

2/10/24

PUC case# M-2023-3038060

Complaint against PPL concerning
overbilling for 14 months

Account #

B. Harold Thomas, Jr.
16 Dennis Dr.
Willow St, PA 17584

RCVD PUC SEC REP
FEB 22 2024 08:14:03

Every month (for 14 months) we have written
a letter to PPL explaining why we will not
pay them the amount that they are asking
for - this is the letter we sent for Jan. 2024.

RCVD PUC SEC BUR
FEB 22 2024 AM 11:15

except it seems that PPL has been under billing
and non-billing other customers and making up
the difference with people like us.

I expect nothing from you. You have
had more than a year to do something and you
have done nothing.

✓ PUC, Case # 17-2023-3038060
Concerning: B. Harold Thomas, Jr.
and Joyce E. Thomas

2/10/24

PPL has overcharged us more than \$966 from Dec 2022 until Jan 2024. In Nov 2023, they did refund us \$400⁰⁰ so they still owe us \$566, for overcharges.

PUC will not help us because they say we must reach out to the supplier we are in dispute with. We have reached out to PPL many times. Every month, for 14 months, I have written to them. Many, many times we have called them. Every time we call, we are put on hold for as long as an hour, and every time, we are disconnected. We have gotten no responses to our letters. PUC wants us to continue to pay our bill while we are in dispute. I cannot, I will not, I refuse to pay this extortion. PPL has shown no goodwill as a supplier. They will not respond to our letters or answer our tele phone calls or reduce our bill to where it should be. There would be a major discrepancy in PPL incoming accounts

Last letter sent to PPL for Jan²⁰²⁴ bills
This complaint concerns

2/10/2

Case # M- 2023-3038060

customer: B. Harold Thomas Jr
16 Dennis Dr
Willow St, PA 17584

account #

PPL

2/10/24

I can't pay you what you are asking for because I don't owe you what you want. For 14 months, you have been overcharging us as much as 500 Kwh per month.

It started Dec 2022 when we were charged more than 500 Kwh than we used (estimated.) Again in Jan, Feb, March, we were overcharged. I "estimate" some where between 500 and 700 Kwh total - So, from Dec 2022 to March 2023 we were overcharged some where between 1000 and 1200 Kwh. Then from April to November, we were charged what we should have been.

My estimation was that for the year, including late charges, we were overcharged \$567⁰⁰. But, in November 2023, PPL credited us \$400⁰⁰, So that left us \$167⁰⁰ of overcharges, I was willing to pay this to make you go away.

BUT, in Dec ²⁰²³, we were "estimated" more than 1000 Kwh than we used. And again in Jan 2024, we were "estimated" another 1000 Kwh more than we used.

my husband has been reading our meter every
way and you ARE WAY OVER CHARGING US.

At this point, we believe that you owe us
\$ 167⁰⁰ from Dec 2022 to Nov 2023, plus \$187⁰⁰ for
Dec 2023, plus \$ 212 for Jan. 2024.

Harold and Joyce Thomas

Dec 2022 to	\$ 167 ⁰⁰
Nov 2023	
Dec 2023	\$ 187
Jan 2024	\$ 212
	<hr/>
	\$ 566

You Owe US
\$ 566

Oct 2023
Nov. they

refunded us \$400⁰⁰ and marked it
as paid -
It was
not paid
by us!

PPL Electric Utilities
827 Hausman Road
Allentown, PA 18104-9392
Tel. 800.342.5775 Fax 484.634.3484
www.pplelectric.com



B HAROLD THOMAS JR
16 DENNIS DR
WILLOW STREET, PA 17584

October 21, 2023

Bill Account Number:

Dear B HAROLD THOMAS JR:

It is important that we talk to you about your account. Please call us at the phone number listed above and mention you received a letter requesting that you call us. The Representative will be able to assist you or direct your call to the appropriate person.

We look forward to speaking with you. You are a valued customer and we appreciate the opportunity to serve you.

If you have questions or need more information, please visit pplelectric.com or call us at 1-800-342-5775. Customer service is available 24/7 for emergencies and outages, 7 a.m. to 6 p.m. Monday through Friday for payment assistance and 8 a.m. to 5 p.m. Monday through Friday for all other billing related issues.

Sincerely,

PPL Electric Utilities

We called this number 3 times,
we went through a series of menus and
we were put on hold - one time for 25
minutes and then we were hung up
on (each time) we gave up.

Case # M-2023-3038060

We responded to this letter 3 times,
every time they put us on hold and
hung up on us.

16 Dennis Dr
17584



Secretary, PA Public Utility Commission
docket case # M-2023-3038060
Commonwealth Keystone Building
400 N Street
Harrisburg, PA 17120

