

February 8, 2024

Mandy L. Miller
232 Mackin Avenue
Lancaster, PA 17602

PPL Customer Account Number: [REDACTED]

Docket Number: M-2023-3038060

To Whom It May Concern:

As a full-time working teacher supporting a family of five, it goes without saying we are low income Pennsylvania residents living below the poverty line for our family size and income level. I contribute to our local economy by working full-time, paying our taxes, and working as a special education teacher to students throughout Lancaster County. Last year, during the month of December 2022, I received our PPL bill that was due in January 2023 in the amount of \$638.04. After posting my moment of detriment on the social media platform, Facebook, I learned of numerous other Pennsylvania residents that were affected by astronomically high electric bills leaving them in a predicament of how to afford paying for their one month bill that totaled over more than two months worth of electricity. I took advice from the many other Pennsylvania residents affected and contacted the customer service department of PPL during which time I waited almost two hours in queue to speak to a PPL customer service associate. The PPL customer service representative that answered my phone call advised me that my bill was estimated, but it was in fact correct. The representative also advised that I was responsible for paying the amount in its entirety. As a full-time working mother, it took me three separate payments along with a fourteen day extension to pay off this high estimated balance to which I never received a refund back in any amount from PPL.