

Understanding your Bill: Myths vs. Facts



At PPL Electric Utilities, we understand concerns about high electric bills, especially during extreme weather. Let's clear up some misconceptions.

WE ONLY CONTROL A PORTION OF THE BILL, WHICH COVERS THE COST OF DELIVERING POWER TO YOUR HOME.



ABOUT 1/2 OF THE BILL IS OUTSIDE OF OUR DIRECT CONTROL AND FACTORS IN SUPPLY COSTS, ADDITIONAL REGULATED CHARGES AND TAXES.

MYTH #1
PPL Electric doesn't care when customer bills increase.

FACT
Customers are understandably concerned about higher bills, and we're concerned too. While we can't control market trends, we can empower you with the tools, resources and information needed to manage energy use and explore cost-saving opportunities. We are committed to operating efficiently and controlling the costs that we can while still ensuring reliable service for you.

MYTH #2
PPL Electric controls every part of the electric bill.

FACT
We don't have direct control over approximately 50% of a residential bill. This portion includes energy supply costs, regulated charges and taxes. If you don't shop for a third-party electricity supplier, we purchase power for you and pass on the cost of generation supply without markup. We don't profit from supply costs.
The other half of the bill is within our control, which includes the costs to maintain the poles, wires and equipment that deliver electricity to your home or business via the distribution and transmission grid. These charges are regulated and vary according to how much electricity you use.

MYTH #3
PPL Electric benefits from Price to Compare increases.

FACT
We do not profit from these increases. The energy supply costs included in the Price to Compare are passed through, without markup, to customers who do not shop for a third-party supplier. Our Price to Compare is fixed for six months and changes twice per year on June 1 and December 1.
When the Price to Compare increases, it is based on increases in the energy supply market which is outside of our control.

MYTH #4
There is nothing I can do about my high bills.

FACT
We offer a wide range of tools and programs designed to help you manage energy costs and keep monthly bills as predictable and reasonable as possible.

- **Making bills more predictable and affordable** with budget billing, payment plans and due dates to fit your schedule.
- **Saving energy used at home or work** through no-cost and low-cost energy saving programs and products. Our energy efficiency advisors can guide you in ways to use less energy and save on your bills.
- **Providing bill assistance or support programs** if you need help paying your bill. We have programs and payment arrangements to help every family in need, regardless of income.
- **Shop for a competitive supplier.** Compare offers from third-party suppliers. Visit the PUC's papowerswitch.com.

Access these resources and more in one convenient place at ppl electric.com/SeasonalSavings.



Bill Explanation



Covers the cost of electricity used.

This is the PPL Electric default rate for energy supply, or Price to Compare, if you do not choose a generation supplier. This rate only changes twice per year on June 1 and December 1.

Shop for an electricity supplier.

Compares last year's usage to this year's.

Our contact information.

Pay before this date to avoid late payment charges.

Page 1 of your bill

Total amount you owe.

Covers the cost to deliver electricity to your home.

Compares this month's electric use, cost and average temperature to last year.

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

Service to:
Customer Name
0000 Main Street
Anytown, USA

Supply **\$122.29**

Usage from Sep 16 - Oct 15

Delivery **\$72.21**

Usage Charges **\$194.50**

Due Date **11/5/24**

Amount Due **\$194.50**

Effective Date 9/13/24

PPL Electric Utilities Price to Compare
\$ X.XXX 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: 00000-00000
The price to compare is updated June 1st and December 1st.
Rate: RS. View schedule at pplelectric.com/rates

Usage Summary

October

Electricity Usage (kWh) Avg. Temperature Avg. Daily Cost

-29% +2° -20%

1727 1218 60° 62° \$8.41 \$6.71

2023 2024 2023 2024 2023 2024

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

Questions/concerns? Contact us by 11/5/24

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

A meter reading calculates energy use in kilowatt hours (kWh) for each billing cycle.

The supply charge is your electric use (kWh) multiplied by the supplier's current rate, or the PPL Electric default rate if you're not shopping.

It also includes charges for transporting power across PPL Electric's transmission system.

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Clear summary of last month's charges, payments, remaining balance and current bill amount.

The amount you owe for the month.

See explanation below about delivery charges.

Explanation of terms used on your bill.

kWh Delivered (to Customer)

Meter Number	Reading Dates	Meter Reading	Kilowatt-Hours
300696158	Oct 15	53645	1218
	Sep 16	52427	

Days Billed: 29 Avg. kWh/Day: 42 Total Delivered: 1218

Date Range	Annual Total Usage	Avg Monthly
Nov 2023 - Oct 2024	25786 kWh	2149 kWh

Next meter reading on or about: Nov 13, 2024.
State taxes this bill: About \$1.88. PA Gross Receipts Tax: About \$11.47.

Supply Details

Generation & Transmission Charges for Sep 16-Oct 15

Transmission Charge:	1,218 kWh at 3.207¢ per kWh	39.06
Generation Charge:	Capacity and Energy	
	1,218 kWh at 6.833¢ per kWh	83.23
Total Charges		\$122.29

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

Account 00000-00000 Page 2

Previous Balance \$447.73
Payment Received Oct 4, 2024 - Thank You! -\$447.73
Balance as of Oct 15, 2024 \$0.00
Total Supply Charges \$122.29
Total Delivery Charges \$72.21
Amount Due By 11/5/24 \$194.50
Account Balance \$194.50

Delivery Details

Distribution Charges
Residential Rate: RS for Sep 16 - Oct 15

Customer Charge	15.72
1,218 kWh at 4.727¢ per kWh	57.57
Tax Cut and Jobs Act Credit at -7.67%	-4.38
System Improvement Charge at 5.00%	3.45
PA Tax Adj Surcharge at -0.208%	-0.15
Total Delivery Charges	\$72.21

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.

PPL Electric Delivery Charges Explanation

- **Customer Charge** – A fixed fee set by the PA PUC covering meters, billing, and customer service.
- **Distribution Energy Charge** – Cost of delivering electricity to your home or business.
- **Distribution System Improvement Charge (DSIC)** – Monthly charge to recover costs for improving, repairing and replacing equipment that delivers electricity to your home or business.
- **Certain eligible storm damage expenses.**

Additional Regulated Charges

State and federally mandated fees supporting energy assistance, efficiency and renewable programs:

- **Universal Service Program charge** – Funding to assist eligible customers with their energy costs required by law.
- **Energy Efficiency Programs charge** – Costs related to rebates and incentives to help customers save energy and reduce their bills required by the ACT129 law.
- **Smart Meter charge** – Costs related to the installation of smart meters required by law.
- **Competitive Enhancement charge** – Costs related to activities required by regulation to support the retail electric market.
- **Taxes** – State taxes are included in your bill as required by law.

*Your bill may look slightly different if you're enrolled in our OnTrack program or budget billing.