I had written to PPL regarding billings for my account noted above. I was disputing the amount of the bill as in error for the assessed kilowatt hours used and the subsequent higher-than-normal billings. In my letter, I compared my usage for the same time periods for 2021 and 2022 to argue the errors I perceived for the 2022 and 2023 billings. I tried to contact PPL by phone to discuss the issue but was never able to connect with anyone. Thus, I wrote the letter and requested a written utility company report, which I never received, nor did I ever receive any response to my letter. I am enclosing the letter for your reference along with copies of the bills I disputed. The letter clearly explains my case.

I am writing this letter as my public comment on the proposed settlement with PPL. I am asking for some reimbursement for the incorrect billings I received from PPL, which I paid on time.

I hope that I hear from you.

Thank you.

Very truly yours,



Linda S. Pellish

330 Patton Drive

Orwigsburg, Pa 17961

Cell number: (570) 617-1202

January 30, 2023

Service to:

Linda Pellish  
330 Patton Drive  
Orwigsburg, PA 17961

RCVD PUC SEC BUR  
FEB 12 2024 AM 10:47

Account: \_\_\_\_\_  
Meter: **301248186**

To:

PPL Electric Utilities  
PPL Customer Service  
827 Hausman Road  
Allentown, PA 18104-9392

Dear Sir or Madam:

I am writing about the billing I received for my electric usage from November 30, 2022 to January 4, 2023. I received a bill for that period in the amount of \$810.88 with an auto pay date of 1/26/2023. The number of Kilowatt hours (kWh) for that period was assessed to me for 4142 hours delivered. The supply cost for that period was \$605.24. For the same period last year (December 2, 2021 to January 4, 2022) I used 3905 KWH with a supply cost of \$368.40. The difference is \$236.84 or a 39% increase. I do understand that the current bill reflected a delivery of an additional 237 KWH for the same period.

I then received a second billing for the November 30, 2022 to January 4, 2023 usage which was for \$1,007.30 with an auto pay date of 2/8/23. This was an increase of \$196.42 more for the same usage period. The delivered kWh for that bill was now 5165. This is 1,023 kWh MORE than the first bill of 4142 kWh. This new bill reflected supply costs of \$754.72, a 51% increase for the same period a year ago.

I reviewed my bills from January, 2021 through December 21, 2022. Historically, my highest usage comes in the winter months. My usage was as follows:

January 28, 2021	4505
March 1, 2021	4147
March 24, 2021	4101
April 6, 2021	3104
December 23, 2021	3115
January 25, 2022	3905
February 25, 2022	4301
March 24, 2022	3883
April 24, 2022	3245
December 21, 2022	3044

Page 2

Historically, I have never used anywhere near 5165 kWh. For the other months in those years, my usage was considerably lower.

I am aware that PPL was to increase their rates by 22%. However, my bill rose by 35% on the first bill and 48% on the second bill. My kWh usage increased unreasonably on both bills when considering the historical usage. Nothing has changed in the way I use electricity in my home. Only my husband and I live here. We have not added new appliances or other electricity-operated items to the home. We are an all-electric home on a true geothermal heat pump system. I cook with gas and have a gas oven and an electric one I use for overflow when needed. Nothing in terms of their usage has changed. We live in a two-story home built in 2007 and live on the first floor with the second floor used only occasionally for visitors. We keep the thermostat on that floor lower than the rest of the house.

I dispute the two bills that were sent to me for the billing period of November 30, 2022 to January 4, 2022. I have tried numerous times to contact PPL by phone only to be put on a queue for times of 120 minutes or longer. Today I tried again and did not even get to a menu but was told to try another time. This is very frustrating. Your customer service needs attention. I am requesting a written utility company report.

Please contact me as soon as possible to address the unfair and inappropriate billing.

Very truly yours,



Linda S. Pellish  
(570) 617-1202 (cell)



We deliver.

1-800-342-5775  
For hours of operation and to pay/manage your account, visit pplelectric.com.

Meter 301248186 Accour

Auto Pay Date	Amount Due
2/8/23	\$1,007.30 (Auto Pay)

Billing Details on Back

Service to:  
LINDA PELLISH  
330 PATTON DR  
ORWIGSBURG, PA 17961

*Corrected*

Corrected Bill

<b>Supply</b>	<b>\$754.72</b>	Usage from Nov 30 - Jan 4	<b>\$252.58</b>	<b>Delivery</b>
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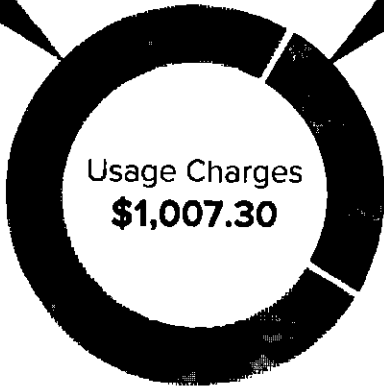
PPL Electric Utilities  
1-800-342-5775

Effective Date  
10/20/21

PPL Electric Utilities

PPL Electric Utilities Price to Compare

\$0.14612 Use this price when comparing supplier offers.



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

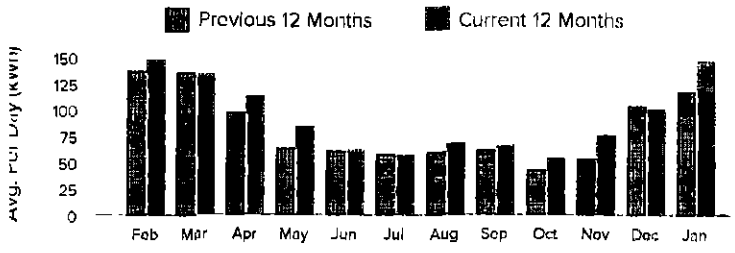
**WANT TO SAVE?**  
Reduce heating costs by sealing air leaks with caulk, spray foam or weather stripping.

SHOP FOR ELECTRICITY

Visit PPowerSwitch.com or www.oqa.state.pa.us if you're shopping, know your contract expiration date.  
Account Number: 36669-50009  
The price to compare is updated June 1st and December 1st.  
Rate: RS. View schedule at pplelectric.com/rates

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Usage Summary



For usage and billing details, visit us online at pplelectric.com

January

Electricity Usage (kWh)	Avg. Temperature	Avg. Daily Cost
+32%	-5°	+75%
3905 (2022)	38° (2022)	\$16.46 (2022)
5165 (2023)	33° (2023)	\$28.78 (2023)

Questions or concerns? Contact us by 2/3/23

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

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



Account Number	Auto Pay Date	Amount Due
	2/8/23	Auto Pay

AV 01 035906 43355H124 A\*\*5DGT



LINDA PELLISH  
330 PATTON DR  
ORWIGSBURG, PA 17961-1620

PPL ELECTRIC UTILITIES  
2 NORTH 9TH STREET CPC-GENN1  
ALLENTOWN, PA 18101-1175



1 6300010073030001007305

035906 1/2

kWh Delivered (to Customer)			
Meter Number	Reading Dates	Meter Reading	Kilowatt-Hours
301248186	Jan 4	24148	5165
	Nov 30	18983	
Days Billed: 35		Avg. kWh/Day: 148	Total Delivered: 5165

Date Range	Annual Total Usage	Avg Monthly
Feb 2022 - Jan 2023	33884 kWh	2824 kWh

Next meter reading on or about: Jan 31, 2023.  
 State taxes this bill: About \$9.77. PA Gross Receipts Tax: About \$59.43.

**Supply Details**

Generation & Transmission Charges for Nov 30-Jan 4	
Transmission Charge:	
5,165 kWh at 2.316¢ per kWh	119.62
Generation Charge:	
Capacity and Energy	
5,165 kWh at 12.296¢ per kWh	635.09
PA Tax Adj Surcharge at 0.001%	0.01
<b>Total PPL Electric Utilities Charges</b>	<b>\$754.72</b>

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

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.

**Billing Summary**

Previous Balance	\$810.88
Payment Received Dec 19, 2022 - Thank You!	-\$525.32
<b>Balance as of Jan 18, 2023</b>	<b>\$0.00</b>
Total Supply Charges	\$754.72
Total Delivery Charges	\$252.58
<b>Automatic Bill Payment on 2/8/23</b>	<b>\$1,007.30</b>
Account Balance	\$1,007.30

**Delivery Details**

Distribution Charges	
<b>Residential Rate: RS for Nov 30 - Jan 4</b>	
Customer Charge	16.01
5,165 kWh at 4.6603¢ per kWh	240.69
Tax Cut and Jobs Act Credit at -8.23%	-16.18
System Improvement Charge at 5.00%	12.03
PA Tax Adj Surcharge at 0.0121%	0.03
<b>Total Delivery Charges</b>	<b>\$252.58</b>

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



We deliver.

1-800-342-5775  
For hours of operation and to pay/manage your account, visit pplelectric.com.

Meter 301248186 Account

Service to:  
LINDA PELLISH  
330 PATTON DR  
ORWIGSBURG, PA 17961

Auto Pay Date	Amount Due
1/26/23	\$810.88 (Auto Pay)

Billing Details on Back

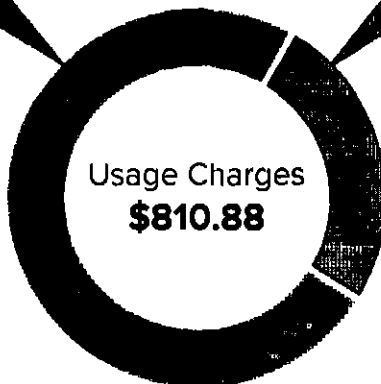
Estimated Bill

Supply	\$605.24	Usage from Nov 30 - Jan 4	\$205.64	Delivery
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PPL Electric Utilities  
800-342-5775  
Effective Date 10/20/21

PPL Electric Utilities

PPL Electric Utilities Price to Compare  
\$0.1461/kWh  
Use this price when comparing supplier offers.



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

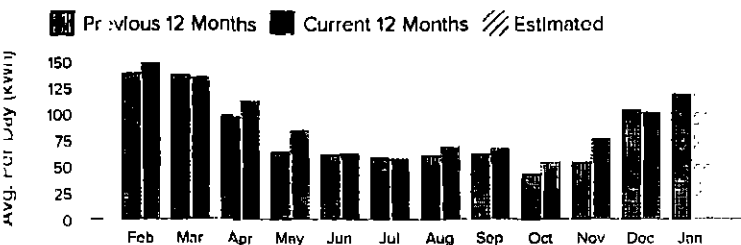
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Reduce heating costs by sealing air leaks with caulk, spray foam or weather stripping.

SHOP FOR ELECTRICITY

Visit PAPowerSwitch.com or www.oca.state.pa.us if you're shopping, know your contract expiration date. Account Number: 36569-80009  
The price to compare is updated June 1st and December 1st. Rate: RS. View schedule at pplelectric.com/rates

RCVD PUC SEC BUR  
FEB 12 2024 AM 10:48

Usage Summary



For usage and billing details, visit us online at pplelectric.com

January

Electricity Usage (kWh)	Avg. Temperature	Avg. Daily Cost
+8% 3905	5° 38°	+41% \$16.46
4142	33°	\$23.17
2022	2022	2022
2023	2023	2023

Questions/concerns? Contact us by 1/23/23

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



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

Account Number	Auto Pay Date	Auto Pay
	1/26/23	Auto Pay

AV 01 026622 27276H 91 A\*\*5DGT



LINDA PELLISH  
330 PATTON DR  
ORWIGSBURG, PA 17961-1620

PPL ELECTRIC UTILITIES  
2 NORTH 9TH STREET CPC-GENN1  
ALLENTOWN, PA 18101-1175



1 2000008108800000810885

kWh Delivered (to Customer)			
Meter Number	Reading Dates	Meter Reading	Kilowatt-Hours
301248186	Jan 4	23125	4142
	Nov 30	18983	
Days Billed: 35		Avg. kWh/Day: 118	Total Delivered: 4142
Date Range		Annual Total Usage	Avg Monthly
Feb 2022 - Jan 2023		32861 kWh	2738 kWh

Next meter reading on or about: Jan 31, 2023.

State taxes this bill: About \$7.86. PA Gross Receipts Tax: About \$47.84.

Supply (S) (L) (M)

Generation & Transmission Charges for Nov 30-Jan 4	
Transmission Charge:	
4,142 kWh at 2.316¢ per kWh	95.93
Generation Charge:	
Capacity and Energy	
4,142 kWh at 12.296¢ per kWh	509.30
PA Tax Adj Surcharge at 0.001%	0.01
<b>Total PPL Electric Utilities Charges</b>	<b>\$605.24</b>

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



1-800-342-5775



**PPL Electric Utilities**  
Customer Services  
827 Hausman Rd  
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## Billing Summary

Previous Balance	\$525.32
Payment Received Dec 19, 2022 - Thank You!	-\$525.32
Balance as of Jan 5, 2023	\$0.00
Total Supply Charges	\$605.24
Total Delivery Charges	\$205.64
<b>Automatic Bill Payment on 1/26/23</b>	<b>(\$810.88)</b>
Account Balance	<b>\$810.88</b>

## Delivery Details

Distribution Charges	
<b>Residential Rate: RS for Nov 30 - Jan 4</b>	
Customer Charge	16.01
4,142 kWh at 4.6603¢ per kWh	193.03
Tax Cut and Jobs Act Credit at -8.23%	-13.21
System Improvement Charge at 5.00%	9.79
PA Tax Adj Surcharge at 0.0121%	0.02
<b>Total Delivery Charges</b>	<b>\$205.64</b>

## Understanding Your Bill

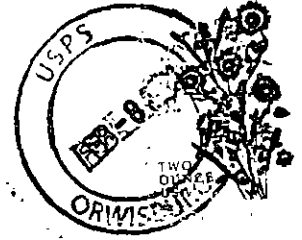
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\$810.88



P

Linda Pellish  
330 Patton Dr  
Orwigsburg, PA 17961



Secretary  
Public Utility Commission  
Commonwealth Keystone Building  
400 North Street  
Harrisburg, PA 17120

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