

This letter is in reference to the PUC docket number: M-2023-3038060.

Secretary, PA Public Utility Commission, Commonwealth Keystone

This letter is being sent in regard to issues we had with PPL for our home electric bill for January of 2023. Our bill date for January 25, 2023 (due date 2/15/23) had a kWh of 2276 and the payment was \$451.62. We filed a complaint with the PUC on February 6th (case number: 3886878), because this bill did not reflect the average usage during winter months. We have been in our house for 20 years, and therefore PPL has 20 years of data to support OUR claim.

Other Years for comparison:

January 27, 2021, we only used 1483 kWh

January 27, 2022, we only used 821 kWh

****January 25, 2023— THE PROBLEM, PPL said we used, 2276 kWh****

January 24, 2024, we only used 1490 kWh

The January 2023 bill was on average, \$266 HIGHER. To further explain this issue, we have NEVER had a bill higher than 1500 kWh in the winter months. We have lived in the same house for over 20yrs and we have never exceeded 1500 kWh during winter months (November, December, January, February, March). I feel that this was definitely an error on PPL's end and we should receive some form of compensation for at least the \$266.00 that is owed to us. Thank you for your time. Please feel free to contact me with any questions or concerns.

Sincerely,

Anthony Thomas



717-538-1078 or 717-615-1571

DATE OF DEPOSIT

FEB 7 2024

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

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

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