

Susan Lishman  
2131 Main Street  
Northampton, PA 18067

February 6, 2024

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

PUC Docket Number: M-2023-3038060

Dear Secretary:

As of today, my billing issues with PPL are continuing. The last PPL bill I received was June of 2023. In speaking with PPL in July/August of last year it was suggested I send a payment in to be credited to the account. I did send \$300 in August of 2023 but stopped as the no-bill issued continued and the payment record disappeared from the "Your Account" web page.

I have call PPL a number of times over the past 7 months and customer service representatives assure that when billing resumes there will be payment plan. The idea of double paying an electric bill for the next year does not appeal to me at all.

There were many better ways for PPL to handle the situation. As a customer I have no recollection of a communication from PPL to my home concerning my account, and there was no provision for an estimated payment. I am very concerned about how past months of electricity are to be billed as news reports point to meter collection and other data issues.

I am in favor of a solution that allow the electric company to assume responsibility for the cost of consumer utility usage during the months data collection and management issues.

As a consumer, who had <sup>NO</sup> ~~not~~ <sup>of</sup> other options, I really do not like the idea of paying for another's mistake.

*Thank You -  
Regards -  
Susan Lishman*

DATE OF DEPOSIT

FEB 12 2024

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

PRESS FIRMLY TO SEAL



PRESS FIRMLY TO SEAL

PRIORITY MAIL  
FLAT RATE ENVELOPE  
POSTAGE REQUIRED



UNITED STATES  
POSTAL SERVICE

Retail

P

US POSTAGE PAID

\$14.00

Origin: 18067  
02/10/24  
4160920167-05

PRIORITY MAIL®

0 Lb 1.70 Oz

RDC 03

EXPECTED DELIVERY DAY: 02/12/24

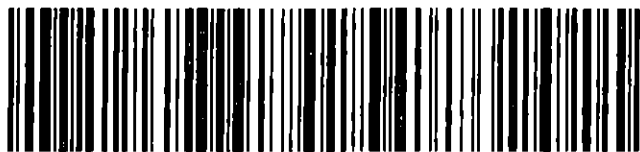
C000

SHIP TO:

400 NORTH ST  
HARRISBURG PA 17120-0211



USPS SIGNATURE® TRACKING #



9510 8115 8292 4041 8729 88

Free Package Pickup,  
see the QR code.



USPS.COM/PICKUP

PRIORITY®  
MAIL

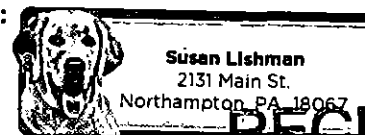
FROM:

PRIORITY®  
★ MAIL ★



VISIT US AT USPS.COM®  
ORDER FREE SUPPLIES ONLINE

FROM:



RECEIVED

FEB 14 2024

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

TO:

*Secretary of Commission  
Public Utility Commission  
Commonwealth Keystone Building  
400 North St.  
Harrisburg Pa 17120*

Label 228, March 2016

FOR DOMESTIC AND INTERNATIONAL USE

- Expected delivery date
- Domestic mail only
- USPS Tracking
- Limited international destinations
- When used with insurance

FLAT  
ONE RATE

TRACKING



PS00