

Raymond and Patricia Sabo
719 E. Federal Street
Allentown, Pa. 18103
610 791 4414
Account # 01190-05006

February 22, 2024

Case: M - 2023-3038060

On December 30, 2022, Actual Billed for amount \$322.76 for **36 Days**. **What month has 36 days?**

On Jan. 26, 2023, Actual Billed for amount **\$834.52 for 28 Days**.

I contacted PPL, on March 2, 2023, about the matter was told my bill was **underestimated** in Dec. 2022. (as stated in their March 2, 2023 letter)

On contacting PPL, on March 7, 2023, was told my bill was based on **actual** meter readings, meaning the bills were **not** estimated. (as stated in their March 7, 2023 letter)

From March 2 through March 7, 2023 spoke with 5 people **NEVER** receiving a satisfactory answer to my concerns.

Told I would receive call backs from supervisors, that **NEVER** happened!

I have been on the budget for 44 years., from Dec. 29, 2022 thru June, 2023 received a **NONE** Amount Due, that was another matter, to never receive a satisfactory answer.

I follow the PPL articles in the newspaper, many times they are contradicting.

Being a senior citizen and on a fixed income, this is all frustrating!!!!

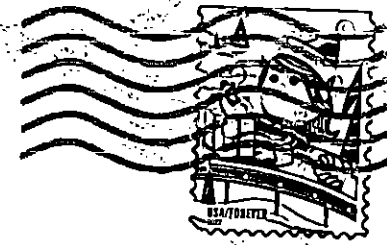
THANK YOU for letting me express myself.


Patricia Sabo

Mr. & Mrs. Raymond Sabo
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LEHIGH VALLEY PA 180

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Secretary, Public Utility Commission
Commonwealth Keystone Building
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