

PP&L Competitive Metering Specifications Rider

**Dispute Resolution**

1. A dispute involving PP&L and an EGS shall be handled pursuant to Rule 18 of PP&L's Electric Generation Supplier Coordination Tariff. The PUC has final adjudication authorization of all disputes.
2. Customer disputes involving advanced meter reading issues shall be handled by the EGS as the entity responsible for the advanced meter. The EGS will coordinate with PP&L so that a proper investigation is made within the time period defined by 52 Pa. Code §56.151(5) and that the customer is informed of the results of the investigation. PP&L shall provide all information needed by the EGS relating to the customer's complaint and must do so within five (5) business days of the EGS's request if the information can be obtained without contact in the field with the customer. If field contact with the customer is required (e.g. access to meter for re-read), the information will be provided within ten (10) business days.