

28 February 2024

From: Kurt and Michele Mayer
814 Tenth Street
Selinsgrove, Pa 17870

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

Subj: PUC Docket Number M-2023-3038060

To whom it may concern,

We are filing for the case settlement for the over charge of using the service of PPL. During the time frame over the winter in 2022, we were over charged due to an estimated bill. This was during the December time frame of 2022 and several months after this time frame.

My wife called several times to their service desk to get a hold of customer service. She had a hard time getting through the customer service line for several days. When she did finally get a hold of a representative, she went back and forth on the phone with our concerns of such a high bill. The representative continued to tell her that it was probably due to our appliances in our household. We did not update nor change any of our habits in our household. She also explained to them that the kilowatts on one day it was at a certain number of usage and then the next day it was like almost doubled from the previous day. She checks it on line on a daily basis to see how we need to budget our finances.

During this conversation PPL also stated that we would just have to pay the estimated bill. Up until this present time this still has not been made right.

In addition to this time frame, we also did not receive our bill in the mail. We had to go on line to get exactly what we owed for the month.

Thanks for taking the time to include this letter of concern from a loyal customer.

Kurt C. Mayer
Michele M. Mayer