

RE: M-2023-3038060
Claudia Lamp
429 Walnut Rd
Honey Brook, PA 19344

Feb 28, 2024

Dear Public Utility Commission in the Commonwealth of Pennsylvania:

I would like to file a comment on the PPL docket regarding my extremely high electric bill(s) in 2023. When I received an exorbitant electric bill for my residence at 429 Walnut Road in Honey Brook, PA 19344 I called PPL. I was told that my usage was increased and I needed to talk to a representative to understand why the usage rate increased. I explained that the weather was mild, I did not increase my usage any more than usual and that I have energy efficient geothermal heat. The lady that I spoke to pushed me through to talk to a representative. I was placed in the Que and waited 2 full hours and no one came on the line to help me. I was not disconnected as music was playing and a recording kept telling me from time to time that all the lines were busy. However, there was no option to leave my name and number for a call back. I hung up the phone and called back to get a representative to ask if I could be placed on the list for a representative to return my call when my time was up in the Que. The representative told me that they were not making call backs, and the log they had was completely full, not allowing for additional people to be placed on the list for a return call. I explained that I waited 2 hours and that was not acceptable. She told me that best she could do was put my back in the Que. I agreed to being placed back in the Que, and waited on the phone an additional half hour. At that time I was no longer able to wait on the line and disconnected from the call.

The issue was never resolved and I did not receive clarification and /or explanation of why the prices were and continue to be extremely high especially during a mild season, and without any change in my normal usage. Many of my neighbors in Honey Brook, experienced the same issue at this same time. None of them received clarification or resolution either. Please add my comment to your docket and provide clarification and resolution.

Thank you.

Regards,
Claudia Lamp