

Comments to proposed PUC settlement with PPL Electric Utilities.

I feel the proposed settlement doesn't go far enough in preventing this problem from recurring.

I think my billing concerns and/ or problems started when the new smart meters were first installed. Some time after ours was installed we noticed our bill start to go up considerably.

When I questioned PPL about it they told me it could not be any problem with the meter like it was infallible and could never make any mistake.

Throughout the many years since that time I have felt my electric bills were inaccurate and inflated. When I had reached out to PPL they seem to always have the same response. They would tell me it was because I was using more electricity even though the one time last year the PPL issued bill said I was using less.

I am not so sure the settlement proposed goes far enough in addressing and preventing the problem from recurring after the proposed settlement is reached.

I feel there should be more than just financial penalties. There needs to be more corporate accountability in the form of perhaps a Corrective Action Plan (CAP) to provide more details and establish penalties for failure of the CAP. Perhaps the PUC could impose a moratorium on any rate hikes for several years if the CAP fails to provide positive results for electric consumers in Pennsylvania.

I felt that PPL has been quietly getting away with overinflated consumer electric bills for years and just imposing financial penalties without such things as a CAP is merely a slap on the wrist for PPL but a punch in the gut of electric consumers in Pennsylvania.

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