

My comment to the settlement of PPL's case before the PUC is that PPL should be required as a condition to settlement to provide improved customer service. When I had not received any bills for 5 months, then received the 5 bills within a 4 week period, there was no way for me to email PPL, no customer service except for a phone number which you know was ineffective. No one would answer! then when someone did answer, he/she couldn't tell you what the problem was. 41% of calls to PPL were abandoned without customers being able to reach a representative. PPL must provide an avenue other than an understaffed phone number to process complaints and questions.

Usually when you buy a commodity, you can ascertain quantity by your own inspection. Buying electricity isn't like that - you must rely upon the electric company to bill you accurately for the quantity they say you have used. Incidents like what happened early this year erode confidence that any of our bills are accurate.

I have no quarrel with the monetary settlement. I however believe that in addition to the monetary terms that PPL should be required to augment its customer service and practices by which it communicates with customers and processes their questions and complaints.

Christina Hausner 3299 Randy Rd Lancaster PA 17601  
[chausner3299@gmail.com](mailto:chausner3299@gmail.com)  
717 799 9082