

I was a victim of PP&L's billing debacle. My bill for one of the months they "estimated" the amount was almost twice what my normal bills is. I tried to call numerous times to discuss it with someone, most of the time I could not get through. When I finally did reach someone, they would have to "investigate" it and someone would get back to me. No one ever has. I paid the bill because I had no choice if I wanted to keep my lights on.

My problem with this process is that PP&L will pay a fine, which goes to the government-where does it go from there? Why are they not required to pay damages to the consumers who were actually affected? I would be fine with them paying both, but PP&L paying a fine to the PUC does me no good whatsoever.