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February 27, 2024

Pennsylvania Public Utility Commission
Attn: Secretary of the Commission
400 North Street
Harrisburg, PA 17120

RE: Docket No. M2023 – 3038060

Dear Madam or Sir:

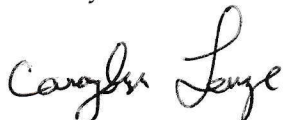
I wish to file a complaint regarding the exorbitant charges I have received from PPL Electric Company in the past and that have continued with my current billing. After making several attempts to contact their customer service department for an explanation, they did not provide a reason for the drastic hike in my energy costs.

Please consider the following issues:

- I live in a double with neighbors who share a mirrored floorplan with the same square footage as my unit. The charges for their heating bills in the winter are substantially less than what I am charged. There are two occupants on their side compared to my unit being occupied by just myself. PPL charged me between \$317.08 in November of 2022 up to \$582.24 in January of 2023. My total amount due in October 2023 was \$4,698.28.
- My home has a pellet stove installed as an alternate heating source which, in the winter months, is an expenditure of \$500.00 up to \$650.00 for the entire season.
- When I inquired if the meter on my house could be checked to verify that it was transmitting an accurate reading of my electrical use, a representative of PPL explained that could not be done as they were short staffed and did not have the manpower to send a technician.
- The estimates used to determine my charges, I am told, is based on past usage. As my living situation has changed and I no longer live with my son, the estimates would no longer reflect the amount of electricity I use currently. There is no explanation for the increase in my charges.
- PPL can charge what they see fit as meters do not have regulations, I was told. As a result, I am experiencing financial hardship.

I am submitting my comment on the proposed settlement. I was overbilled by PPL for the electricity I used and believe I am deserving of compensation. Please contact me if you have any questions.

Thank you for your consideration.
Sincerely,



Carolyn Lenze