

Corrected PPL Preposed Settlement Cover Letter

In my prior filing I did not include my name. I have revised my comments and made the needed corrections listed in the email that I received.

Thank you and have a great day,

Christopher Schaeffer

Corrected Comments regarding proposed PPL settlement, docket # M-2023-3038060

I strongly disapprove of the proposed settlement. I do not believe enough is being done for us, the consumer and PPL is not being held accountable for their mistake. PPL is getting off to easy and this settlement is just sweeping this case under the rug and ultimately the consumer is losing in the end. For me personally, I was over billed for about \$2000 dollars due to their mistake and I am forced to pay it.

My normal January bill is around \$125, and I was billed for \$1200, how is that possible for a 950 sqft home? After calling PPL many times and being on hold for hours, I'm told that the bill was an estimate and that i need to pay that. Even the PPL rep that I spoke with said that it doesn't make sense, but I must pay it. I did file an informal complaint with PUC and they said the same thing as PPL and that I must pay the bill. What frustrates me the most is how powerless the consumer is. Business like PPL makes a mistake, and the consumer must paid and they make a nice deal (settlement)so that they only have to pay a fraction back to the consumer. When the consumer makes a mistake, we must pay the full balance plus fees. Seems fair. All it is a slap on the wrist for PPL. This settlement is not a real punishment for PPL.

Us the consumer is punished because, in my case I must come up with over 2000 dollars for someone else's mistakes. And this really did hurt my household financially, it set us back. And I don't expect to be reimbursed. All that matters for large companies is that they make a profit and make the shareholders happy. Who cares about the consumer? Our only choice is to use PPL and pay whatever the bill said and hope for the best.

Christopher Schaeffer