

M-2023-3038060

2/24/24

TO MAY BE CONCERN:

THE REASON

WHY I AM WRITING THIS LETTER  
IS THE FOLLOWING, MY HUSBAND AND  
I ARE CLIENTS OF DPL COMPANY.  
FOR A FEW YEARS, WE NEVER HAD  
A PROBLEM WITH OUR BILL BEFORE. IN  
THE YEAR 2020 UNTIL 2021 OUR BILL  
WAS THE SAME AMOUNT EVERY MONTH  
ON 2022 JANUARY UNTIL 6-7-22  
OUR BILL WAS \$99.99 SAME AMOUNT.

IN THE MONTH 7/7/22 UNTIL THE  
MONTH 12-5-22 IT VARIED FROM \$114.26  
\$128.26 TO 122.00 AND FOR THE YEAR

2023 MY BILL INCREASED MUCH

MORE DOUBLE WHAT WE USED TO PAY

JANUARY \$151.00      JULY \$212.15

FEBRUARY \$151.00      AUGUST \$212.15

MARCH \$151.00      SEP \$212.15

APRIL \$210.00      OCT \$212.15

MAY \$200.00      NOV \$212.15

JUNE \$200.00      DEC \$212.15

I KEEP ALL THE STATEMENTS AND

WHEN I SAW THE DIFFERENCE IN THE

INCREASE THAT KEPT GOING UP MORE

AND MORE, I DIDN'T NO WHY IF ONLY

MY HUSBAND AND I LIVE IN OUR HOUSE,  
NOTHING HAS CHANGED IN OUR LIFESTYLE,  
AND WE BARELY USE THE FURNACE.  
I DIDN'T UNDERSTAND WHAT WAS  
HAPPENING, I CALLED THE PPL  
CUSTOMER SERVICE MORE THAN 3 TIMES  
BUT THEY ALWAYS KEEP ME ON HOLD  
FOR MORE THAN 45 MINUTES WAITING  
AND NEVER ANSWERED MY CALLS.  
I ALSO WROTE THEM A LETTER  
WHICH THEY RESPONDED THAT WE  
WERE IN A BUDGET THAT THE  
PRICES HAD INCREASED AND THAT  
I SHOULD CALL THEM TO SPEAK WITH A  
SPECIALIST WHO WOULD HELP ME.

ON 2024 MY JANUARY BILL WAS \$167.56  
FEB \$167.53 AND MARCH \$167.69  
UNTIL THIS DAY I DO NOT UNDERSTAND  
THIS DRASTIC BILL CHANGE AND I HAVE  
NOT RECEIVED ANY OTHER RESPONSE  
FROM THEM.

THANK YOU FOR YOUR ATTENTION

SINCERELY

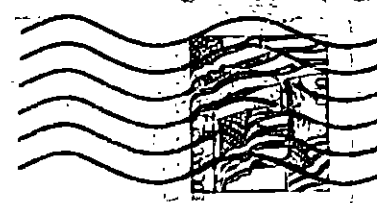
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27 FEB 2024 PM 1 L



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