

RE: PUC Dkt # M-2023-3038060
proposed settlement with PPL

To the Commission:

The proposed \$1 million penalty is an inconsequential amount to a corporation with a market capitalization of nearly \$20 BILLION, and hardly a real deterrent for PPL. PPL is publicly held and in the S&P 500 and listed on the New York Stock Exchange.

Not being able to collect wrongly charged fees is no penalty since they had no right to those in the first place. PPL knew about their corrupt billing practices and persisted. In my view there should be RICO penalties against it. PPL's customers should not ultimately pay any penalty back through rate adjustments.

It was been reported that PPL Corporation (PPL) pays dividends on a **quarterly basis**. The next dividend payment is planned on April 1, 2024 . PPL Corporation (PPL) has increased its dividends for 2 consecutive years. Maybe if its stockholders had reduced dividends they would be more involved in governing their company and its management, to prevent abuses.

My own experiences with their shoddy billing procedures and lack of customer care/concern are as follows.

I was scheduled to close on a new house in Spring of 2023. The real estate closing agent insisted I should contact PPL (and the other utilities) at least 3 days before, to arrange for the billing to be put in my name as of the date of closing.

I called PPL, which adamantly denied there was electric service and a meter at the street address although I gave them the serial number and other numerical data from the meter. After being placed on hold, PPL's representative told me they would start my account on the closing date, and "gave me a work order number" but I would not receive a bill for at least 3 billing cycles, approximately 90 days. No explanation was given why it would take so long.

Soon after, the developer informed me the closing had to be delayed, and to inform PPL and the other companies of the new service billing starting date. When I called PPL with the new date, they claimed they had no such work order number in their system, but agreed to start my billing as of the new closing date of 05/11/2023.

I had no further contact from PPL until August, when I received a bill that included charges for service before I closed. Calling PPL, a person at their call center (in the Philippines) could or would not answer why any questions about the bill itself, and only said I needed to contact their "Adjudication Department" but would not give me a phone number. Finally my call was transferred and after a lengthy hold delay, I had to repeat the entire narrative of what had happened.

The US-based rep acknowledged "their records showed" I had called and that billing should have started on 05/11/2023. The rep said I would get a corrected bill, and not to pay the one they had sent. A hold indicator would be put on the account to prevent interest, penalties or any collection activity. I was told PPL "had billing issues" in their system. A corrected bill was never sent to me.

Starting with the September bill, and continuing for the following months, I received bills for the current amount and erroneous “past due amount”. I almost immediately starting getting automated phone calls to “explore their on-line payments options for my late balance”. WHAT A SAD JOKE. Their on-line site would not accept a payment of the current usage bill, or in fact any amount. I had to call PPL each month, repeat what had happened, and was repeatedly told the rep agreed with me but didn’t know why it was taking so long to adjust the account but THEY WERE STILL WORKING ON THE CORRECTION and would let me know. I paid each month’s current usage amount on or before the due date.

Finally, **eight** months after service started, I was again able to speak with a rep in the “Adjudication Department”. While polite and apologetic, they could not tell me when a correction could be made, but proposed a settlement up to their authorized amount.

Tired of the stress of trying to resolve this, including receiving the automated calls, and concerned about whether my credit rating would be affected if PPL suddenly started reporting ”overdue” amounts, I agreed to PPL’s offer.

I haven’t stated the amount wrongly billed, since it may seem small to some readers... and it really doesn’t matter.

As a monopoly, PPL should be held to a standard of dealing honestly, timely, and responsibly with the public.

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