

February 6, 2024

PUC Docket: M-2023-3038060

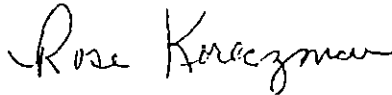
Dear Sirs:

I am writing this letter after reading the article in the Morning Call concerning PPL and the billing issues. I has been a harrowing winter past for me and I feel for some reason or another I had issues as well with my billings. For reassurance I thought I would supply my information for your review.

The winter of 2022-23 has made me a nervous wreck to say the least. My electric bills were so out of sorts I could not get answers as to what was happening. Some months I did not receive a bill but then next month I would get a bill on the first and last of the month. The amounts of the bills were unbelievable. I am a single senior citizen lady in her mid 80's. Trying to get answers to what was happening were virtually impossible. I am deaf as well and rely on the Pa. Relay Operators to transact my calls for me. Trying to reach PPL was just impossible. The operators were frustrated in the prolong ringing and non- answering of the calls nor not even a recording explaining what the problem was. During this period it seemed the phone was basically off the hook. Only by the end of May did I begin to see some normality in the billings. Little did I also not know was that the bills were being sent to a box # in St.Louis. The turn around for the bill to be paid was very very long. At times I feared I would be charged late charge in the time it took to clear my bank. I personally think this is very bad but I don't know reasons why large companies do this so I cannot explain what is happening.

Enclosed I copied the end of December, 2022 bill information until the new year 2023.. I highlighted the things I called very unusual. In my personal opinion I think these NEW Smart Meters are really not as efficient as PPL might claim them to be.

Sincerely



Rose Kereczman
1942 Chester Rd
Bethlehem, Pa. 18017-2758

Enclosed: copy of billing for effected period ✓



* Jan 11, 2023	Feb 1, 2023	2758 kWh	\$510.20
<i>** NO DECEMBER BILL</i>			
Nov 28, 2022	Dec 19, 2022	1476 kWh	\$262.41
Oct 27, 2022	Nov 17, 2022	665 kWh	\$126.44
Sep 30, 2022	Oct 24, 2022	598 kWh	\$128.49
Aug 31, 2022	Sep 21, 2022	968 kWh	\$117.98
Aug 1, 2022	Aug 22, 2022	1112 kWh	\$133.30
Jul 6, 2022	Jul 27, 2022	760 kWh	\$96.25
Jun 1, 2022	Jun 22, 2022	925 kWh	\$113.91
May 3, 2022	May 24, 2022	2119 kWh	\$241.01
Apr 1, 2022	Apr 25, 2022	2673 kWh	\$300.30
Mar 2, 2022	Mar 23, 2022	3499 kWh	\$388.22
Feb 2, 2022	Feb 23, 2022	4027 kWh	\$444.44
Jan 4, 2022	Jan 25, 2022	2641 kWh	\$298.27
Dec 3, 2021	Dec 28, 2021	2376 kWh	\$270.00
Nov 2, 2021	Nov 23, 2021	634 kWh	\$84.05
Oct 4, 2021	Oct 25, 2021	672 kWh	\$89.41



< Account Summary

Bills & Payments

1942 Chester Road Bethlehem PA 18017 ()

My Bills

My Payments

Bill Date	Due Date	Energy Usage	Amount	
Feb 1, 2024	Feb 22, 2024	3326 kWh	\$466.59	⋮
Jan 2, 2024	Jan 23, 2024	2607 kWh	\$375.15	⋮
Nov 29, 2023	Dec 20, 2023	1701 kWh	\$250.11	⋮
Oct 27, 2023	Nov 20, 2023	593 kWh	\$97.19	⋮
Sep 28, 2023	Oct 19, 2023	753 kWh	\$119.31	⋮
Aug 29, 2023	Sep 19, 2023	960 kWh	\$147.54	⋮
Jul 31, 2023	Aug 21, 2023	1217 kWh	\$178.95	⋮
Jun 29, 2023	Jul 20, 2023	620 kWh	\$98.74	⋮
May 31, 2023	Jun 21, 2023	764 kWh	\$117.92	⋮
May 1, 2023	May 22, 2023	1099 kWh	\$199.24	⋮
Mar 30, 2023	Apr 20, 2023	2467 kWh	\$445.23	⋮

② - BILLS - MAY

**** NO - APRIL - BILL ****

**** NO - FEBRUARY - BILL ****

Privacy - Terms

Rose Kereczman
1942 Chester Rd
Bethlehem, Pa. 18017-2758

LEHIGH VALLEY PA. 180

18 FEB 2024 PM 2 1



SECRETARY
PUBLIC UTILITY COMMISSION
COMMONWEALTH KEYSTONE BLDG
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HARRISBURG, PA. 17120

17120-007999

