



THE LIPPI PROPERTIES

400 Third Ave., Kingston, PA 18704 - (570) 287-1161 - Fax (570) 203-1420

ETTORE J. LIPPI, AIA
Owner-Developer

GARY E. LIPPI
Property Manager
Email: Gary@lippiproperties.com

Secretary, Public Utility Commission
Commonwealth Keystone Building
400 North Street
Harrisburg, PA 17120

DATE OF DEPOSIT

February 7, 2024

FEB 7 2024

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Dear Secretary,

I am writing a comment and complaint for the case of docket number M-2023-3038060.

On my father's 100th birthday October 6, 2022 he fell and was hospitalized and has been in nursing care ever since. His home was unoccupied from that date until it was sold on August 16, 2023.

I went into the house and shut all baseboard radiators except for a small one in the kitchen and bathroom and those were set on low. I left them on just enough so the pipes would not freeze. I also shut off the breakers for the hot water heater. I placed thermometers throughout the house and they consistently read 50 degrees, however we continued to receive large bills from PP&L. During the time period when PP&L was having billing issues and was sending 'estimated' bills a period from December 2022 – April 2023 we were billed \$2,767.17. We filed a complaint with the PUC in March 2023. The PUC assigned case # for the complaint was 3893885. We received a decision on 6/15/2023 against our claim and we did not file an appeal due to the PUC stating that the decision was due to actual meter readings and not out of line with historic usage. The PUC did not give our complaint an adequate review, because we explained that the house was now empty.

For the PUC to decide that it was in line with historic usage would be an admission of not having studied or reviewed our complaint.

I feel the PUC does not protect the consumer but has the utility company's best interest when it makes a decision. If the state of Pennsylvania compels PP&L to pay 17 million for billing errors the money should be used to compensate customers who were wrongly billed.

Regards,

Gary Lippi

OFFICE LEASING & DESIGN

Park Building	New Bridge Center	Officenter-270	Officenter-250	Officenter-220
400 Third Ave.	480 Pierce St.	270 Pierce St.	250 Pierce St.	220 Pierce St.
Kingston, PA	Kingston, PA	Kingston, PA	Kingston, PA	Kingston, PA

Investigator Contact to Customer for Case 3893885

From: ra-pcbcsfaxpc1@pa.gov

To: lippiproperties@verizon.net

Cc: jgroshans@pa.gov

Date: Wednesday, May 31, 2023 at 06:28 AM EDT

Date: 5/31/2023

Ettore J Lippi
400 3rd Ave
Ste 300
Kingston PA 18704 - 5816

Do not reply to this email - it is from an unmonitored account.

This letter is about the informal complaint you filed with the Pennsylvania Public Utility Commission (PUC) on 03/20/2023 against PPL Utilities. You asked the PUC's Bureau of Consumer Services to assign an investigator to your case. I am the investigator assigned to your case. I have received the company's initial report.

If you have any documents or evidence to support your claim against the company (for example, copies of notes, letters, bills, or shut-off notices, etc.), please send those right away. You may attach them to the top of this letter.

- Upload documentation to our website: <https://www.puc.pa.gov/complaints/informal-complaints/existing-case-supporting-documentation/>.
- Fax to: (717) 787-6641
- Email to: jesbeck@pa.gov

You can also reach me by calling 1-800-692-7360 ext 1829 and asking for me or by mailing your information to the Pennsylvania Public Utility Commission, Bureau Of Consumer Services, 410 North 3rd Street, Harrisburg, PA 17102.

If you have resolved your complaint with the company and would like your case closed, please contact me as soon as possible to let me know.

Sincerely,

Jessica Beck

Investigator

Sent Feb. March & April bills on 6/6/23.

Lippi Properties
400 3rd Ave. Suite #300
Kingston, PA 18704

**RETURN RECEIPT
REQUESTED**



7015 0640 0003 4112 3805

LEP, PA **Retail**

7 FEB



RDC 99

Secretary, Public Utility Commission
Commonwealth Keystone Building
400 North Street
Harrisburg, PA 17120

17120-007999



17120

U.S. POSTAGE PAID
FCM LETTER
WILKES BARRE, PA 18701
FEB 07, 2024

\$8.73

R2308M153934-01

RECEIVED

FEB 12 2024

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

