

February 12, 2024

M-2023-3038060

See my attached bills

I pay my bills every month. None of these charges were estimated per the bill coding, yet PP&L claimed that was the reason for the incorrect billing. Please note that I have **Propane heat – not Electric**.

Please note:

6/19/23 (usage from 1/24 – 2/22) – even though the usage charges read 612.10, the amount due is 1490.41 The bill claims the daily cost rose 184% yet the prior year usage was higher. I have never seen a bill of over 1000.00 for one month. I have been in this house for 28 years. I am older now and rarely turn the air conditioner on. Fans seem to be all I need.

6/21/23 (usage from 2/22 – 3/23) – Note this bill was due two days after the prior bill. Usage 651.80 but amount due is 2142.21. Average cost rose 202% from 7.44/day in 2022. Note that I was billed for 2/22 on the prior bill – twice for the same day.

6/26/23 (usage from 3/23 – 4/24) – Note this bill is due 5 days after the prior bill. Usage indicates 338.17 yet the bill is for 2480.38. Average cost rose only 42% and the current year is 24% less than the prior year. Note that I was billed for 3/23 on the prior bill – twice for the same day.

6/27/23 (usage from 4/24 – 5/23) Note this bill is due 1 day after the prior bill. Usage indicates 221.97 yet the bill is for 1824.04. The prior year was higher than the current year, yet this bill is over 1000.00 more than the usage. Note I was billed for 4/24 on the prior bill – twice for the same day.

7/17/23 (usage from 5/23 – 6/22) Note this bill is due 20 days after the prior bill and we are not yet into summertime heat. Usage indicates 256.99 yet the bill is for 1468.93. Over 1200.00 more than the usage. The prior year was higher than the current year, yet this bill is over 1000.00 more than the usage. Note I was billed for 5/23 on the prior bill – twice for the same day.

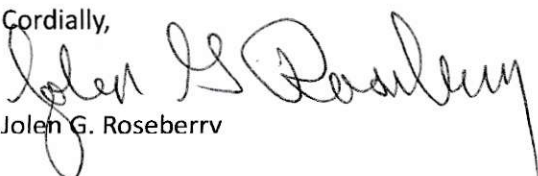
8/15/23 (usage from 6/22 -7/24) Usage indicates 436.81 at the start of the summer, yet bill is for 1905.74, more than 1500.00 over the usage. Note I was billed for 6/22 on the prior bill – twice for the same day.

9/13/23 – (usage from 7/24 – 8/22) Finally, **in mid-summer**, this bill is back in line at 344.27 due. Prior year was higher than the current year by 22% Note I was billed for 7/24 on the prior bill – twice for the same day.

My issue is that the amount due was outrageous, please refer to my long history of payments with PP&L with no bill ever at 1000.00, never mind 2000.00. Receiving 4 bills in the same month for extraordinary amounts scared me, (I am 74 and not prepared to pay that much to an electric company every month) I am a widow and living on one income. I tried to call them numerous times, only to be told they would call me back but never did. They knew they had a problem, but never stopped the billing. I paid several bills at the outrageous amounts, yet I never saw a credit when the billing issue was resolved. I scraped together the money to pay the bills yet they never returned any of it. My house is 100% LED lighting. There is absolutely no reason for these huge bills. AND, it seems that this is starting again after they supposedly fixed the issues. My last 2 bills were in the 900's even with a lower cost energy provider in place. I don't believe their problem is resolved. I don't understand why none of my overpayments were returned. I want the PUC to order billing refunds, fine them and order them to correct a problem with my service.

Thank you for your time and attention to this formal complaint.

Cordially,


Jolen G. Roseberry



We deliver.

1-800-342-5775
For hours of operation and to pay/manage your account, visit pplelectric.com.

[Copy]
Meter **300811863**

Page 1
Account

Service to:
JOLEN G ROSEBERRY
TED A ROSEBERRY
129 JONAS CREEK RD
KUNKLETOWN, PA 18058

| Due Date | Amount Due |
|----------------|-------------------|
| 6/19/23 | \$1,490.41 |

[Billing Details on Back](#)

Supply **\$431.96**

ENERGY HARBOR
888-254-6359

Electric Chg: 3636 KWH @ \$0.11880

PPL Electric Utilities Price to Compare
\$0.14612 Use this price when comparing supplier offers.

Usage from Jan 24 - Feb 22

Usage Charges \$612.10

Delivery **\$180.14**

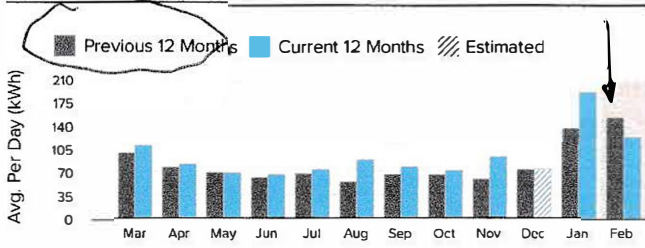
PPL Electric Utilities

Consider making a monthly pledge to Operation HELP to assist those in need to heat their homes.

WANT TO SAVE?
Ceiling fans help keep you comfortable, but remember to turn them off when you leave the room.

SHOP FOR ELECTRICITY
Visit PPowerSwitch.com or www.oca.state.pa.us
If you're shopping, know your contract expiration date.
Account Number:
The price to compare is updated June 1st and December 1st.
Rate: RS. View schedule at pplelectric.com/rates

Usage Summary



For usage and billing details, visit us online at pplelectric.com

February

| Electricity Usage (kWh) | Avg. Temperature | Avg. Daily Cost |
|------------------------------------|---------------------------------|------------------------------------------|
| -19% 4463 (2022) vs 3636 (2023) | +7° 30° (2022) vs 37° (2023) | +184% \$7.44 (2022) vs \$21.11 (2023) |

Questions/concerns? Contact us by 6/19/23

1-800-342-5775
Visit pplelectric.com for hours of operation.

Correspondence to:
PPL Customer Service
827 Hausman Road
Allentown, PA 18104-9392

| Account Number | Due Date | Amount Due |
|----------------|----------------|-------------------|
| | 6/19/23 | \$1,490.41 |

Amount Enclosed:

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JOLEN G ROSEBERRY
TED A ROSEBERRY
129 JONAS CREEK RD
KUNKLETOWN, PA 18058

Please make check payable to: PPL ELECTRIC UTILITIES
2 NORTH 9TH STREET CPC-GENN1
ALLENTOWN, PA 18101-1175



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1-800-342-5775
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[Copy]

Meter **300811863**

Account

Due Date

6/21/23

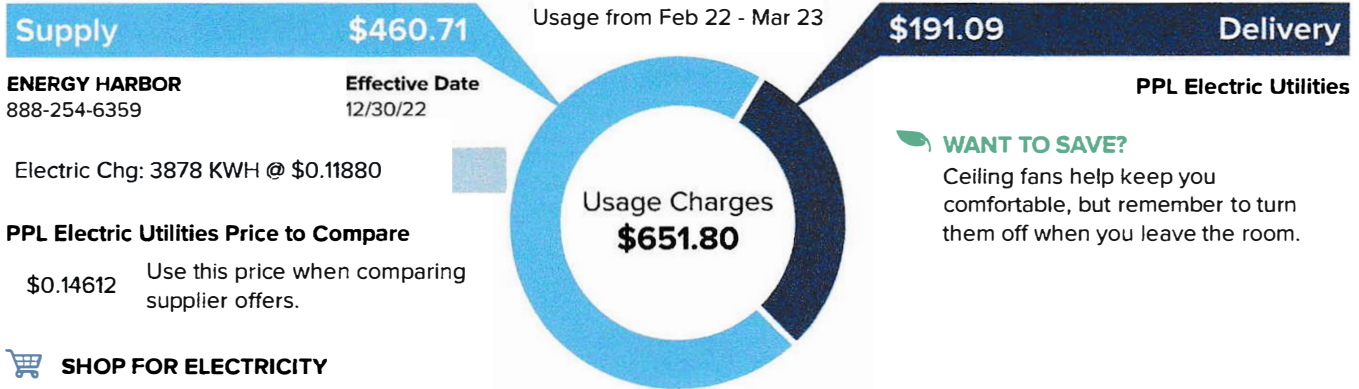
Amount Due

\$2,142.21

[Billing Details on Back](#)

Service to:

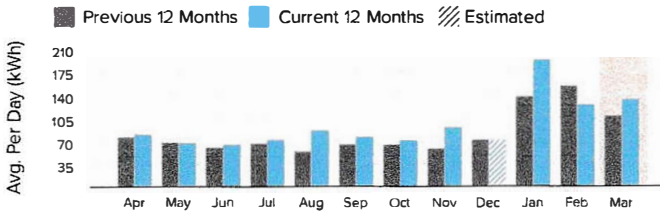
JOLEN G ROSEBERRY
TED A ROSEBERRY
129 JONAS CREEK RD
KUNKLETOWN, PA 18058



SHOP FOR ELECTRICITY

Visit PPowerSwitch.com or www.oca.state.pa.us
If you're shopping, know your contract expiration date.
Account Number:
Rate per kWh is subject to change and is effective December 1st.

Usage Summary



For usage and billing details, visit us online at pplelectric.com

Questions/concerns? Contact us by 6/21/23

1-800-342-5775

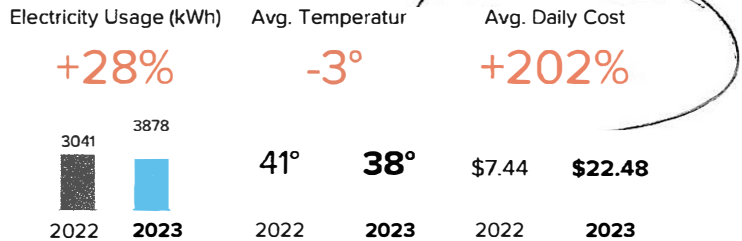
Visit pplelectric.com for hours of operation.



Correspondence to:
PPL Customer Service
827 Hausman Road
Allentown, PA 18104-9392

JOLEN G ROSEBERRY
TED A ROSEBERRY
129 JONAS CREEK RD
KUNKLETOWN, PA 18058

March



Account Number

Due Date

Amount Due

6/21/23

\$2,142.21

Amount Enclosed:

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Please make check payable to: PPL ELECTRIC UTILITIES
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[Copy]

Meter **300811863**

Account

Page 1

Service to:

JOLEN G ROSEBERRY
TED A ROSEBERRY
129 JONAS CREEK RD
KUNKLETOWN, PA 18058

| Due Date | Amount Due |
|----------------|-------------------|
| 6/26/23 | \$2,480.38 |

[Billing Details on Back](#)

Supply **\$233.68**

ENERGY HARBOR
888-254-6359

Electric Chg: 1967 KWH @ \$0.11880

PPL Electric Utilities Price to Compare
\$0.12126 Use this price when comparing supplier offers.

Usage from Mar 23 - Apr 24

Usage Charges
\$338.17

Delivery **\$104.49**

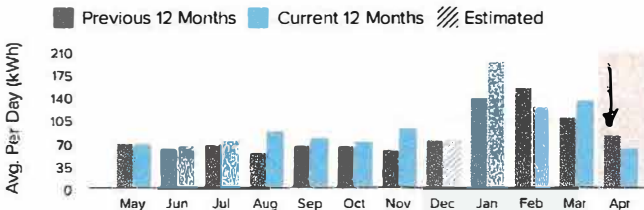
PPL Electric Utilities

WANT TO SAVE?
Shaded air conditioning units use up to 10% less electricity than if they operate in the sun.

SHOP FOR ELECTRICITY

Visit PAPowerSwitch.com or www.oca.state.pa.us
If you're shopping, know your contract expiration date.
Account Number: [REDACTED]
The price to compare is updated June 1st and December 1st.
Rate: RS. View schedule at pplelectric.com/rates

Usage Summary



For usage and billing details, visit us online at pplelectric.com

April

| Electricity Usage (kWh) | Avg. Temperature | Avg. Daily Cost |
|----------------------------|--------------------------|---------------------------------|
| -24% | +6° | +42% |
| 2586 (2022) vs 1967 (2023) | 46° (2022) vs 52° (2023) | \$7.44 (2022) vs \$10.57 (2023) |

Questions/concerns? Contact us by 6/26/23

1-800-342-5775
Visit pplelectric.com for hours of operation.



Correspondence to:
PPL Customer Service
827 Hausman Road
Allentown, PA 18104-9392

| Account Number | Due Date | Amount Due |
|----------------|----------------|-------------------|
| [REDACTED] | 6/26/23 | \$2,480.38 |

Amount Enclosed:

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JOLEN G ROSEBERRY
TED A ROSEBERRY
129 JONAS CREEK RD
KUNKLETOWN, PA 18058

Please make check payable to: **PPL ELECTRIC UTILITIES**
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ALLENTOWN, PA 18101-1175



We deliver.

1-800-342-5775
For hours of operation and to pay/manage your account, visit pplelectric.com.

[Copy] Meter **300811863** Account [REDACTED]

| Due Date | Amount Due |
|----------------|-------------------|
| 6/27/23 | \$1,824.04 |

[Billing Details on Back](#)

Service to:
JOLEN G ROSEBERRY
TED A ROSEBERRY
129 JONAS CREEK RD
KUNKLETOWN, PA 18058

| | | | | |
|---------------|-----------------|----------------------------|----------------|-----------------|
| Supply | \$149.57 | Usage from Apr 24 - May 23 | \$72.40 | Delivery |
|---------------|-----------------|----------------------------|----------------|-----------------|

ENERGY HARBOR Effective Date 12/30/22
888-254-6359

Electric Chg: 1259 KWH @ \$0.11880

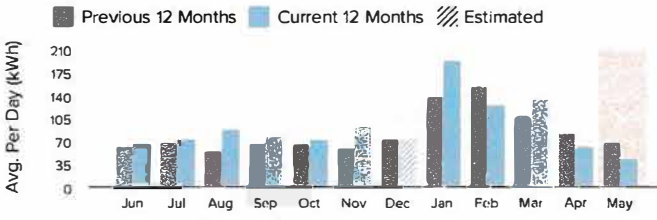
PPL Electric Utilities Price to Compare
\$0.12126 Use this price when comparing supplier offers.

Usage Charges \$221.97

WANT TO SAVE?
Shaded air conditioning units use up to 10% less electricity than if they operate in the sun.

SHOP FOR ELECTRICITY
Visit PAPowerSwitch.com or www.oca.state.pa.us
If you're shopping, know your contract expiration date.
Account Number: [REDACTED]
The price to compare is updated June 1st and December 1st.
Rate: RS. View schedule at pplelectric.com/rates

Usage Summary



May

| Electricity Usage (kWh) | Avg. Temperature | Avg. Daily Cost |
|-------------------------|----------------------|----------------------------|
| -36% | -3° | +3% |
| 2022: 1963, 2023: 1259 | 2022: 59°, 2023: 56° | 2022: \$7.44, 2023: \$7.65 |

Questions/concerns? Contact us by 6/27/23

1-800-342-5775
Visit pplelectric.com for hours of operation.



Correspondence to:
PPL Customer Service
827 Hausman Road
Allentown, PA 18104-9392

| Account Number | Due Date | Amount Due |
|----------------|----------------|-------------------|
| [REDACTED] | 6/27/23 | \$1,824.04 |

Amount Enclosed:

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JOLEN G ROSEBERRY
TED A ROSEBERRY
129 JONAS CREEK RD
KUNKLETOWN, PA 18058

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[Copy] Meter **300811863**

Page 1 Account

| | |
|----------------|-------------------|
| Due Date | Amount Due |
| 7/17/23 | \$1,468.93 |

Billing Details on Back

Service to:
JOLEN G ROSEBERRY
TED A ROSEBERRY
129 JONAS CREEK RD
KUNKLETOWN, PA 18058

| | | | | |
|--------------------------------------|-----------------------------------|----------------------------|----------------|-------------------------------|
| Supply | \$174.75 | Usage from May 23 - Jun 22 | \$82.24 | Delivery |
| ENERGY HARBOR 888-254-6359 | Effective Date 12/30/22 | | | PPL Electric Utilities |

Electric Chg: 1471 KWH @ \$0.11880

PPL Electric Utilities Price to Compare

\$0.12126 Use this price when comparing supplier offers.

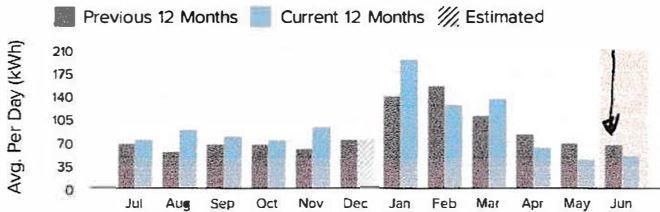


WANT TO SAVE?
Shaded air conditioning units use up to 10% less electricity than if they operate in the sun.

SHOP FOR ELECTRICITY

Visit PPowerSwitch.com or www.oca.state.pa.us
If you're shopping, know your contract expiration date.
Account Number:
The price to compare is updated June 1st and December 1st.
Rate: RS. View schedule at pplelectric.com/rates

Usage Summary



For usage and billing details, visit us online at pplelectric.com

June

| Electricity Usage (kWh) | Avg. Temperature | Avg. Daily Cost |
|----------------------------|--------------------------|--------------------------------|
| -25% | -3° | +3% |
| 1953 (2022) vs 1471 (2023) | 68° (2022) vs 65° (2023) | \$8.32 (2022) vs \$8.57 (2023) |

Questions/concerns? Contact us by 7/17/23

1-800-342-5775
Visit pplelectric.com for hours of operation.

Correspondence to:
PPL Customer Service
827 Hausman Road
Allentown, PA 18104-9392

| | | |
|----------------|----------------|-------------------|
| Account Number | Due Date | Amount Due |
| | 7/17/23 | \$1,468.93 |

Amount Enclosed:

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JOLEN G ROSEBERRY
TED A ROSEBERRY
129 JONAS CREEK RD
KUNKLETOWN, PA 18058

Please make check payable to: PPL ELECTRIC UTILITIES
2 NORTH 9TH STREET CPC-GENN1
ALLEN TOWN, PA 18101-1175



We deliver.

1-800-342-5775
For hours of operation and to pay/manage your account, visit pplelectric.com.

Service to:

JOLEN G ROSEBERRY
TED A ROSEBERRY
129 JONAS CREEK RD
KUNKLETOWN, PA 18058

[Copy] Meter **300811863** Account [REDACTED] Page 1

| Due Date | Amount Due |
|----------------|-------------------|
| 8/15/23 | \$1,905.74 |

[Billing Details on Back](#)

| | | |
|--------------------------------------|-----------------------------------|---------------------------------|
| Supply \$304.72 | Usage from Jun 22 - Jul 24 | Delivery \$132.09 |
| ENERGY HARBOR 888-254-6359 | Effective Date 12/30/22 | PPL Electric Utilities |

Electric Chg: 2565 KWH @ \$0.11880

PPL Electric Utilities Price to Compare

\$0.12126 Use this price when comparing supplier offers.



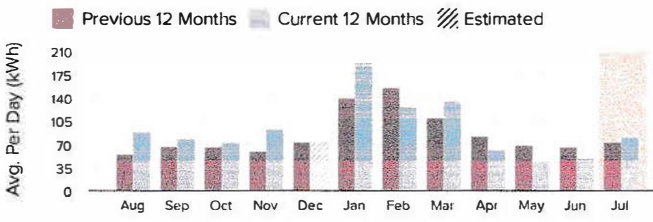
WANT TO SAVE?

Grill outside to avoid adding heat and humidity to your home.

SHOP FOR ELECTRICITY

Visit PAPowerSwitch.com or www.oca.state.pa.us
If you're shopping, know your contract expiration date.
Account Number:
The price to compare is updated June 1st and December 1st.
Rate: RS. View schedule at pplelectric.com/rates

Usage Summary



For usage and billing details, visit us online at [pplelectric.com](#)

July

| Electricity Usage (kWh) | Avg. Temperature | Avg. Daily Cost |
|----------------------------|--------------------------|---------------------------------|
| +10% | -1° | +48% |
| 2328 (2022) vs 2565 (2023) | 75° (2022) vs 74° (2023) | \$9.20 (2022) vs \$13.65 (2023) |

Questions/concerns? Contact us by 8/15/23

1-800-342-5775
Visit pplelectric.com for hours of operation.

Correspondence to:
PPL Customer Service
827 Hausman Road
Allentown, PA 18104-9392



| Account Number | Due Date | Amount Due |
|----------------|----------------|-------------------|
| [REDACTED] | 8/15/23 | \$1,905.74 |

Amount Enclosed:

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JOLEN G ROSEBERRY
TED A ROSEBERRY
129 JONAS CREEK RD
KUNKLETOWN, PA 18058

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Service to:
JOLEN G ROSEBERRY
TED A ROSEBERRY
129 JONAS CREEK RD
KUNKLETOWN, PA 18058

[Copy] Meter **300811863** Account

| | |
|----------------|-----------------|
| Due Date | Amount Due |
| 9/13/23 | \$344.27 |

Billing Details on Back

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|--------|----------|----------------------------|----------|----------|
| Supply | \$233.92 | Usage from Jul 24 - Aug 22 | \$110.35 | Delivery |
|--------|----------|----------------------------|----------|----------|

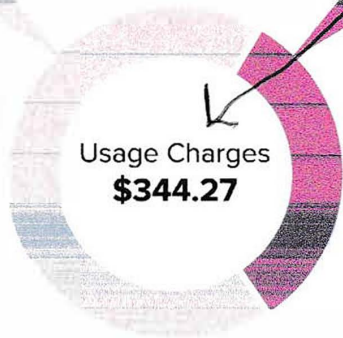
ENERGY HARBOR Effective Date 12/30/22
888-254-6359

PPL Electric Utilities

Electric Chg: 1969 KWH @ \$0.11880

PPL Electric Utilities Price to Compare

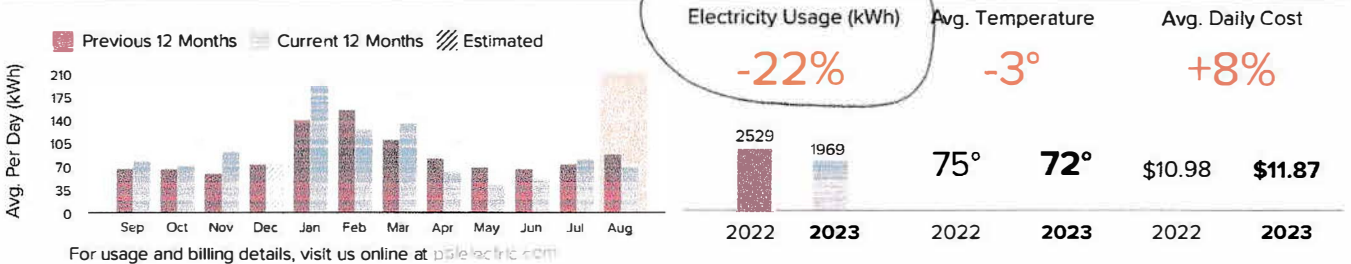
\$0.12126 Use this price when comparing supplier offers.



WANT TO SAVE?
Close blinds and curtains on south- and west-facing windows to block out summer sunlight.

SHOP FOR ELECTRICITY
Visit PAPowerSwitch.com or www.oca.state.pa.us
If you're shopping, know your contract expiration date.
Account Number:
The price to compare is updated June 1st and December 1st.
Rate: RS. View schedule at pplelectric.com/rates

Usage Summary



Questions/Concerns? Contact us by 9/13/23
1-800-342-5775
Visit pplelectric.com for hours of operation.
Correspondence to:
PPL Customer Service
827 Hausman Road
Allentown, PA 18104-9392

Sign back of bill stub to enroll in auto bill pay.

| | | |
|----------------|----------------|-----------------|
| Account Number | Due Date | Amount Due |
| | 9/13/23 | \$344.27 |

Amount Enclosed:

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ALLENTOWN, PA 18101-1175