

PPL Electric Utilities

Comment

PUC Docket Number: M-2023-3038060

Service To:

3390 Scott Ln
Center Valley, PA 18034

To Whom it May Concern:

We have disputed multiple charges with PPL Electric Utilities since spring of 2023. Since we moved into our home in 2021, we had been on the budget planning with PPL Electric Utilities and had no issues until January 2023. Suddenly, our usage “increased” even though we did not make any changes to our home and felt that we continued to use electric at the same rate as previous years.

This continued until our bill on the budget planning became so outrageous that we were paying \$650.00 for multiple months in the spring and summer. We called customer service several times to determine why this was happening and we were told by customer service to look for a new provider. Rather than trying to fix our problem, PPL’s customer service would rather us work with another company.

Additionally, we asked that our meters be checked on site. We were told that PPL no longer uses meters to measure the output. If this is the case, how is PPL able to accurately bill for electric usage? Even if they are using a software to measure energy output, shouldn’t they come out to make sure that the meters are matching what the software has if there is a customer complaint?

To this point, we end our budget billing with PPL in the fall of 2023, thinking that this would solve the issue. However, our latest bill for January 2024 is nearly \$600.00 and our statement indicates that this is an “estimated” amount of usage. How can PPL be charging customers for “estimated” usage?

Something additional to note, it appears that PPL’s delivery fee has also been increasing every month, which is driving up everyone’s cost as well. I find it odd that only a couple months ago was delivery \$80.00, and now it is almost \$180.00.

Looking back on it, more and more we wonder if we should just change providers. We were hopeful that PPL would solve this issue, but it appears that they still do not have a handle on this situation, and unfortunately, many people cannot continue to afford to pay their energy bills if this continues.