

February 27, 2024

**The Pennsylvania Public Utility Commission  
Proposed Settlement with PPL Utilities Company  
Case: M-2023-3038060**

I'm writing to Public Utility Commission relating to the proposed settlement with PPL Utilities Company. As a customer of PPL Utilities, I also was involved with the long wait times that occur during these problems that PPL experience. I reviewed the settlement that was reported in the local media and I have a few comments I'd like to make to the Public Utility Commission to enforced higher settlement.

When the billing issues were first reported to PPL Utilities by their customers, they communicate to the public, reported by local media, that the customers need pay their estimated bills. Based on those reporting's there were customers received estimated bills thousands of dollars over a normal billing amount. Many customers had direct payment to pay their PPL bills and the estimated payment were deducted from their account. Again, PPL Utilities emphasize that the customers need to pay their estimate bills and they will correct the problem the following month. At the time, many customers are living month-to-month, telling the customers to wait a month to have this corrected, is not right. They communicate via local media that they have the right to send estimated bills to their customers based on Public Utility Commission guidelines. It was until local representatives of the state got involved to help to address and facilitate a better way for the customers to pay bills.

PPL Utilities did not have their customers care as a priority. Asking the customers to pay the large utility bills was not right. What if a vendor of PPL Utilities made a similar mistake where they billed PPL Utilities was billed \$5,000,000.00 and told PPL Utilities to pay the bill and they will correct their mistakes next month, and the invoice came in on the last day of the financial quarter. I strongly believe they will have the vendor correct the problems immediately, that day.

Based on the reports in the local paper, The Morning Call, there was no agreement in the settlement relating to the Customer Service. Reports were 41% of the calls were abandoned between January and April. Any business that reports abandoned rate of 41% in four months, most likely that business would not survive in today's world.

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Relating to these process enhancements, what type of load balancing testing, based on the volumes they occurred? I believe that's an important topic that needs to be addressed to assure that the systems and processes are able to handle these call volumes in the future. As I noted before, I was one of thousands of customers that had very long wait times and I also had to call-in multiple times to try to get my issues resolved. I even opened a non-formal request with the PUC to address my concerns. I believe my case was open prior to the formal investigation that was open by the PUC.

It's my suggestion that it should be more penalties to PPL Utilities to help those customers that were impacted financially in distress of how having to pay those estimate bills. Luckily, I was not one of those customers. Also, during this time there was never a former apology from PPL Utilities or from the CEO of PPL Corporation. Based on this I believe this cell meant should include a formal apology from the CEO of PPL Corporation.

Thank you for your time for reading my input to the settlement.

Sincerely,



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