

Charles J. Lyter
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717-250-9196

PUC BCS Case # 3945407

Dear PAPUC,

I personally filed an informal complaint with the PAPUC about the PPL Billing issues around September of 2023. This was after I spent hours upon hours on the phone on multiple occasions over the course of several months with PPL employees only to be hung up on, lied to and down right treated poorly as a consumer. If I had an option, I would have cancelled my service completely. Unfortunately, unless you wanted to go without electricity, you were forced to deal with the issues. My issue was finally settled around December of 2023 after I received months of late bills right before the Holiday season. This not only caused unnecessary stress to my family, it took time from my family trying to sort out the issues and it also costed us money. I was unsure on when the issues would be resolved and when the bills would come, so I had to put back money instead of investing it. With investment interest rates at an all-time high in years, this was very frustrating. As someone who makes paying bills a priority, I felt the need to make sure all of my bills from PPL were satisfied as soon as possible even with the pathetic, "we will give you time to pay them if needed" response I received. I feel that everyone who experienced the billing issues will PPL, especially the people who took the time to file a complaint with the PAPUC should be rewarded with some sort of monetary compensation.

Sincerely,

Charles J. Lyter