

PPL comment

I experienced an issue with PPL in 2022/23 that went on for 3 months. I constantly called them and begged for information regarding my bill. December, January, and February were awful. I spent so much time on the phone, waiting to speak with someone. I was asked to verify all electronics in my household, how many fridges I had, if I had a pool or hot tub, what type of heat I have, do I turn lights off, how many people live in my household, if I use energy efficient lightbulbs, all sorts of things. I even asked them to send someone to check my meter and they advised I would have to pay for it. I couldn't afford to do all of that at the time. After multiple calls and speaking to different people, I was told they sent out estimated bills because "they do that at this time of year" and that they could run my actual numbers and resend me a bill. They did and my actual bill was LOWER! Then, I never received a bill in February because they never created one! They sent me a DOUBLE bill in March, I believe, which was near \$600! I filed a claim with the PUC, unable to find the docket number now, and caved when asked to resolve it because I was just exhausted and overwhelmed with everything that was going on. I paid my bills and moved on. I did this because I've never been late on a payment with them, never skipped a bill, never had any issues before this and didn't want to be behind. Please reference a PUC complaint for 2419 New York Ave camp hill pa 17011 in 2023.