

2077 Clover Mill Road  
Quakertown, PA 18951  
February 9, 2024

Secretary, Public Utility Commission  
Commonwealth Keystone Building  
400 North St.  
Harrisburg, PA 17120

RE: Case M-2023-3038060

I am a former member of the PA PUC's Consumer Advisory Council. My concern now, as then, is that settlements do not provide compensation to the customers who were actually harmed.

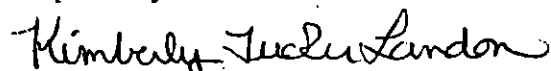
In this case they are the "nearly 795,000" account holders who received estimated bills, with most estimates being "about 10% or greater than the actual customer usage of electricity." This occurred in December 2022 and January 2023; a time when actual use is already high and customers' budgets already are strained.

These customers were panicking and posting on social media. When they tried to call PPL they could not get through or, when they did, could not get answers and were sometimes treated rudely. I am not privy to whether they ultimately came up with the funds to pay the shockingly high bills in full or if they became delinquent.

I would like to see this proposed settlement modified so that PPL provides each of these account holders with a one-time \$50 billing credit, not to be passed along to its customers but deducted from its profits. An apology also should accompany the explanation of the credit.

Thank you for taking these comments into account as you consider PPL's proposed settlement.

Respectfully submitted,

  
Kimberly Tucker Landon

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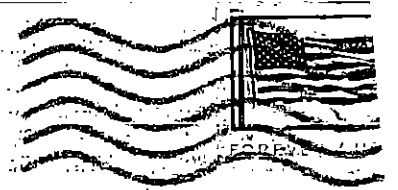
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PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

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