

Reference #: M-2023-3038060

To Whom it may concern,

As a PP&L Customer, I agree with the judgment against PP&L. I was directly affected by their billing errors. I continue to be behind on my payments as I'm trying to pay off my balance.

Before this happened, I was current in my payments and didn't have a balance. I didn't receive any bills from January 2023 to May 2023. I went online to check my account, and it showed that I didn't owe anything (nothing due, no balance). I sent two payments of \$100.00 anyways because I didn't want to get hit with a large bill.

I began receiving bills in May 2023. See below:

#1:	Received	5/26/23	\$26.54	Due:	6/19/23
#2:	"	5/31/23	\$143.71	Due:	6/21/23
#3:	"	6/2/23	\$245.94	Due:	6/26/23
#4:	"	6/7/23	\$358.82	Due:	6/27/23

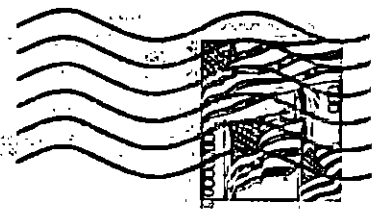
PP&L definitely shouldn't be able to increase their rates to recover the costs of their errors. If the PUC is assessing a fine of one million dollars, then there must be a reason. There must be accountability and controls in place that prevents this from happening again.

Sincerely,
Suzanne Hodge
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