

To Whom It Concerns:

RE: Docket M-2023-3038060

In January 2023, I received a bill for PPL services for service provided in December 2022 for \$368.05 with an estimated kilowatt reading of 2181. I attempted to contact PPL multiple times in January for an explanation of how the estimate was created because this estimate was incorrect, as noted by my previous bill averages from PPL. I was informed that the estimate would be reviewed and credit applied to the account as needed. I did not receive any return follow-up communication and no credits. I paid the bill in question on time and in full – as I have done with every bill from PPL since 2013.

From January 2021 to December 2021, my average bill was \$195.46, and my average kilowatt usage was 1682.7.

From January 2022 to November 2022, my average bill was \$234.47, and my average kilowatt usage was 1880.27.

So, how was my estimated December 2022 bill \$368.05 and kilowatt usage 2181? PPL has provided no corroborating information to understand how they formulated their estimate.

Overbilling is unethical, and PPL's behavior is considered overbilling by intentional miscalculation of the kilowatt usage of its customers. PPL has a duty of care to ensure all information communicated, in this case in the form of a bill, is accurate.

When PPL issued the December 2022 estimates to their customers as a bill, PPL demonstrated that it had the factual knowledge available to them to formulate their estimate. Clearly, PPL did not accurately use their own information when they overestimated their customer's usage. PPL engaged in an Overbilling Scheme by intentionally overbilling their customers even though they possessed the needed information to accurately estimate a customer's usage.

PPL actively and knowingly engaged in force compliance – if the customer does not pay the bill, regardless of whether the bill is correct or incorrect, then the customer will not have power. Per Wunderground.com, the average temperature for January 2023 was 39.96F. To maintain safe and warm living conditions at my residence, I was forced to pay a bill that was inaccurate and brought to the attention of the issuer.

PPL has acknowledged an issue with their estimation for the December 2022 bill. PPL has not attempted to correct their error with their affected customers. PPL's President and CEO, Vincent Sorgi, is and has been aware of the inaccurate estimates but has failed to correct his company's mistakes. Sorgi should be held personally liable for his inaction to properly rectify his company's negligence, which financially affects his company's customers.

-Randy Fischer, Lititz PA