

1001 Jackson Street, Apt 308  
Scranton, PA 18504  
Cellular Phone 570-921-3247

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February 8, 2024

Mrs. Rosemary Chiavetta  
Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building, 2nd Floor  
400 North Street  
Harrisburg, PA 17120

RE: Docket No.: M-2023-3038060

Dear Mrs. Chiavetta:

I have been a constituent of Pennsylvania for the past nine years and I would like to submit my comment on the above mentioned docket number. Although it sounds all too familiar, my situation was not addressed due to mitigating circumstances. These mitigating circumstances should have excluded me from the original formal complaint because when you looked at the amounts paid and how the amounts fluctuate it sounds that the situation got worse. Anyway, I would like to say that all the situations which were mentioned in the complaint was how I believed that this investigation was all due to the same issues.

I am of the opinion that if someone is on disability their electric service should not be turned off, mine was until I sent the correct forms and paid almost \$500 to get my lights turned on, plus that was my heating. In all fairness, I had paid the bill but once I left the address another large fee was tacked onto the bill. I am appalled that I had to call to get a bill, then the amounts of the bills were not less than \$300 a month. I never had any issues with my electric bills in any of the other addresses I had lived at, except in Tobyhanna. Customer Service was no

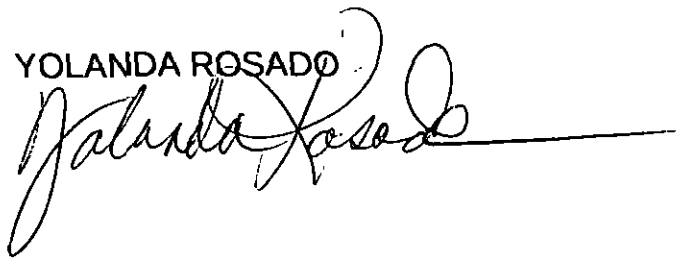
help and it all depended on who answered the call. There is no uniformity in answering or addressing issues. I can't believe that this issue came back in such an enormous way that it pointed out the problems which existed for a very long time and I am glad that it can include so many other affected individuals.

This is the comments that I would like to add to the docket no. M-2023-3038060, I'm appalled that the little people have to resort to these measures to be heard. These are very costly measures if you litigate.

I remain and hope to hear a favorable outcome of this whole situation for everyone concerned.

Thank you for allowing me to comment on this matter.

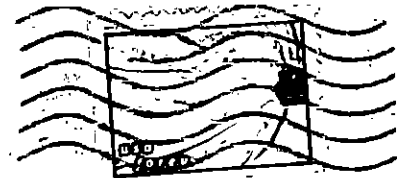
YOLANDA ROSADO

A handwritten signature in cursive script that reads "Yolanda Rosado". The signature is written in black ink and is positioned below the printed name. It features a long horizontal line extending to the right, which is a common flourish in cursive handwriting.

**Yolanda Rosado**  
1001 Jackson St Apt 308  
Scranton, PA 18504-2436

HARRISBURG PA 171

8 FEB 2024 PM 2:11



MRS. Rosemary Chiavetta  
Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Bldg., 2nd Floor  
400 North Street  
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