

11-Feb-2024

RE: PPL Billing Issues  
M-2023-3038060

According to news releases PPL will be fined 1 million dollars as part of a settlement with the PUC. I think it's clear that those costs will ultimately be passed on to the customers because PPL is a Public Utility and as such is "owned" by its customers. That money can only come from the consumer. Also, part of the settlement "forgives" late fees and other charges for customers who didn't pay. I spent many hours on the phone, wrote several letters that were completely ignored, and paid whatever PPL said I had to pay to avoid an interruption in service. I also filed two complaints with the PUC trying to resolve the issue because I found it impossible to deal with PPL. I was forced to go on budget billing as the only way to stop the wildly inaccurate bills I continued to receive. Since I've been on "budget billing" I've been over-charged by PPL more than \$300 dollars.

As a result, I get nothing for trying to be a responsible customer. PPL owes me compensation for my time, effort, frustration and stress that they caused through incompetence, negligence and reckless disregard for their customers.

Any fair settlement must include direct compensation to any customer who received inaccurate bills and made documented attempts to fix the problem. A settlement must also include holding the responsible PPL employees accountable for this debacle. Those employees should include any and all who failed to do their job, including the multi-million dollar earning CEO.

Thank you.

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