

M-2023-3038060-AEL-2/14/24

Jared Paulhamus
976 Grove Rd
Cogan Station, PA 17728

PPL Account #

Regarding: 721 Grove Rd / Cogan Station, PA 17728

Greetings,

I'm hoping to add my case to the ongoing investigation involving PPL and their business practices. I would like to add my experiences because there were problems with their electronic payment system and with customer service representatives who were not able to help resolve payment issues which resulted in my receiving penalty fees, wasting more of my time, and negative affects to my credit. Mostly, were how they said you could set up a bank account to pay for your electric bill and charge no fee. Now on paper that sounds great, and that's what I did, but for some unknown reason , they would always take down the information from the account through their automated system via the telephone which was always buggy to begin with and then give me a confirmation number on that day for the payment, but then they would never take the payment and then that would result in late fees and actually resulting them turning one of my accounts over to collections and multiple shut off notifications because of this, their logic was the reason why the money never left the account was because they said my bank account number and my routing numbers were not long enough? Now I have not had a problem at all with PayPal, Verizon, OpenSky and various other major institutions have no issues taking money out of this account at any time but PPL has been the only one that had problems with a "smaller" routing number? as I stated one of my accounts went over to collections and got turned over to a third-party debt collector and now as of writing this letter, I have a shut off notice that just showed up saying they are going to cut my power off on April 2 but yet they never shut my power off when it was double the price that it is now, I'm beginning to think that they think they're going to try and scare me into paying it, which I don't have a problem, paying it, but quit threatening to shut off my power, every two or three months, or anytime the bill goes up over 150 bucks my power seems to always get threatened to be shut down I actually lost my composure with one of their representatives three months ago over this whole issue because I said wait a minute how can you do this with the bank account information but yet if you go on and pay with a credit card it goes through every time? I had tried to resolve this issue with customer service and I said why is it that your system is so antiquated when everybody else has no issue with it whatsoever, the representative kind of got a little huffy with me about it like it was my fault... and even a representative with my financial institution, has said that PPL is one of their big headaches as far as transfer of money via bank account numbers, I would like the account that was sent over to collections taken off of my account and off of my credit report because say I did try to take care of it in good faith and everything and I was punished for it and they are still continuing to punish me now unnecessarily.

Thank you for your time and have a good day

Jared Paulhamus