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Nicole Rozecki
2814 North Ford Dr
Hatfield Pa 19440
PPL billing issues.

I wanted to inform you of my issues I had with billing. I did not receive a bill for almost a year, I tried several times to call but was always on hold never got anyone to talk to. I could not even see on my account page what I was being charged or what power I was using. I was starting to wonder what was going on because before I stopped getting bills I noticed my bills looked higher than usual. I tried to contact them but calling was a waste of time and they have no online chat or email address to email. Soon after that I stopped getting bills. Well when I started getting bills. I got bills every week.

8-3-23 bill for 311.00

8-9-23 bill for 614.79

8-15-23 bill for 869.79

8-21-23 bill for 1124.79

9-5-23 bill for 1428.58

9-13-23 bill for 1700.93

Then the following week I got a letter from ppl about shutting off my electric because of non- payment plus they also tried to charge a late fee.

They did not contact me at all during all of this. No letter explaining what the problem was or what to do or anything like that. That is what really bothered me no communication!!!

There is no excuse for any of this, if they had an issue they should have contacted there consumers about the situation and not treat us the way they did. Now the bottom line is I feel I cannot trust PPL on my bills and I question each bill I get. If this settlement goes through how will I know if I get compensated? Or anyone else for that matter? PPL has to fix the way they do business and there communication or this can happen all over again.