

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

February 10, 2024

Ref: PUC docket number M-2023-3038060

RCUD PUC SEC BUR
FEB 14 2024 AM 11:33

Secretary, PA Public Utility Commission,

My purpose in writing is to provide the PUC and PPL with a database of information with which to make decisions concerning possible remuneration for over charges relating to PPL's technical issues during the dates noted below.

I have been a PPL customer for almost 20 years, and it was during the winter of 2022 when PPL was experiencing problems with their billing system that I am addressing.

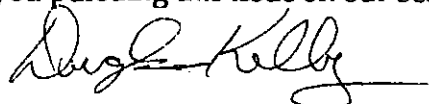
My PPL meter number is: 300395302 My PPL account number is: [REDACTED]

My PPL billing for the months of December 2022 and January 2023 were suspect, as my bill more than doubled for each of those months (see chart below); quite unusual in contrast to all the years before. The bill I received indicated that the kWh's used were read from my meter, and not estimated. I did not contact PPL, and paid the bill as required; assuming PPL would catch the error and make the adjustment. I believed it was an error, as I had not changed or added any electrical appliances in my apartment that would have consumed that much extra power.

In fact, I am using the same basic electrical/electronic configuration I have always had.

Mar 16, 2023	Apr 6, 2023	289 kWh	\$74.00
Feb 14, 2023	Mar 7, 2023	267 kWh	\$53.00
Jan 17, 2023	Feb 7, 2023	533 kWh	\$53.00
Dec 14, 2022	Jan 4, 2023	503 kWh	\$53.00
Nov 14, 2022	Dec 5, 2022	254 kWh	\$53.00
Oct 14, 2022	Nov 7, 2022	231 kWh	\$53.00

Thank you pursuing this issue on our behalf,



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