

I am writing in response to the PUC's proposed settlement in the PPL billing case. As a PPL customer that was impacted by their system failure, and who was able to pay the ridiculous bills and subsequent corrected bills over a course of months, the PUC is not doing anything to offer customers such as myself any retribution.

There are thousands of us in this class, which sacrificed other monthly bills to make the demanded PPL payments (since our requests to PPL went unanswered) and incurred costs associated with delaying credit card and other monthly bills. The PUC is doing nothing for this group.

Waiving the outstanding charges of those that did not pay anything is a legitimate part of this settlement for those that had no way of making the requested payments. However, promoting the cost to PPL of fixing their systems as part of this "huge" settlement and penalty is simply the PUC using what should be considered PPL's basic cost of doing business as PUC propaganda for really doing nothing but getting a million-dollar penalty from PPL that the impacted consumers do not share.

What about us? I am not sharing in any penalty to PPL for a poorly implemented and failed system. No one is considering the group of customers that actually paid their bills during this stressful time, which extended over a period of months until PPL got their numbers right. PPL failed to perform due diligence with this change, and because of it their customers were impacted. We have no choice regarding our electric service provider, and the Public Utility Commission is supposed to be representing the people. With this proposed settlement, all I see is PPL fixing what they failed to do correctly and the PUC failing to truly represent the public.

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