

Geri m sarno

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PUC docket #M-2023-3038060

Ppl complaint

I was one of the several thousand Ppl customers in December2022 who received a bill (well over \$700.00) for 2 seniors.

I got in contact with the CEO of Ppl. On my part I did much "emailing" pursuing a just outcome. I did pay my bill as stated, in my case in only took a few weeks and I received a full refund and a corrected bills. I was one of the fortunate ones in-regards to resolving my dilemma in a timely manner. I did notify PUC and filed a complaint. My case was closed once it was resolved.

My biggest complaint was the call center was outsourced. The staffing personnel were not properly trained.

Long wait times on the phone.

Friendly Regards


Geri Sarno,

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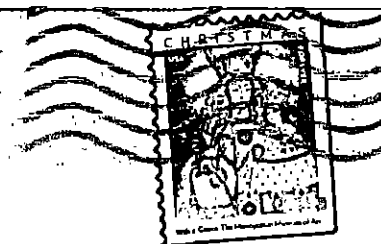
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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Ms. Geraldine M. Sarno
PO Box 270
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LEHIGH VALLEY PA 180

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PUC
Comm. Keystone Bldg.
400 North Street
Harrisburg, Pa. 17120

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