

FROM: West End Rentals LLC

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SUBJECT: [M-2023-3038060](#)

To Whom It May Concern:

I felt compelled to write a comment on PPL billing practices after experiencing my own issues. My statements, the series of events, phone calls, and conversations, as detailed, are true and can be corroborated through PPL's quality assurance recorded calls. Assuming they don't have issues with that system too.

For context, I own a rental property in Williamsport Pennsylvania. It is a 9-unit building. I have 10 electrical meters, one for each apartment and one that I am responsible for that feeds the hallway lights, outlets, smoke detectors, emergency exit lights and the washer and dryer.

One evening in mid-November 2023, I started receiving phone calls from tenants that the hallway lights suddenly shut off and that they were using flashlights to walk through the building. The tenants reported that they still had power in their apartments so the issue didn't appear to be the result of a building wide power failure. I put an emergency call in with an electrician who spent approximately 2-hours on site to find that the power was turned off at the meter.

I called PPL customer service and they were not able to find an active account in my name despite having had power to the building since I've owned it. They reported that they had nothing on file to explain the event and told me to call back in the morning to get things sorted out. I asked them to turn the power back on that night so the tenants could see where they were going and to make sure the interlocked smoke detectors would still function in an emergency. I was told that they could not turn the power on until I spoke with customer service the next day.

I called first thing in the morning. They told me to setup a new account which I did. When I asked when the power would be turned back on, they told me they couldn't turn it back on until 7am the following day. My tenants would have had to go another 22 hours without lights. I pushed back, asking for them to turn the power on sooner, citing the safety issues this presented to my tenants. I was told this was company policy and that they could not restore power until the following day.

I asked to speak to a supervisor or manager. I was passed through multiple PPL departments with no one understanding why I was being forwarded to them. I spent a lot of time on hold but eventually found someone willing to investigate the issue. They found my account had been deactivated in November 2022, even though I never made this request and I still had power to the house.

After further investigation, PPL found a record where they transferred my account to a new tenant when the new tenant requested service for their apartment. PPL transitioned my account and then went on to setup a second account with the new tenant. I did not receive any written notification regarding these changes, not by mail or by phone. The CSR found that PPL "wrote off" my account since it was not active in their system for over a year. This decision resulted in the power being cut, again without any notification.

The CSR told me that I would be responsible for the power used over the last year. I asked how much that would be, but was told that she didn't have that information available. She said that the bills would come in the mail at some future date. In the meantime, she would be able to get the power restored immediately instead of having to wait to the following day.

A few days went by and I began receiving back dated bills. The bills came at random. I would receive a bill for one month, then the next day I would receive another, and the following day another. The amount I was being charged did not seem accurate. The problem was the usage they were reporting was nearly 10x higher than what I historically use. I typically used 3 – 5 kwh/day, but the bills they were sending showed a usage of 33kwh/day. All this power to run 10 LED lights for the hallway, smoke detectors, and a washer and dryer.

I called customer service multiple times to dispute the amount. They reported that the amount they charged was based on actual meter readings. At the time of my phone calls with the CSR, I had not received all the bills. I asked what the usage amounts were for the unbilled months so I could compare them to what I historically used for financial planning purposes. I was told that they could not give me this information as it was maintained by the managers "in the back room". I repeatedly requested to speak with the managers to get this information but was denied. They took my phone number but never called me back.

Some time passed and I just now received all my bills from the time they deactivated my account until they turned the power back on. The total amount due \$1,280.25 and now I'm getting past due notices. This is a huge amount of money. I would have noticed this amount hitting my account (which was setup for autopay). The reason I didn't is that the electrical bill is usually an insignificant amount since my actual consumption is low.

I have no issue paying for the power they delivered, but I don't believe the billing is accurate. The series of events that led to this situation leave me with little to no confidence that their accounting is accurate. They were not able to provide me with actual usage data they said they had to generate my future bills when requested. My historical data going back to 2022 is no longer available online as a reference. I don't know what issues PPL is experiencing, but their actions do not appear to be "above board".

I have gone above and beyond to try to resolve this with PPL. I have had no success with them and I am now stuck holding the bill with no alternative recourse. The only thing I can do is spend the time to make a comment in hopes this helps the other people that PPL has affected.

I am more than willing to provide further comment and documentation if requested.

Thanks,

Jeffrey A. Dincher