

Feb 19, 2024

PUC Docket Number M-2023-3038060

To Whom It May Concern:

I am writing to you concerning the PUC Proposed Settlement for Consumer Billing Issues by PPL Electric Utilities. . I was one of the unfortunate customers with the billing fiasco in early 2023. I have included copies of my invoices for this time period. I received an invoice in January, 2023 and then did not receive any invoices until June, 2023. My invoices were quite a bit higher than usual during this time and I received invoices one after the other... 2 or 3 a month. It was a very confusing and stressful time. On several occasions, during these months, I made phone calls to PPL. On the rare occasion that I actually talked to someone, they did not have answers to my questions. If I left a message to be called back later, usually no one returned my calls.

PP L Electric Utilities needs to be held accountable for what happened. They never owned up to their mistakes and they didn't give restitution for the higher invoices. I have never had invoices as high as they were during this time.

Sincerely,

Neal Crouse
565 Indiantown Rd.
Ephrata, PA 17522

Phone: (717)271-3702
email: ncrouse84@gmail.com

PPL Account: [REDACTED]
PPL Meter: 300533649

DATE OF DEPOSIT
FEB 20 2024
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU



We deliver.

1-800-342-5775

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

Meter **300533649** Account

| Due Date | Amount Due |
|----------------|-----------------|
| 1/30/23 | \$288.10 |

Billing Details on Back

Service to:
NEAL CROUSE
565 INDIANTOWN RD
EPHRATA, PA 17522

Estimated Bill

Usage from Dec 1 - Jan 5

| | | | |
|---------------|-----------------|-----------------|-----------------|
| Supply | \$179.39 | Delivery | \$108.71 |
|---------------|-----------------|-----------------|-----------------|

CleanSky Energy
888-355-6205

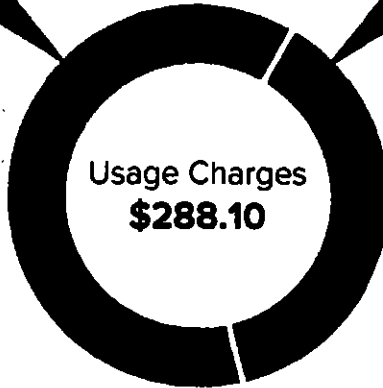
Effective Date
1/9/23

PPL Electric Utilities

Electric Chg: 2030 KWH @ \$0.08837

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.

DATE OF DEPOSIT

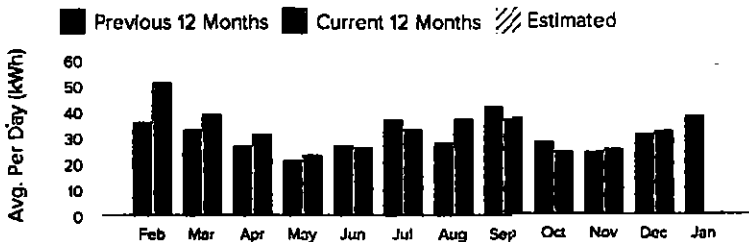
FEB 20 2024

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

SHOP FOR ELECTRICITY

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

Usage Summary



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

January

| Electricity Usage (kWh) | Avg. Temperature | Avg. Daily Cost |
|----------------------------|--------------------------|--------------------------------|
| +62% | -6° | +47% |
| 1256 (2022) vs 2030 (2023) | 41° (2022) vs 35° (2023) | \$5.61 (2022) vs \$8.23 (2023) |

Questions/concerns? Contact us by 1/30/23

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

017232 1/1



| kWh Delivered (to Customer) | | | |
|-----------------------------|--------------------|------------------|-----------------------|
| Meter Number | Reading Dates | Meter Reading | Kilowatt-Hours |
| 300533649 | Jan 5 | 60346 | 2030 |
| | Dec 1 | 58316 | |
| Days Billed: 35 | | Avg. kWh/Day: 58 | Total Delivered: 2030 |
| Date Range | Annual Total Usage | Avg Monthly | |
| Feb 2022 - Jan 2023 | 12689 kWh | 1057 kWh | |

Next meter reading on or about: Feb 1, 2023.

State taxes this bill: About \$1.05. PA Gross Receipts Tax: About \$6.41.

Supply Details



Generation & Transmission Charges for Dec 1-Jan 5

Standard Offer (7% off PPL Rate) 179.39
 Electric Chg: 2030 KWH @ \$0.08837
 State Sales Tax 0.00
 Gross Receipts Tax \$10.58

Total CleanSky Energy Charges \$179.39

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



888-355-6205



CleanSky Energy
Customer Services
 3355 W. Alabama
 Suite 500
 Houston, TX 77098

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.

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.

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.

Billing Summary

| | |
|--|-----------------|
| Previous Balance | \$141.90 |
| Payment Received Dec 22, 2022 - Thank You! | -\$141.90 |
| Balance as of Jan 9, 2023 | \$0.00 |
| Total Supply Charges | \$179.39 |
| Total Delivery Charges | \$108.71 |
| Amount Due By 1/30/23 | \$288.10 |
| Account Balance | \$288.10 |

Delivery Details



Distribution Charges

Residential Rate: RS for Dec 1 - Jan 5

Customer Charge 16.01
 2,030 kWh at 4.6586¢ per kWh 94.57
 Tax Cut and Jobs Act Credit at -8.23% -7.06
 System Improvement Charge at 5.00% 5.18
 PA Tax Adj Surcharge at 0.0074% 0.01

Total Delivery Charges \$108.71

Understanding Your Bill

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.

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.

Estimated - Determines your monthly electricity use based on the weather and your past usage.



PPL Electric Utilities

We deliver.

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

Meter 300533649 Account

Table with 2 columns: Due Date (6/15/23) and Amount Due (\$90.01)

Service to: NEAL CROUSE, 565 INDIANTOWN RD, EPHRATA, PA 17522

Billing Details on Back
Because of Other Charges, your amount due does not equal your Usage Charges.

Supply \$110.43 Usage from Jan 3 - Feb 1 Delivery \$61.56

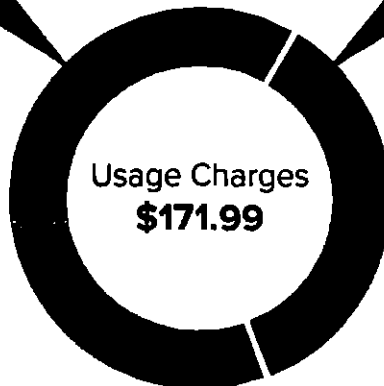
VERDE Energy USA Effective Date 1/9/23

PPL Electric Utilities

See Supply Details for information.

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.

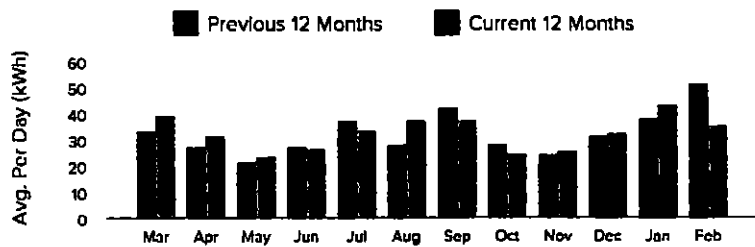
WANT TO SAVE? Ceiling fans help keep you comfortable, but remember to turn them off when you leave the room.

SHOP FOR ELECTRICITY

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

Handwritten note: Pd C.C. 6/14/23 \$459.00

Usage Summary



February

Table with 3 columns: Electricity Usage (kWh), Avg. Temperature, Avg. Daily Cost. Shows 2022 vs 2023 data.

Questions/concerns? Contact us by 6/15/23 -

1-800-342-5775

Visit pplelectric.com for hours of operation.



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

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

Table with 3 columns: Account Number, Due Date (6/15/23), Amount Due (\$90.01)

Amount Enclosed:



AB 01 001728 92434 H 7 A



NEAL CROUSE, 565 INDIANTOWN RD, EPHRATA, PA 17522-9750

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



| kWh Delivered (to Customer) | | | |
|-----------------------------|--------------------|------------------|-----------------------|
| Meter Number | Reading Dates | Meter Reading | Kilowatt-Hours |
| 300533649 | Feb 1 | 60752 | 838 |
| | Jan 9 | 59914 | |
| 300533649 | Jan 9 | 59914 | 179 |
| | Jan 3 | 59735 | |
| Days Billed: 29 | | Avg. kWh/Day: 35 | Total Delivered: 1017 |
| Date Range | Annual Total Usage | Avg Monthly | |
| Mar 2022 - Feb 2023 | 11628 kWh | 969 kWh | |

Next meter reading on or about: Jun 2, 2023.

State taxes this bill: About \$0.59. PA Gross Receipts Tax: About \$3.63.

Supply Details



| Generation & Transmission Charges for Jan 3-Jan 9 | |
|---|----------------|
| Electric Chg: 179 KWH @ \$0.08837 | 15.82 |
| State Sales Tax | 0.00 |
| Gross Receipts Tax \$0.93 | |
| Total CleanSky Energy Charges | \$15.82 |

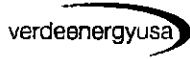
For questions on these charges, please contact this supplier at:



888-355-6205



CleanSky Energy
Customer Services
3355 W. Alabama
Suite 500
Houston, TX 77098



| Generation & Transmission Charges for Jan 9-Feb 1 | |
|---|----------------|
| ENERGY CHARGE 838KWH@0.112900 | 94.61 |
| Gross Receipts Tax \$5.27 | |
| Total VERDE Energy USA Charges | \$94.61 |

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



1-800-388-3862



VERDE Energy USA
Customer Services
101 Merritt 7 Third Floor
Norwalk, CT 06851

THANK YOU FOR CHOOSING VERDE ENERGY USA!

| | |
|----------------------|-----------------|
| Total Supply Charges | \$110.43 |
|----------------------|-----------------|

Continued on next page

Billing Summary

| | |
|------------------------|----------|
| Total Supply Charges | \$110.43 |
| Total Delivery Charges | \$61.56 |
| Other Charges | |
| Excess Credit | -\$81.98 |
| Total Other Charges | -\$81.98 |

| | |
|------------------------------|----------------|
| Amount Due By 6/15/23 | \$90.01 |
|------------------------------|----------------|

| | |
|-----------------|---------|
| Account Balance | \$90.01 |
|-----------------|---------|

Delivery Details

| Distribution Charges | |
|--|----------------|
| Residential Rate: RS for Jan 3 - Feb 1 | |
| Customer Charge | 15.98 |
| 1,017 kWh at 4.6067¢ per kWh | 46.85 |
| Tax Cut and Jobs Act Credit at -8.23% | -4.12 |
| System Improvement Charge at 5.00% | 2.94 |
| PA Tax Adj Surcharge at -0.134% | -0.09 |
| Total Delivery Charges | \$61.56 |

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.

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.

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

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,
Checking Account holder sign here

Date _____

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

\$90.01



PPL Electric Utilities

We deliver.

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

Meter **300533649** Account

| Due Date | Amount Due |
|----------------|-----------------|
| 6/28/23 | \$279.85 |

Billing Details on Back

Service to:
NEAL CROUSE
565 INDIANTOWN RD
EPHRATA, PA 17522

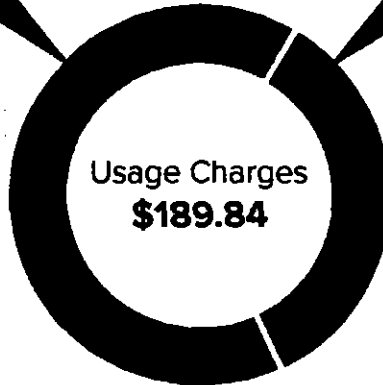
| | | | | |
|---------------|-----------------|--------------------------|----------------|-----------------|
| Supply | \$124.42 | Usage from Feb 1 - Mar 3 | \$65.42 | Delivery |
|---------------|-----------------|--------------------------|----------------|-----------------|

VERDE Energy USA
1-800-388-3862
Effective Date
1/9/23

ENERGY CHARGE 1102KWH@0.112904

PPL Electric Utilities Price to Compare

\$0.12126 Use this price when comparing supplier offers.



PPL Electric Utilities

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

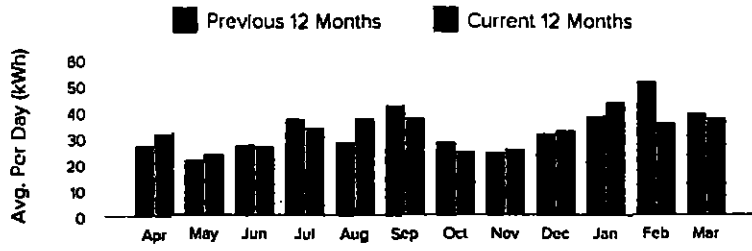
WANT TO SAVE?
Shaded air conditioning units use up to 10% less electricity than if they operate in the sun.

SHOP FOR ELECTRICITY

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

Pl. cc. 6-14-23

Usage Summary



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

March

| Electricity Usage (kWh) | Avg. Temperature | Avg. Daily Cost |
|-------------------------|-----------------------|-----------------------------|
| -2% | +4° | +65% |
| 1130 (2022) 1102 (2023) | 36° (2022) 40° (2023) | \$3.83 (2022) \$6.33 (2023) |

Questions/concerns? Contact us by 6/28/23

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

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

| Account Number | Due Date | Amount Due |
|----------------|----------------|-----------------|
| | 6/28/23 | \$279.85 |

Amount Enclosed:

| | | | | | | | |
|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|

AV 01 014729 04965H 51 A**5DGT



NEAL CROUSE
565 INDIANTOWN RD
EPHRATA, PA 17522-9750

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



| kWh Delivered (to Customer) | | | |
|-----------------------------|---------------|------------------|-----------------------|
| Meter Number | Reading Dates | Meter Reading | Kilowatt-Hours |
| 300533649 | Mar 3 | 61854 | 1102 |
| | Feb 1 | 60752 | |
| Days Billed: 30 | | Avg. kWh/Day: 37 | Total Delivered: 1102 |

| Date Range | Annual Total Usage | Avg Monthly |
|---------------------|--------------------|-------------|
| Apr 2022 - Mar 2023 | 11600 kWh | 967 kWh |

Next meter reading on or about: Jul 3, 2023.
 State taxes this bill: About \$1.50. PA Gross Receipts Tax: About \$9.17.

Supply Details

| Generation & Transmission Charges for Feb 1-Mar 3 | |
|---|-----------------|
| ENERGY CHARGE 1102KWH@0.112904 | 124.42 |
| Gross Receipts Tax \$6.93 | |
| Total VERDE Energy USA Charges | \$124.42 |

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

 1-800-388-3862
 **VERDE Energy USA**
 Customer Services
 101 Merritt 7 Third Floor
 Norwalk, CT 06851

THANK YOU FOR CHOOSING VERDE ENERGY USA!

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.

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.
- 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.

Billing Summary

| | |
|---------------------------|----------|
| Previous Balance | \$90.01 |
| Balance as of Jun 7, 2023 | \$90.01 |
| Total Supply Charges | \$124.42 |
| Total Delivery Charges | \$65.42 |

| | |
|------------------------------|-----------------|
| Amount Due By 6/28/23 | \$279.85 |
|------------------------------|-----------------|

| | |
|-----------------|----------|
| Account Balance | \$279.85 |
|-----------------|----------|

Delivery Details

| Distribution Charges | |
|---|----------------|
| Residential Rate: RS for Feb 1 - Mar 3 | |
| Customer Charge | 15.98 |
| 1,102 kWh at 4.608¢ per kWh | 50.77 |
| Tax Cut and Jobs Act Credit at -8.23% | -4.36 |
| System Improvement Charge at 5.00% | 3.12 |
| PA Tax Adj Surcharge at -0.134% | -0.09 |
| Total Delivery Charges | \$65.42 |

Understanding Your Bill

- 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.
- 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.

*pd. cc.
6-14-23*



We deliver.

1-800-342-5775

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

Meter **300533649** Account

Due Date

7/3/23

Amount Due

\$456.56

Billing Details on Back

Service to:

NEAL CROUSE
565 INDIANTOWN RD
EPHRATA, PA 17522

Supply \$115.05 Usage from Mar 3 - Apr 3 **\$61.66** **Delivery**

VERDE Energy USA
1-800-388-3862

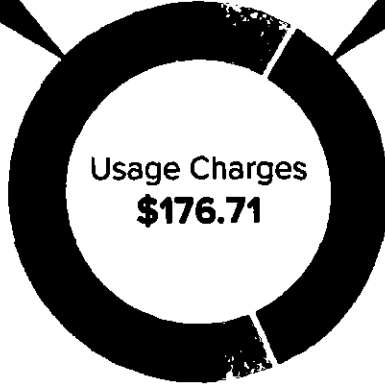
Effective Date
1/9/23

PPL Electric Utilities

ENERGY CHARGE 1019KWH@0.112905

PPL Electric Utilities Price to Compare

~~\$0.12126~~ Use this price when comparing supplier offers.



WANT TO SAVE?

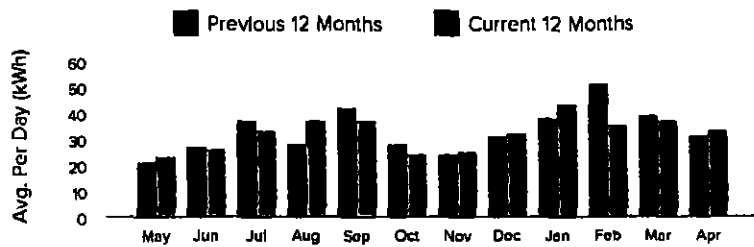
Shaded air conditioning units use up to 10% less electricity than if they operate in the sun.

SHOP FOR ELECTRICITY

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

Handwritten notes:
Pd C.C. 6/14/23
459.06
\$50 service charge

Usage Summary



April

| Electricity Usage (kWh) | Avg. Temperature | Avg. Daily Cost |
|--------------------------|-------------------------|-------------------------------|
| +7% | -1° | +49% |
| 955 (2022) / 1019 (2023) | 44° (2022) / 43° (2023) | \$3.83 (2022) / \$5.70 (2023) |

Questions/concerns? Contact us by 7/3/23

1-800-342-5775

Visit ppllectric.com for hours of operation.



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

| Account Number | Due Date | Amount Due |
|----------------|---------------|-----------------|
| | 7/3/23 | \$456.56 |

Amount Enclosed:

Grid for amount enclosed

AV 01 015596 09749H 53 A**5DGT




NEAL CROUSE
565 INDIANTOWN RD
EPHRATA, PA 17522-9750

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



| kWh Delivered (to Customer) | | | |
|-----------------------------|--------------------|------------------|-----------------------|
| Meter Number | Reading Dates | Meter Reading | Kilowatt-Hours |
| 300533649 | Apr 3 | 62873 | 1019 |
| | Mar 3 | 61854 | |
| Days Billed: 31 | | Avg. kWh/Day: 33 | Total Delivered: 1019 |
| Date Range | Annual Total Usage | Avg Monthly | |
| May 2022 - Apr 2023 | 11664 kWh | 972 kWh | |

Next meter reading on or about: Jul 3, 2023.
 State taxes this bill: About \$3.31. PA Gross Receipts Tax: About \$20.14.

| Supply Details | |
|--|---|
|  | Generation & Transmission Charges for Mar 3-Apr 3 ENERGY CHARGE 1019KWH@0.112905 115.05 Gross Receipts Tax \$6.41 <hr/> Total VERDE Energy USA Charges \$115.05 |

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



1-800-388-3862



VERDE Energy USA
 Customer Services
 101 Merritt 7 Third Floor
 Norwalk, CT 06851

THANK YOU FOR CHOOSING VERDE ENERGY USA!

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.


Understanding Your Bill

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- 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.

Billing Summary

| | |
|-----------------------------|-----------------|
| Previous Balance | \$279.85 |
| Balance as of Jun 12, 2023 | \$279.85 |
| Total Supply Charges | \$115.05 |
| Total Delivery Charges | \$61.66 |
| Amount Due By 7/3/23 | \$456.56 |
| Account Balance | \$456.56 |

Delivery Details

| Distribution Charges | |
|--|---|
|  | Residential Rate: RS for Mar 3 - Apr 3 |
| Customer Charge | 15.97 |
| 1,019 kWh at 4.608¢ per kWh | 46.95 |
| Tax Cut and Jobs Act Credit at -8.23% | -4.12 |
| System Improvement Charge at 5.00% | 2.94 |
| PA Tax Adj Surcharge at -0.134% | -0.08 |
| Total Delivery Charges | \$61.66 |

Understanding Your Bill

- 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.
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- 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.



We deliver.

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

Meter **300533649** Account

| | |
|---------------|-------------------|
| Due Date | Amount Due |
| 7/5/23 | \$573.22 |

Billing Details on Back

Service to:
NEAL CROUSE
565 INDIANTOWN RD
EPHRATA, PA 17522

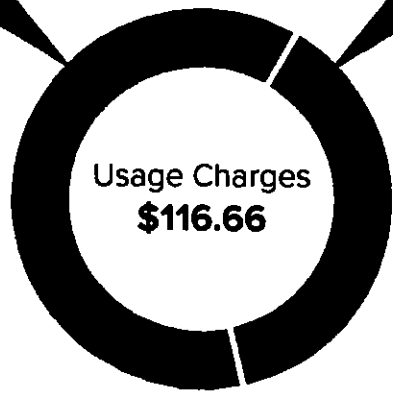
| | | | | |
|---------------|----------------|--------------------------|----------------|-----------------|
| Supply | \$72.26 | Usage from Apr 3 - May 3 | \$44.40 | Delivery |
|---------------|----------------|--------------------------|----------------|-----------------|

VERDE Energy USA
1-800-388-3862
Effective Date
1/9/23

PPL Electric Utilities

ENERGY CHARGE 640KWH@0.112906

PPL Electric Utilities Price to Compare
\$0.12126 Use this price when comparing supplier offers.

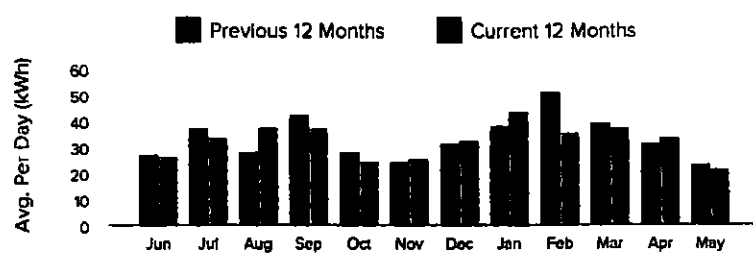


WANT TO SAVE?
Shaded air conditioning units use up to 10% less electricity than if they operate in the sun.

SHOP FOR ELECTRICITY

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

Usage Summary



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

May

| Electricity Usage (kWh) | Avg. Temperature | Avg. Daily Cost |
|-------------------------|-------------------------|-------------------------------|
| -5% | +4° | +2% |
| 676 (2022) / 640 (2023) | 52° (2022) / 56° (2023) | \$3.83 (2022) / \$3.89 (2023) |

Questions/concerns? Contact us by 7/5/23

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

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

| | | |
|----------------|---------------|-------------------|
| Account Number | Due Date | Amount Due |
| -- | 7/5/23 | \$573.22 |

Amount Enclosed:

| | | | | | | | |
|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|

AV 01 013630 12308H 49 A**50GT



NEAL CROUSE
565 INDIANTOWN RD
EPHRATA, PA 17522-9750

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




| kWh Delivered (to Customer) | | | |
|-----------------------------|---------------|------------------|----------------------|
| Meter Number | Reading Dates | Meter Reading | Kilowatt-Hours |
| 300533649 | May 3 | 63513 | 640 |
| | Apr 3 | 62873 | |
| Days Billed: 30 | | Avg. kWh/Day: 21 | Total Delivered: 640 |

| Date Range | Annual Total Usage | Avg Monthly |
|---------------------|--------------------|-------------|
| Jun 2022 - May 2023 | 11628 kWh | 969 kWh |

Next meter reading on or about: Jul 3, 2023.
 State taxes this bill: About \$4.85. PA Gross Receipts Tax: About \$29.55.

Supply Details

| | | |
|--|--|----------------|
|  | Generation & Transmission Charges for Apr 3-May 3 | |
| | ENERGY CHARGE 640KWH@0.112906 | 72.26 |
| | Gross Receipts Tax \$4.03 | |
| Total VERDE Energy USA Charges | | \$72.26 |

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

| | | | |
|--|----------------|---|--|
|  | 1-800-388-3862 |  | VERDE Energy USA Customer Services 101 Merritt 7 Third Floor Norwalk, CT 06851 |
|--|----------------|---|--|

THANK YOU FOR CHOOSING VERDE ENERGY USA!

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.

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.
- 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.


Billing Summary

| | |
|----------------------------|----------|
| Previous Balance | \$456.56 |
| Balance as of Jun 14, 2023 | \$456.56 |
| Total Supply Charges | \$72.26 |
| Total Delivery Charges | \$44.40 |

| | |
|-----------------------------|-----------------|
| Amount Due By 7/5/23 | \$573.22 |
|-----------------------------|-----------------|

| | |
|-----------------|----------|
| Account Balance | \$573.22 |
|-----------------|----------|

Delivery Details

| | | |
|--|--|----------------|
|  | Distribution Charges | |
| | Residential Rate: RS for Apr 3 - May 3 | |
| | Customer Charge | 15.86 |
| | 640 kWh at 4.608¢ per kWh | 29.50 |
| | Tax Cut and Jobs Act Credit at -8.23% | -3.02 |
| | System Improvement Charge at 5.00% | 2.12 |
| | PA Tax Adj Surcharge at -0.134% | -0.06 |
| | Total Delivery Charges | \$44.40 |

Understanding Your Bill

- 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.
- 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.





PPL Electric Utilities

We deliver.

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

Meter 300533649 Account

| Due Date | Amount Due |
|----------|------------|
| 7/10/23 | \$251.67 |

Billing Details on Back

Service to:
NEAL CROUSE
565 INDIANTOWN RD
EPHRATA, PA 17522

| | | | | |
|--------|---------|--------------------------|---------|----------|
| Supply | \$85.35 | Usage from May 3 - Jun 2 | \$49.66 | Delivery |
|--------|---------|--------------------------|---------|----------|

VERDE Energy USA
1-800-388-3862
Effective Date 1/9/23

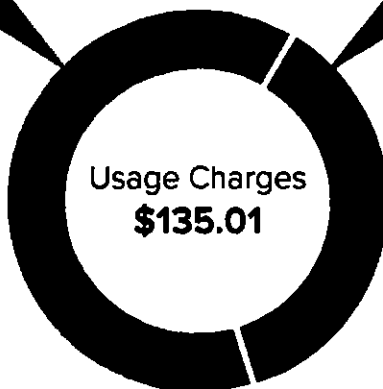
ENERGY CHARGE 756KWH@0.112897

PPL Electric Utilities Price to Compare

\$0.12126 Use this price when comparing supplier offers.

SHOP FOR ELECTRICITY

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



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

WANT TO SAVE?
Shaded air conditioning units use up to 10% less electricity than if they operate in the sun.

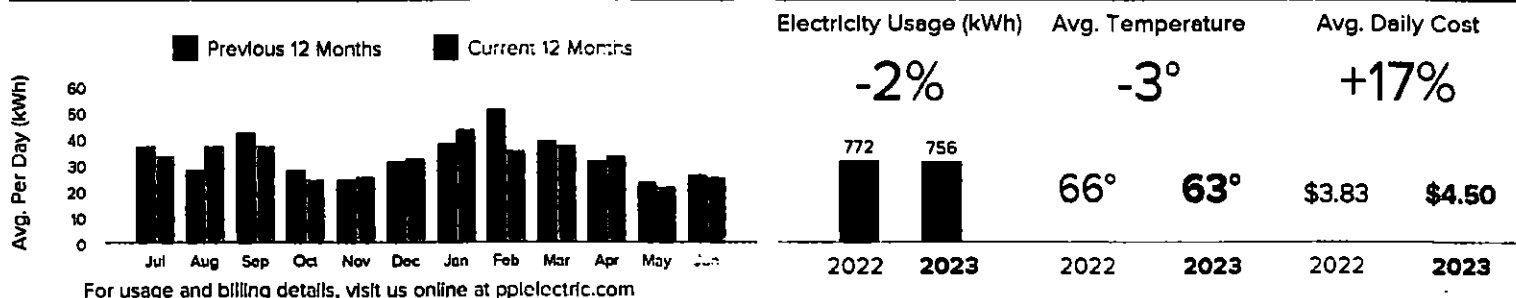
DATE OF DEPOSIT

FEB 20 2024

*pd. 7/2/23
C.C. ENB*

PA PUBLIC UTILITY COMMISSION
June
SECRETARY'S BUREAU

Usage Summary



Questions/concerns? Contact us by 7/10/23

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 |
|----------------|----------|------------|
| | 7/10/23 | \$251.67 |

Amount Enclosed:



AV 01 014875 15018H 52 A**5DGT



NEAL CROUSE
565 INDIANTOWN RD
EPHRATA, PA 17522-9750

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




1 9300002516730000251670 3243109009

014875 1/1

| kWh Delivered (to Customer) | | | |
|-----------------------------|---------------|--------------------|----------------------|
| Meter Number | Reading Dates | Meter Reading | Kilowatt-Hours |
| 300533649 | Jun 2 | 64269 | 756 |
| | May 3 | 63513 | |
| Days Billed: 30 | | Avg. kWh/Day: 25 | Total Delivered: 756 |
| Date Range | | Annual Total Usage | Avg Monthly |
| Jul 2022 - Jun 2023 | | 11612 kWh | 968 kWh |

Next meter reading on or about: Jul 3, 2023.
 State taxes this bill: About \$1.61. PA Gross Receipts Tax: About \$9.81.

Supply Details

| | | |
|--|--|----------------|
|  | Generation & Transmission Charges for May 3-Jun 2 | |
| | ENERGY CHARGE 756KWH@0.112897 | 85.35 |
| | Gross Receipts Tax \$4.76 | |
| Total VERDE Energy USA Charges | | \$85.35 |

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



1-800-388-3862



VERDE Energy USA
 Customer Services
 101 Merritt 7 Third Floor
 Norwalk, CT 06851

THANK YOU FOR CHOOSING VERDE ENERGY USA!

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.

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.
- 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.


Billing Summary

| | |
|--|-----------------|
| Previous Balance | \$573.22 |
| Payment Received Jun 15, 2023 - Thank You! | -\$456.56 |
| Balance as of Jun 16, 2023 | \$116.66 |
| Total Supply Charges | \$85.35 |
| Total Delivery Charges | \$49.66 |

Amount Due By 7/10/23 **\$251.67**

Account Balance **\$251.67**

Delivery Details

| | | |
|--|---|----------------|
|  PPL Electric Utilities | Distribution Charges | |
| | Residential Rate: RS for May 3 - Jun 2 | |
| | Customer Charge | 15.86 |
| | 756 kWh at 4.6095¢ per kWh | 34.86 |
| | Tax Cut and Jobs Act Credit at -8.23% | -3.36 |
| | System Improvement Charge at 5.00% | 2.37 |
| | PA Tax Adj Surcharge at -0.134% | -0.07 |
| | Total Delivery Charges | \$49.66 |

Understanding Your Bill

- 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.
- 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.

DATE OF DEPOSIT

FEB 20 2024

PA PUBLIC UTILITY COMMISSION
 SECRETARY'S BUREAU

\$135.01



PRESS FIRMLY TO SEAL

Retail



17120

U.S. POSTAGE
PME 1-Day
DENVER, PA 17517
FEB 20, 2024

\$30.45

R2305K140799-07

RDC 07



PRIORITY
MAIL
EXPRESS



EI 459 373 649 US

CUSTOMER USE ONLY

FROM: (PLEASE PRINT)

PHONE (717) 371-3702

Neal S. Crouse
565 Indian town Rd.
Ephrata, PA 17522

PAYMENT BY ACCOUNT (if applicable)

USPS® Corporate Acct. No.

Federal Agency Acct. No. or Postal Service™ Acct. No.

ORIGIN (POSTAL SERVICE USE ONLY)

| | | | |
|---|------------------------------------|-----------------------------------|--------------------------------|
| <input checked="" type="checkbox"/> 1-Day | <input type="checkbox"/> 2-Day | <input type="checkbox"/> Military | <input type="checkbox"/> DPO |
| PO Zip Code | Scheduled Delivery Date (MM/DD/YY) | Postage | |
| 17517 | 2/21/24 | \$ 30.45 | |
| Date Accepted (MM/DD/YY) | Scheduled Delivery Time | Insurance Fee | COD Fee |
| 2/20/24 | 6:00 PM | \$ | \$ |
| Time Accepted | | Return Receipt Fee | Live Animal Transportation Fee |
| 11:28 AM | | \$ | \$ |
| Special Handling/Fragile | Sunday/Holiday Premium Fee | Total Postage & Fees | |
| \$ | \$ | \$ 30.45 | |
| Weight | Special Rate | Acceptance Employee Initials | |
| lbs. ozs. | | JB | |

DELIVERY OPTIONS (Customer Use Only)

SIGNATURE REQUIRED Note: The mailer must check the "Signature Required" box if the mailer: 1) Requires the addressee's signature; OR 2) Purchases additional insurance; OR 3) Purchases COD service; OR 4) Purchases Return Receipt service. If the box is not checked, the Postal Service will leave the item in the addressee's mail receptacle or other secure location without attempting to obtain the addressee's signature on delivery.

Delivery Options

- No Saturday Delivery (delivered next business day)
- Sunday/Holiday Delivery Required (additional fee, where available)
*Refer to USPS.com® or local Post Office® for availability.

TO: (PLEASE PRINT)

PHONE ()

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

ZIP + 4® (U.S. ADDRESSES ONLY)

17120

DELIVERY (POSTAL SERVICE USE ONLY)

| | | |
|-----------------------------|--|--------------------|
| Delivery Attempt (MM/DD/YY) | Time | Employee Signature |
| | <input type="checkbox"/> AM <input type="checkbox"/> PM | |
| Delivery Attempt (MM/DD/YY) | Time | Employee Signature |
| | <input type="checkbox"/> AM <input type="checkbox"/> PM | |

RECEIVED

FEB 22 2024

- For pickup or USPS Tracking™, visit USPS.com or call 800-222-1811.
- \$100.00 Insurance Included.

PEEL FROM THIS CORNER

LABEL 11-B, MAY 2021

PSN 7690-02-000-8996

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

UNITED STATES POSTAL SERVICE