

I wanted to be sure to get my comments in about the mess with PPL last year. I had several discussions with neighbors whose homes are the same size, and their bills were considerably lower than ours. I also called in a couple of times and was told, there was nothing wrong and nothing I could do but track things myself. I took the time to do just that, and my reading was significantly different than what PPL was billing me for. I called back in with this information and the first gentleman AGREED with me stating my bill was for OVER \$100 more than I should have been billed for. Then transferred me and I was left with NO assistance and am still paying a ton of money for electric. The budget plan was a joke and I felt like was hurting me more than helping me. I shopped for a new supplier, and I still struggle to pay our bill. It jumped over \$100 again in one month (that was on the warm side) and neighbors are still significantly lower. I just don't get it. Please make this right.

Thank you,  
Megan MacVaugh  
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