

To file written Comments - complete this form. (please type or print legibly in ink).

Application Docket Number: A- 11-2023-3038060

Protestant Information

Provide your name, mailing address, county, and telephone numbers.

Name TJ MCBEEHAN SALES & SERVICE LTD

Street/P.O. Box 5215 N LEHIGH GORGE RD Apt # _____

City WHITE HAVEN State PA Zip 18661

County LUZERNE

Telephone Number(s) Where We Can Contact You During the Day:


(570) 443-8224 ^{WAIN} (home) () () (mobile)

E-mail Address (optional): KIM.WOODS@TJMCBEEHAN.COM or CATHY.MCBEEHAN@

Please state your comments about this Application. You may use additional paper and attach to this form.

(SEE ATTACHED)

KIMBERLY WOODS (Print your name)


(Original Signature)

02/19/2024
(Date)



T.J. McGeehan Sales & Service, Ltd.

"There is a Difference"

Our business account usage was estimated for bills dated 12/27/2022 and 01/26/2023. The estimated usage is assumed higher than expected, as our previous 6-month & following 2-month usage average (enclosed) was 6900kWh. We never received corrected bills showing actual usage, and therefore do not know if we over- or underpaid for electricity used. No further correspondence regarding the "technical issue" was received after receiving the initial email (enclosed) dated 01/31/2023.



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Account Summary

Bills & Payments

5215 N Lehigh Gorge Rd White Haven PA 18661

My Bills

My Payments

Bill Date	Due Date	Energy Usage	Amount	
Mar 22, 2023	Apr 10, 2023	7680 kWh	\$928.74	⋮
Feb 21, 2023	Mar 9, 2023	7600 kWh	\$885.10	⋮
Jan 26, 2023	Feb 13, 2023	Estimated @ 7760 kWh	\$917.20	
Dec 27, 2022	Jan 12, 2023	Estimated @ 7760 kWh	\$938.70	
Nov 18, 2022	Dec 6, 2022	6640 kWh	\$802.46	
Oct 20, 2022	Nov 7, 2022	6400 kWh	\$779.04	
Sep 21, 2022	Oct 7, 2022	6640 kWh	\$810.47	
Aug 22, 2022	Sep 7, 2022	6720 kWh	\$845.65	
Jul 22, 2022	Aug 9, 2022	6480 kWh	\$835.56	
Jun 22, 2022	Jul 8, 2022	7040 kWh	\$940.25	

Kim Woods

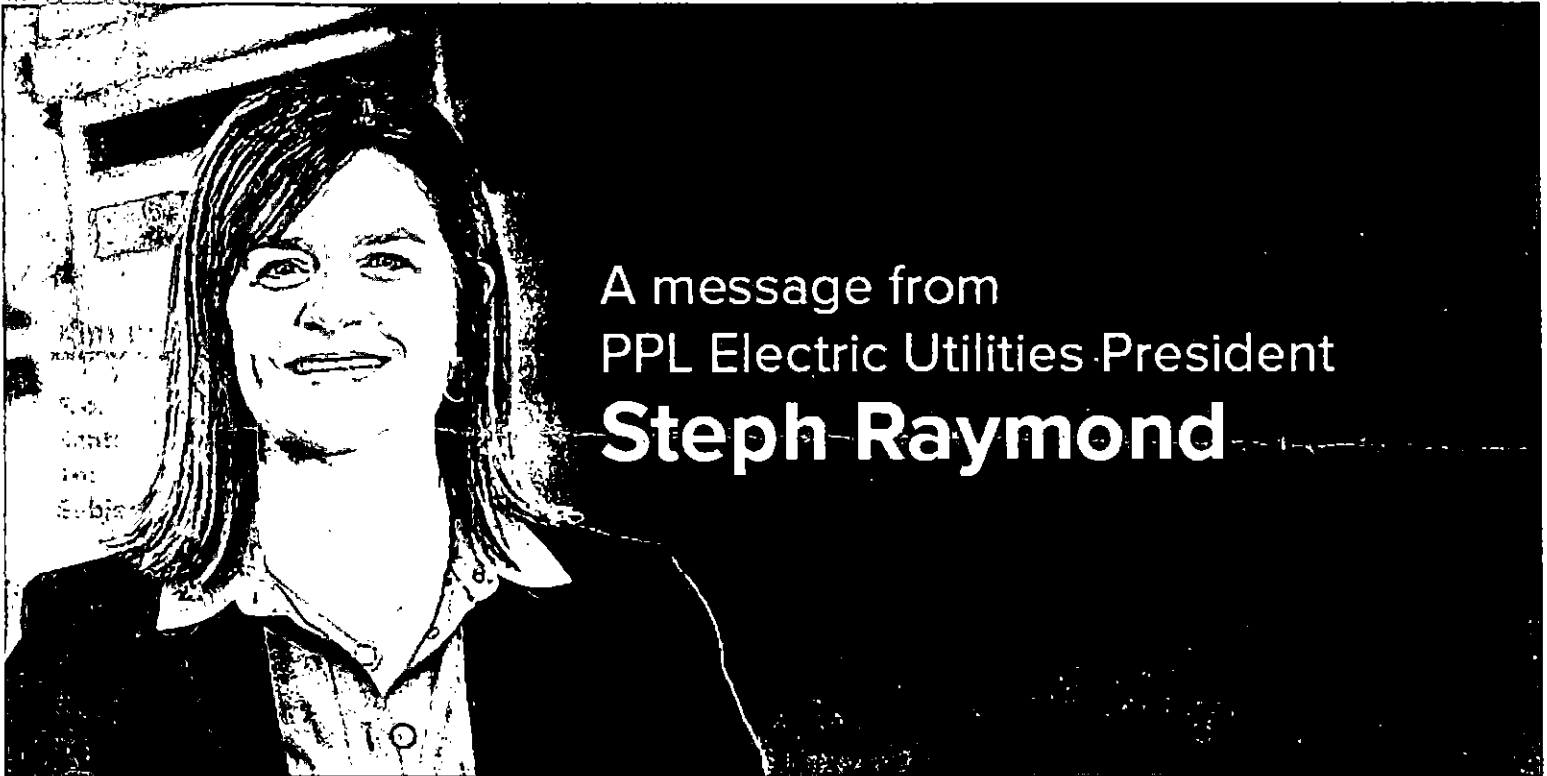
From: PPL Electric Utilities <email@customerprograms.pplelectric.com>
Sent: Tuesday, January 31, 2023 4:03 PM
To: kim.woods@tjmcgeehan.com
Subject: A message from PPL Electric Utilities regarding bill concerns

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PPL Electric Utilities



A message from
PPL Electric Utilities President
Steph Raymond

our Valued Customers,

You have a right to expect excellent service from your electric utility. We know that delivering reliable electricity, keeping the lights on for you – must be matched by exceptional customer service. In recent weeks, we've fallen short of this standard in both our billing and responsiveness to customers.

Today, I'm reaching out to address these issues, including estimated bills, to share steps we're taking to support our customers, and to explain what it means for you. I also want to take this opportunity to address higher prices for energy supply, which have been the primary driver of higher bills. While we don't control these energy suppliers, we are committed to doing what we can to help you in this challenging time.

While estimated billing and higher prices are unrelated, together they have fueled a sharp increase in customer complaints, resulting in long wait times for many who have tried to contact us. **If you received an estimated bill or have had difficulty reaching our call center, I apologize. Simply put, you deserve better, and we are committed to regaining your trust.**

Actions we're taking to support our customers:

- **First and foremost, we've resolved the technical issue that resulted in a significant number of bills that were based on estimated electricity usage.** This issue involved bills sent from December 20 through January 9. Estimates based on historical usage may have been higher or lower than actual usage. **If this impacted you, you have either already received a corrected bill with actual usage or an adjustment on your next monthly bill to ensure you only pay for the electricity you used.**
- **By fixing the technical issue, we have restored customers' access to detailed usage information online at pplelectric.com.**
- **We will not shut off power to residential and small-business customers for non-payment through March 31.**
- **We are waiving all late fees in January and February.** Any fees already charged in January will be credited to customer accounts.
- **We continue to offer payment plans and assistance programs that can help if you are struggling to pay your electric bill.** This includes self-service options that are available to you online at pplelectric.com/billhelp or by calling 1-800-DIAL-PPL.
- **We are adding more agents to answer your calls and reduce wait times.**

Higher energy prices and steps you can take:

Energy prices have risen sharply over the past two years. If you do not shop and receive electricity supply through PPL Electric Utilities, you may have already noticed the December 1 increase in the default rate for electricity supply (also known as our price to compare).

T. J. McGEEHAN SALES AND SERVICE LTD.



5215 NORTH LEHIGH GORGE ROAD
WHITE HAVEN, PA 18661

LEHIGH VALLEY PA 180

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SECRETARY
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HARRISBURG, PA 17120-0079

17120-007999

