

PPL PROPOSED SETTLEMENT

Any settlement with PPL regarding its inexcusable poor service in 2023 should include significant compensation directly paid to PPL customers who suffered months of aggravation, anguish and uncertainty because of PPL's actions.

Does that \$1 million civil settlement go to customers? It should, but I doubt it. PPL should face an additional stringent penalty for its many months of mistreatment of customers. Hollow apologies in form letters don't begin to make up for this company's conduct.

My problems began in December 2022, when I received a \$681.55 electric bill from PPL for mid-November to mid-December of that year. It was the largest electric bill I ever received.

During that same time period in 2021, when the average air temperature was one degree colder, my electric bill was \$369.93.

The December 2022 bill stated my average daily cost increased by 73 percent and that my electric usage increased by 35 percent compared to the previous year.

On Jan. 3, 2023, I called PPL for an explanation. After finding out why I was calling, a robot advised me the wait time would be 62 minutes. I stayed on the phone. Exactly 62 minutes later, I finally reached real humans at PPL. They told me my bill was so much higher because of a recent PPL rate increase and because the billing period was for 32 days, compared to 30 days in my December 2021 bill. But they could not explain PPL's claim of a 35 percent increase in my electric usage.

On Jan. 6, 2023, I mailed a long letter to PPL customer service asking for a thorough but understandable written explanation of that 35 percent increase on my December bill. I never got a response.

What happened next added major insult to injury.

I received NO electric bills from PPL for the next SIX months. I repeatedly called the company about that, but got nowhere.

For example, when I did not receive my January bill, I called customer service at PPL to ask when I would get it. A PPL robot said the wait time to speak to a customer service rep. was 130 minutes. I did not wait.

On Feb. 1, 2023, I was told by PPL's robots that the wait time to speak to someone was 141 minutes. On Feb. 2, I got no further than "all our circuits are busy, please call

back.” This was after PPL announced they were hiring more people to handle calls. There was no way to email PPL, no ability to do on-line chats. Terrible customer service.

Later that February, I finally did reach an actual person at PPL to ask when I would be receiving my January and February electric bills. She could not say.

Even later that February, in a form letter apology from PPL, they promised “beginning with the current month, your bills will again be arriving at the normal time.” Never happened.

I began to wonder if PPL deliberately was not sending my bills as some sort of weird retribution for having the audacity to ask for an explanation of my high December 2022 bill.

As the months passed, I kept asking PPL for my bills.

In May, a woman at PPL said I should start getting the first of those back bills in a week or two, quickly followed by the rest. That did not happen.

I received no bills for January, February, March, April, May and June of 2023.

Those bills finally started arriving in July. I ultimately received seven bills, over a period of several weeks, totaling \$2,897.55.

My story is just one example of the terrible treatment lifelong customers received from PPL. Thousands of people have even worse horror stories about receiving obscenely high estimated bills for months. That is why I urge the PUC to act on behalf of PPL customers, by ordering the company to pay penalty restitution to all of us.

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