

In January of 2023 I received a bill from PPL for over \$190.14 from November 11 to December 13 2022. Which surprised me because of the temperatures. I paid it and was expecting the February bill to be lower because the temperatures for January 2023 were in the 50's during the day and around 30's at night. First I received a bill for \$160.77 due on February 7, 2023, for the period December 13 to January 13 2023. Several days later I received another bill from PPL for \$238.07 for the same period due on February 13, 2023. I called PPL and they said it was the price increase. After discussing with the representative, they admitted to me Nov-Dec 2022 and Jan-Feb 2023 were estimated bills using the same time period from the previous year, 2022. After checking my usage and temperatures for the previous year, I saw the temperatures were much colder and I did use more heat. They would not refund any money and sent me a letter to take it up with the PUC. Which I did and the decision was in the favor of PPL. I also saw them changing all the main electrical wires throughout the town where I live during that time period from November 2022 thru February 2023 when they changed the electrical wires in my neighborhood. Then the bills were back to normal and I also kept track of the readings from the meter.

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