

RCVD PUC SEC BUR
FEB 23 2024 AM 11:05

Dale L. Sensenig
Sharon L. Sensenig
940 Skyline Ave.
Lititz, PA 17543
ds.sensenig@yahoo.com
PPL account # _____

February 19, 2024

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

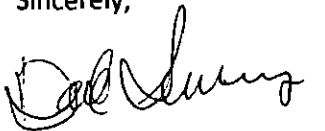
Comment Docket # M-2023-3038060

We want to comment on the issues we had with PPL during the period of December 2022 through March 2023. During that period, we received no utility bills. We were concerned so we tried to contact PPL by phone if we were able to get through, we would be on hold for hours and numerous times then disconnected. A few times we could leave a message for a call back and when they would call back days later, they could not give us any information. This was so time-consuming and took time out of our workday. This was very stressful for us since it was during the winter months, and we knew the bills averaged higher during these months. When we did begin to receive invoices from PPL they were posted often, like every two weeks, and they were hard to follow since the totals included previous amounts that were already paid. I would call PPL for explanations, and they could not give me an intelligent answer.

I do not have copies of this period since I am paperless and PPL no longer has them posted, I only have the payments I made. During this whole experience, we were at PPL's mercy. We would appreciate it if the PUC looked into PPL records since we do not have much faith in their system. We know they continue to have issues. For instance, we received a notice that effective November 9, 2023, the supplier that we chose would begin, but the new supplier's service did not begin until November 28, 2023. We were required to pay the higher rate for weeks.

Thank you for looking into this matter and forcing PPL to take responsibility for this debacle.

Sincerely,



Dale and Sharon Sensenig

Bills & Payments

940 Skyline Ave Rr 1 Lit...

My Bills

My Payments

| Bill Date | Due Date | Energy Usage | Amount | |
|--------------|--------------|--------------|----------|---|
| Feb 9, 2024 | Mar 4, 2024 | 680 kWh | \$47.08 | ⋮ |
| Jan 9, 2024 | Jan 30, 2024 | 954 kWh | \$134.45 | ⋮ |
| Dec 6, 2023 | Dec 27, 2023 | 1063 kWh | \$150.11 | ⋮ |
| Nov 3, 2023 | Nov 27, 2023 | 677 kWh | \$105.39 | ⋮ |
| Oct 24, 2023 | Nov 14, 2023 | 878 kWh | \$97.16 | ⋮ |
| Oct 20, 2023 | Nov 13, 2023 | 1154 kWh | \$0.00 | ⋮ |
| Aug 8, 2023 | Aug 29, 2023 | 977 kWh | \$140.25 | ⋮ |
| Jul 10, 2023 | Jul 31, 2023 | 1051 kWh | \$149.19 | ⋮ |
| Jun 9, 2023 | Jul 3, 2023 | 1042 kWh | \$144.04 | ⋮ |
| May 18, 2023 | Jun 8, 2023 | 809 kWh | \$219.61 | ⋮ |
| | | | | |

Bills & Payments

940 Skyline Ave Rr 1 Lit... (

My Bills**My Payments**

| Bill Date | Due Date | Energy Usage | Amount |
|----------------------------------|-------------------------|--------------------|-------------------|
| May 11, 2023 | Jun 1, 2023 | 747 kWh | \$106.10 |
| May 3, 2023 | May 24, 2023 | 851 kWh | \$67.22 |
| Apr-25, 2023 | May 16, 2023 | 694 kWh | \$0.00 |
| Apr-17, 2023 | May 8, 2023 | 808 kWh | \$0.00 |
| Dec, Jan, Feb missing | | | |
| Dec 6, 2022 | Dec 27, 2022 | 904 kWh | \$118.16 |
| Nov 4, 2022 | Nov 28, 2022 | 740 kWh | \$99.42 |
| Oct 6, 2022 | Oct 27, 2022 | 891 kWh | \$116.75 |
| Sep 7, 2022 | Sep 28, 2022 | 1279 kWh | \$157.35 |
| Aug 8, 2022 | Aug 29, 2022 | 1177 kWh | \$145.22 |
| Jul 8, 2022 | Aug 1, 2022 | 1120 kWh | \$139.22 |



We deliver.

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

Meter **300477205** Account

Service to:
DALE L SENSENIG
940 SKYLINE AVE RR 1
LITITZ, PA 17543

| | |
|-----------------|-------------------|
| Due Date | Amount Due |
| 6/1/23 | \$106.10 |

Billing Details on Back

Supply **\$56.77**

AP Gas and Electric
877-544-4857

Effective Date
2/24/23

Commodity Charge 747 KWH @ 0.076

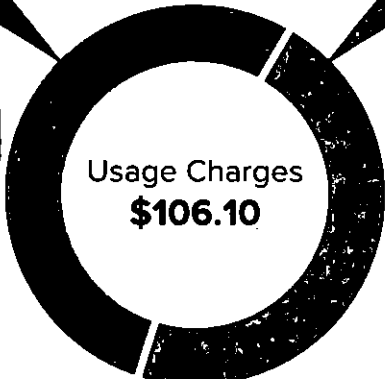
PPL Electric Utilities Price to Compare

\$0.14612 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 ppl electric.com/rates

Usage from Mar 7 - Apr 5



Usage Charges
\$106.10

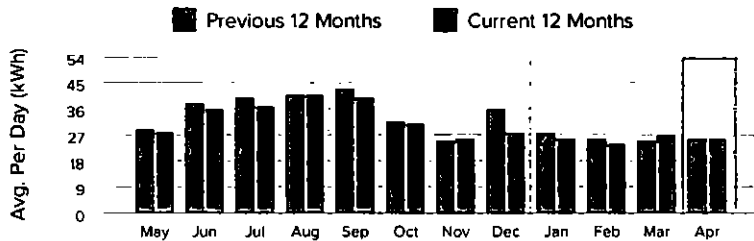
Delivery **\$49.33**

PPL Electric Utilities

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.

Usage Summary



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

April

| Electricity Usage (kWh) | Avg. Temperature | Avg. Daily Cost |
|-------------------------|-------------------------|-------------------------------|
| 0% | 0° | +1% |
| 744 (2022) / 747 (2023) | 44° (2022) / 44° (2023) | \$3.61 (2022) / \$3.66 (2023) |

Questions/concerns? Contact us by 6/1/23

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



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

DALE L SENSENIG
940 SKYLINE AVE RR 1
LITITZ, PA 17543

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

| | | |
|----------------|---------------|-----------------|
| Account Number | Due Date | Amount Due |
| | 6/1/23 | \$106.10 |

Amount Enclosed:

| | | | | | | | |
|--|--|--|--|--|--|--|--|
| | | | | | | | |
|--|--|--|--|--|--|--|--|

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

1 6800001061080000106105

| kWh Delivered (to Customer) | | | |
|-----------------------------|--------------------|------------------|----------------------|
| Meter Number | Reading Dates | Meter Reading | Kilowatt-Hours |
| 300477205 | Apr 5 | 67313 | 747 |
| | Mar 7 | 66566 | |
| Days Billed: 29 | | Avg. kWh/Day: 26 | Total Delivered: 747 |
| Date Range | Annual Total Usage | Avg Monthly | |
| May 2022 - Apr 2023 | 11208 kWh | 934 kWh | |

Next meter reading on or about: Jun 6, 2023.

State taxes this bill: About \$0.47. PA Gross Receipts Tax: About \$2.91.

Supply Details



Generation & Transmission Charges for Mar 7-Apr 5
 Commodity Charge 747 KWH @ 0.076 56.77
 Gross Receipts Tax \$3.35

Total AP Gas and Electric Charges \$56.77

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



877-544-4857



**AP Gas and Electric
 Customer Services**
 6161 Savoy Dr
 Ste 500
 Houston, TX 77036

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 | \$67.22 |
| Payment Received May 5, 2023 - Thank You! | -\$67.22 |
| Balance as of May 11, 2023 | \$0.00 |
| Total Supply Charges | \$56.77 |
| Total Delivery Charges | \$49.33 |
| Amount Due By 6/1/23 | \$106.10 |
| Account Balance | \$106.10 |

Delivery Details

| Distribution Charges | |
|---|----------------|
| Residential Rate: RS for Mar 7 - Apr 5 | |
| Customer Charge | 15.96 |
| 747 kWh at 4.608¢ per kWh | 34.42 |
| Tax Cut and Jobs Act Credit at -8.23% | -3.33 |
| System Improvement Charge at 5.00% | 2.35 |
| PA Tax Adj Surcharge at -0.134% | -0.07 |
| Total Delivery Charges | \$49.33 |

Understanding Your Bill

- 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.
- Type(s) of Meter Readings:**
Actual - Measures your monthly electricity use based on an actual reading.

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 pplelectric.com/autopay.

\$106.10



PPL Electric Utilities

We deliver.

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

Meter **300477205** Account

| | |
|---------------|-----------------|
| Due Date | Amount Due |
| 6/8/23 | \$219.61 |

Billing Details on Back

Service to:

DALE L SENSENIG
940 SKYLINE AVE RR 1
LITITZ, PA 17543

| | | | | |
|---------------|----------------|--------------------------|----------------|-----------------|
| Supply | \$61.48 | Usage from Apr 5 - May 5 | \$52.03 | Delivery |
|---------------|----------------|--------------------------|----------------|-----------------|

AP Gas and Electric
877-544-4857

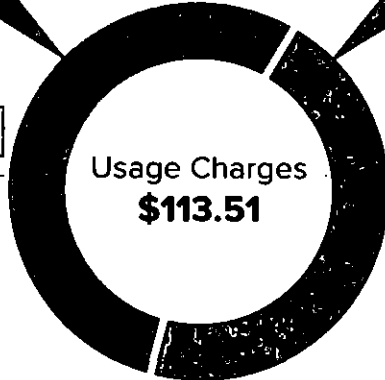
Effective Date
2/24/23

PPL Electric Utilities

Commodity Charge 809 KWH @ 0.076

PPL Electric Utilities Price to Compare

\$0.14612 Use this price when comparing supplier offers.



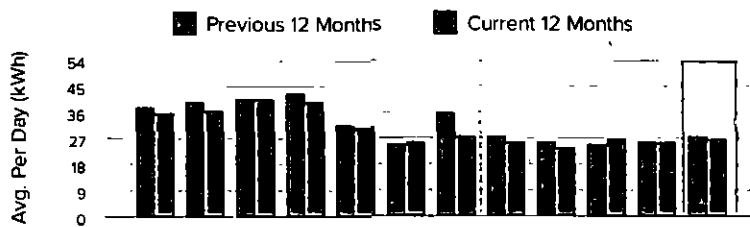
Consider making a monthly pledge to Operation HELP to assist those in need to heat their homes.

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

SHOP FOR ELECTRICITY

Visit PPowerSwitch.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

Usage Summary



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

May

| Electricity Usage (kWh) | Avg. Temperature | Avg. Daily Cost |
|-------------------------|-------------------------|-------------------------------|
| -4% | +3° | +5% |
| 839 (2022) 809 (2023) | 53° (2022) 56° (2023) | \$3.61 (2022) \$3.78 (2023) |

Questions/concerns? Contact us by 6/8/23

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 | Due Date | Amount Due |
| | 6/8/23 | \$219.61 |

Amount Enclosed:

| | | | | | | | |
|--|--|--|--|--|--|--|--|
| | | | | | | | |
|--|--|--|--|--|--|--|--|

DALE L SENSENIG
940 SKYLINE AVE RR 1
LITITZ, PA 17543

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

1 6200002196120000219615

| kWh Delivered (to Customer) | | | |
|-----------------------------|--------------------|------------------|----------------------|
| Meter Number | Reading Dates | Meter Reading | Kilowatt-Hours |
| 300477205 | May 5 | 68122 | 809 |
| | Apr 5 | 67313 | |
| Days Billed: 30 | | Avg. kWh/Day: 27 | Total Delivered: 809 |
| Date Range | Annual Total Usage | Avg Monthly | |
| Jun 2022 - May 2023 | 1178 kWh | 932 kWh | |

Next meter reading on or about: Jun 6, 2023.

State taxes this bill: About \$1.53. PA Gross Receipts Tax: About \$9.32.

Supply Details



Generation & Transmission Charges for Apr 5-May 5
 Commodity Charge 809 KWH @ 0.076 61.48
 Gross Receipts Tax \$3.63

Total AP Gas and Electric Charges \$61.48

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



877-544-4857



**AP Gas and Electric
 Customer Services**
 6161 Savoy Dr
 Ste 500
 Houston, TX 77036

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 | \$106.10 |
| Balance as of May 18, 2023 | \$106.10 |
| Total Supply Charges | \$61.48 |
| Total Delivery Charges | \$52.03 |

Amount Due By 6/8/23

\$219.61

Account Balance \$219.61

Delivery Details



PPL Electric Utilities

Distribution Charges

Residential Rate: RS for Apr 5 - May 5

| | |
|---------------------------------------|-------|
| Customer Charge | 15.86 |
| 809 kWh at 4.608¢ per kWh | 37.27 |
| Tax Cut and Jobs Act Credit at -8.23% | -3.51 |
| System Improvement Charge at 5.00% | 2.48 |
| PA Tax Adj Surcharge at -0.134% | -0.07 |

Total Delivery Charges \$52.03

Understanding Your Bill

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.

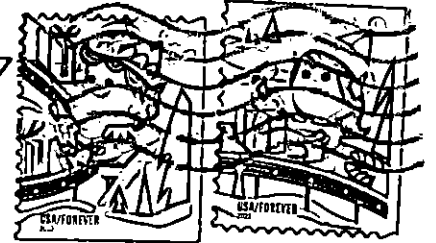
Type(s) of Meter Readings:

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

D. & S. Sensenig
940 Skyline Ave.
Lititz, PA 17543

HARRISBURG PA 17

20 FEB 2024 PM 6



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

17120-007999

