

TO: Secretary Public Utility Commission

FROM: Bernice Platek

1330 East Chestnut Street

Hazleton, PA 18201

570 582-4556

platekb@ptd.net

RE: Billing Error on PA PPL Electric Bill

PUC DOCKET # for case: M-2023-3038060

**RCVD PUC SEC BUR
FEB 14 2024 AM 10:53**

Attached is a copy of my estimated bill from PPL for usage from Nov. 23, 2022-Dec. 29, 2022.

I am responding to an article that I read in the Standard Speaker Local newspaper on Feb. 7, 2024. After reading this article I realized that I probably was a victim of the PPL billing error. I feel there was an error in my billing cycle for Nov-Dec, 2022 that I have Attached. My primary heating is Gas and PPL is used as any other household for lighting and general usage. This billing cycle was higher than any other bill that I have ever received in the last 30 Years that I've lived in this household. There are 2 people that reside at my residence. I tried to contact PPL several times by phone and was on hold for 45-60 minutes each time. Every time I was told that a specialist would get back to me, and that never happened. I also put in an informal complaint with PUC and after a few months received their explanation that indicated that PPL estimated my bill, and that it was correct. After several attempts to get someone to listen to my complaint I gave in and paid the bill. I am a widow on a fixed income and cannot afford to pay utility bills that are that costly. After reading the article in my local newspaper I decided to respond and let you know that I feel I was a victim of this error.

Thank You for your consideration of this matter,



Bernice Platek



We deliver.

PPL Electric Utilities

Service to:
BERNICE PLATEK
1330 E CHESTNUT ST
HAZLETON, PA 18201

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

Meter 301241795 Account [REDACTED]

Table with 2 columns: Due Date (1/23/23), Amount Due (\$669.19)

Billing Details on Back

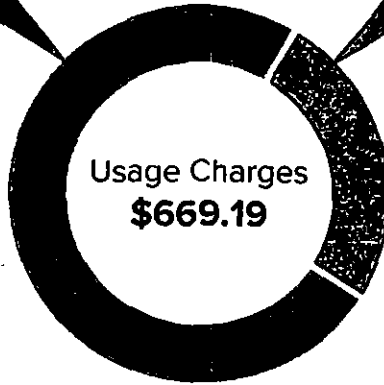
Supply \$499.26 Usage from Nov 23 - Dec 29 Estimated Bill Delivery \$169.93

PPL Electric Utilities
1-800-342-5775

PPL Electric Utilities

PPL Electric Utilities Price to Compare

\$0.14612 Use this price when comparing
supplier offers.



This bill covers a longer period than usual.
If you prefer to pay over time, please call
us to set up a payment plan.

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

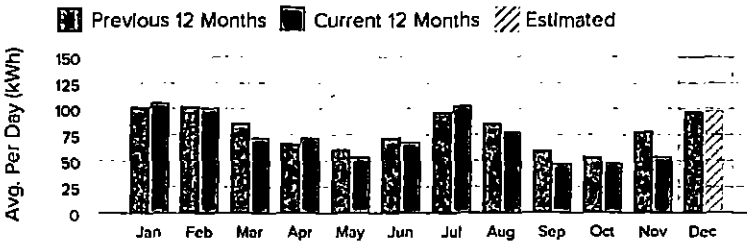
WANT TO SAVE?

Look for energy-efficient LED light
strings when decorating for the
holidays.

SHOP FOR ELECTRICITY

Visit PAPowerSwitch.com or www.oca.state.pa.us
If you're shopping, know your contract expiration date.
Account Number [REDACTED]
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

December

Table comparing Electricity Usage (kWh), Avg. Temperature, and Avg. Daily Cost for 2021 and 2022.

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

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

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

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

Table with 3 columns: Account Number, Due Date (1/23/23), Amount Due (\$669.19)

AV 01 031279 20834H106 A**5DGT



BERNICE PLATEK
1330 E CHESTNUT ST
HAZLETON, PA 18201-7504

Handwritten signature

Amount Enclosed:

Grid for amount enclosed

Please make check payable to: PPL ELECTRIC UTILITIES
2 NORTH 9TH STREET CPC-GENN1
ALLENTOWN, PA 18101-1175



1 8400006691940000669199 4059044007

031279 1/2


kWh Delivered (to Customer)			
Meter Number	Reading Dates	Meter Reading	Kilowatt-Hours
301241795	Dec 29	17447	3522
	Nov 23	13925	
Days Billed: 36		Avg. kWh/Day: 98	Total Delivered: 3522
Date Range	Annual Total Usage	Avg Monthly	
Jan 2022 - Dec 2022	27541 kWh	2295 kWh	

Next meter reading on or about: Jan 26, 2023.
 State taxes this bill: About \$6.49. PA Gross Receipts Tax: About \$39.48.

Billing Summary

Previous Balance	\$275.67
Payment Received Dec 19, 2022 - Thank You!	-\$275.67
Balance as of Dec 30, 2022	\$0.00
Total Supply Charges	\$499.26
Total Delivery Charges	\$169.93
Amount Due By 1/23/23	\$669.19
Account Balance	\$669.19

Supply Details


Generation & Transmission Charges for Nov 23-Dec 29	
 PPL Electric Utilities	Transmission Charge: 3,522 kWh at 2.316¢ per kWh 81.57 Generation Charge: Capacity and Energy 3,522 kWh at 11.85928¢ per kWh 417.69 Total PPL Electric Utilities Charges \$499.26

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

Delivery Details

Distribution Charges	
 PPL Electric Utilities	Residential Rate: RS for Nov 23 - Dec 29 Customer Charge 16.01 3,522 kWh at 4.667¢ per kWh 164.37 Tax Cut and Jobs Act Credit at -7.58% -10.50 PA Tax Adj Surcharge at 0.031% 0.05 Total Delivery Charges \$169.93

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.
- 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.

Enroll in Automatic Bill Pay

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

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

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

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

\$669.19



PPL Electric Utilities

Account Number XXXXXXXXXX	Due Date 1/23/23	Amount Due \$669.19
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Understanding Your Bill - Continued

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

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

Type(s) of Meter Readings:

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

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

03/27/22



Bernice Platek
1330 East Chestnut Street
Hazleton, PA 18201

LEHIGH VALLEY PA 180

12 FEB 2024 PM 4 L



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

17120-021199

