

Lisa Myers  
8 Fox Creek Road  
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Re: PUC Proposed Settlement With PPL

Docket# M-2023-303-8060

I am writing in hopes that someone listens. We have had PPL Electric Utilities for 19 years. Until 2023 we have never had an issue as outrageous as what was happening regarding their billing issues. With an already tight budget, to receive bills that were as exuberantly large as they were, was outright criminal. Their attempts to “fix” the billing issues, only left us more confused and still owed a significant amount. Anytime I attempted to contact PPL, I was met with the same answers, “there is nothing wrong” or “You can set up a payment plan if you can’t afford the bill”. How is it the consumer’s responsibility to take the brunt of an issue so egregious.

I am writing to ask for help for the customers that were affected in such a negative way. It has caused financial hardship for so many!

Thank you.

Lisa Myers