

Secretary, PA Public Utility Commission
Commonwealth Keystone Building
400 North Street
Harrisburg, PA 17120
PUC docket number case: M-2023-3038060

RCVD PUC SEC BUR
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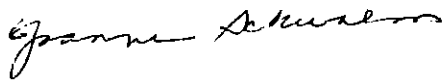
I am writing about the issue I had in 2023 with my PPL bill. I have NEVER in the 45 years I've lived in my home (with electric heat on a budget plan) had a bill with the extreme usage I did in the first few months of 2023. When I called, I was told it was because it was cold outside! It's been colder than that previously and I did not have this issue!

I called again and was told it was not PPL's fault and I should deal with it and pay the bills (which of course I did). Very poor customer service.

I also have a secondary heat source since my home was built which helps reduce my electricity usage and know this was incorrect billing!

Regarding a proposed settlement, a fair settlement needs to include direct compensation to any customer who received inaccurate bills and made attempts to fix the problem. A settlement must also include holding the responsible PPL employees accountable for this inexcusable issue!

Sincerely,



Joanne Schwalm
35 Deer View Road
Hegins, PA 17938
Schuylkill County
PPL account #:
570.294.1356



Joanne Schwalm
35 Deer View Rd.
Hegins, PA 17938-9167

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UTILITY COMMISSION
COMMONWEALTH KEYSTONE BLDG
400 NORTH ST
HARRISBURG PA 17120

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