

2/26/24

CASE # M-2023-3038060

PPL Billing Issues

Barry & Laurie Bedford

Acct #

We have billing issues with our account for over a year. We did not receive a bill in December 2022 and we are convinced that we were overcharged when the following bills were issued. Worse though is the current situation. We did not receive a bill from PP&L from July 4-December 26, 2023. I (Laurie) called PP&L regularly from August 2023 on. I spent hours on the phone, only to be told that there was technical billing issue that they were working on. We kept paying money as a credit to our account so that we would not be blindsided when the bills finally stated to arrive, accumulating over \$2000 credit to the account. We began to receive bills on December 26, 2023. We were then sent a bill on 12/29/23, 1/4/24, 1/8/24, 1/11/23, 1/16/24, and 2/2/24. Despite all the money I had paid while getting no bills, I still ended up with a balance due of \$1400 for usage 1/4/24. I still have no clue how the credit to my account was applied. After more phone calls, PP&L sent me a statement of account. I cannot figure it out at all. I filed an informal complaint with the PUC in November 2023 and have submitted supporting documents, but there has not yet been a resolution. Not once did PP&L ever reach out to us to help with our concerns. We believe we have been overcharged and believe that PP&L owes financial compensation to us and many more customers like us.

Sincerely,

Barry & Laurie Bedford