

2/27/2024

Case #M-2023-3038060

PP&L Billing Practices

We have two main complaints with PP&L:

1. The way that PP&L presents their bills is misleading and can cause confusion and payments made in error, especially for elderly and/or cognitively impaired persons.

The **Amount Due** in large bold font is not **actually** the amount due for consumers that are on the **Budget Plan**. It is misleading to present this amount in such a manner and confuse people trying to understand what amount to pay. In addition, the Billing Summary section is very confusing and misleading, particularly if the consumer is on the Budget Plan.

2. An error occurred with PP&L which resulted in us not receiving bills for 3 months in 2023. PP&L then sent weekly bills in December which was very confusing and stressful.

We were sent weekly bills in December with misleading Amounts Due and confusing data (presumably to make up for the missed billing months). As a result, due to the confusing, we overpaid PP&L. We only know of this overpayment because our grown children helped us calculate what we should have paid, per our Budget Plan, versus what we actually paid based on the misleading bills.

Richard and Susan Ditterline