

**Name: Michele T. Sisak**

**Address of the Service Location: 2313 Gravel Road  
Canadensis, PA 18325**

**Docket Number of the Case: M-2023-3038060.**

After reviewing the proposed settlement regarding Pennsylvania Public Utility Commission, Bureau of Investigation and Enforcement's Investigation of PPL Electric Utilities Corporation for potential violations of 52 Pa. Code § 56.1, et seq., of the Commission's regulations and 66 Pa.C.S. § 1501 of the Public Utility Code Docket No. M-2023-3038060 Joint Petition for Approval of Settlement and Statements in Support, I noticed that this settlement only includes those PP&L Customers who did not receive bills for January, February, March and April of 2023. I was not billed for the months of July, August, September and October of 2023, leading to an arrearage in excess of over \$1600. As a retiree on a fixed income, this has definitely affected my budget. Given the rising costs of everything, this was an unnecessary hardship. Looking at my December 2023 bill, I noticed that the usage summary graph indicates a much higher usage for September and October this year as opposed to last year. Given that I did not do as much canning this year as last year at that time, and my swimming pool was closed in mid-September this year, that usage should not have been higher than September and October of 2022. Without the bills, I don't know if these were estimates or actual meter readings.

When I contacted PP&L during the time I was not billed, I was informed that there was a computer problem between PP&L and the electricity providers. Reviewing the proposed settlement, that alleged computer problem lasted more than 10 months. That is unacceptable for a multi-billion dollar business. Therefore, I request the proposal be revisited and those of us who were not billed in the months of July, August, September and October of 2023 be included in the settlement.



# We deliver.

1-800-342-5775

For hours of operation and to pay/manage your account, visit [ppl electric.com](http://ppl electric.com).

PPL Electric Utilities

**Service to:**

MICHELE T SISAK  
2313 GRAVEL RD  
CANADENSIS, PA 18325

Due Date

Amount Due

**2/8/24**

**\$643.50**

[Billing Details on Back](#)

Because of Other Charges, your amount due does not equal your Usage Charges.

## Supply

**\$333.20**

Usage from Dec 13 - Jan 17

**\$162.80**

## Delivery

AEP Energy Inc  
866-258-3782

Effective Date  
6/26/23

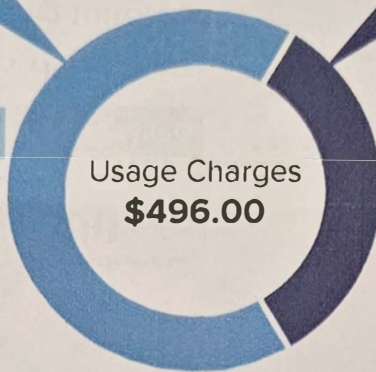
PPL Electric Utilities

GEN AND TRANS 3,071 KWH X \$0.1085

### PPL Electric Utilities Price to Compare

**\$0.11028**

Use this price when comparing supplier offers.



Consider making a monthly pledge to Operation **HELP** to assist those in need to heat their homes.

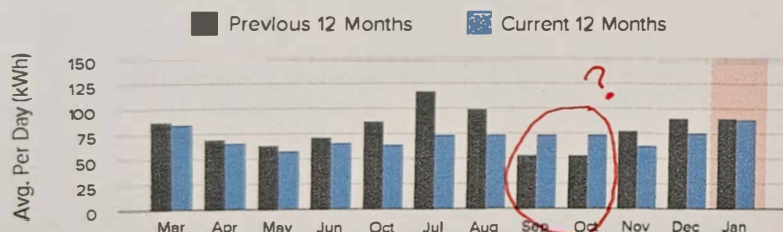
#### WANT TO SAVE?

Reduce heating costs by sealing air leaks with caulk, spray foam or weather stripping.

### SHOP FOR ELECTRICITY

Visit [PAPowerSwitch.com](http://PAPowerSwitch.com) or [www.oca.state.pa.us](http://www.oca.state.pa.us)  
If you're shopping, know your contract expiration date.  
Account Number:  
The price to compare is updated June 1<sup>st</sup> and December 1<sup>st</sup>.  
Rate: RS. View schedule at [ppl electric.com/rates](http://ppl electric.com/rates)

## Usage Summary



For usage and billing details, visit us online at [ppl electric.com](http://ppl electric.com)

## January

Electricity Usage (kWh)	Avg. Temperature	Avg. Daily Cost
<b>+10%</b>	<b>+3°</b>	<b>+17%</b>
2791 (2023) / 3071 (2024)	34° (2023) / 37° (2024)	\$12.13 (2023) / \$14.17 (2024)

### Questions/concerns? Contact us by 2/8/24

1-800-342-5775

Visit [ppl electric.com](http://ppl electric.com) for hours of operation.



Correspondence to:  
PPL Customer Service  
827 Hausman Road  
Allentown, PA 18104-9392

Sign back of bill stub to enroll in auto bill pay.

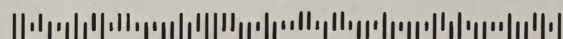
Account Number	Due Date	Amount Due
	<b>2/8/24</b>	<b>\$643.50</b>

*2/17/24  
VV8QP-WBGNH*

Amount Enclosed:

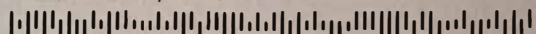
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MICHELE T SISAK  
2313 GRAVEL RD  
CANADENSIS, PA 18325-7756

Please make check payable to: PPL ELECTRIC UTILITIES  
2 NORTH 9TH STREET CPC-GENN1  
ALLENTOWN, PA 18101-1175



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