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Dear PA PUC,

M-2023-3038060 ydd/sec 2/13/2024

Our electric bills were delayed from January to April of 2023 from PPL. Our usage was record high each of these months and when asked about the high rate of use they said higher an electrician to see where we are using so much electric. Nothing has changed they gouged me, my neighbors and my family without ever being readjusted. Just this past January of 2024 another record usage of power??? They are doing it again. This PPL company has been fraudulently overcharging customers without some type of government overlook. How does any consumer know exactly how much power they are actually using vs what PPL says they are charging us? The consumer is on the hook without any way to prove otherwise. They say high an electrician that will cost \$100 + per hour to look at your electric system. Then they find nothing wrong, and the monthly usage fluctuates extremely, and PPL says well not our problem. It is their problem but the PA PUC or no other government is actually confirming that they are not manipulating the actual number and know they can get away with it. Out of how many customers if they overcharge \$10 a month (mine has been over \$200 or more a month more at times) just imagine the profit they are making. PPL billing needs to be audited by an agency for fraud!!!! They clearly tried to get away with it and got caught on the local news after so many complained but had they not complained to the news this would of continued and possibly is still continuing. Do not settle and demand an audit of the PPL Billing system to prove this is not still continuing.

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