

In December 2022, customer meter data was not successfully transferred from PPL's meter data management software to its customer service system, causing backed-up billing and sending estimated bills, some of which varied from actual usage by up to 25% or more. Thousands of estimated bills had missing or incorrect supply charges, leading PPL to cancel initial estimated bills and rebilling those accounts. This obviously caused both alarm and confusion. Human error continued to cause additional problems, causing some customers to receive incorrect bills or no bills at all. I personally experienced the absence of my supplier charges to be included on my bill, as well as not being billed for one month at all (double-billed the following month). From January to April 2023, 41% of calls to PPL were abandoned without customers being able to reach a representative. This debacle caused upset and confidence issues.

Roseanne Daecher
150 Beddington Ln
Strasburg PA 17557