

February 19, 2024

RCVD PUC SEC BUR
FEB 23 2024 AM 10:45

Secretary's Bureau
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
Second Floor, Room N201
Harrisburg, PA 17120

Michael Schlegel
1713 Gordon Lane
Tobyhanna, PA 18466
Phone # 570 977 0776 &
272 219 7945

RE: Docket #: M-2023-3038060

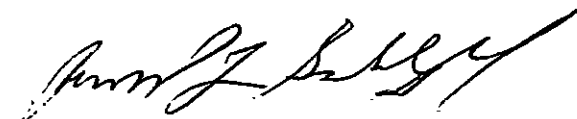
Dear Public Utility Commission,

Attach are 2 letters that are self explanatory regarding PPL inadequate customer service support when I tried to reach PPL Call Center representatives to discuss my billing concerns. My phone calls and my letter writing went to no avail. It was a nightmare. I couldn't get any satisfaction.

Please consider my case for the joint settlement as I never got through to PPL for my billing concerns.

Thanking you in advance.

Sincerely,



Michael Schlegel

Attachments

RE: PUC Docket #: M-2023-3038060

Feb. 14, 2023

PPL Customer Service
827 Hausman Road
Allentown, PA 18104-9392

Michael Schlegel
1713 Gordon Lane
Tobyhanna PA 18466

Acct # _____

To Customer Service,

I need your help! My most recent statement (attachment) is WRONG. There is no way that it's that large. Something is definitely wrong with the usage charges. No way can it be \$900.68.

I tried calling twice to speak with someone but to no avail. The first time I called, the recording stated that it would be 131 minutes to wait or they would call me back. I optioned to have PPL call me back. No one ever did.

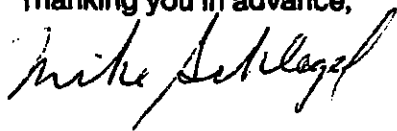
The following week, I called again. Same thing recording stated if I didn't want to wait on the phone PPL would call me back. Now since you didn't call the week before I choose to stay on the phone. I was waiting on the phone for 2 hours and 45 minutes when someone picked up and asked for my name and address. (No doubt he was seeing if someone was still on the line) I told him why I was calling about the incorrect bill. I gave that to him and he said he would transfer my call to the right department. I told him wait, will someone pick up the call. I don't want to wait another 2 plus hours. He just said "he could only transfer the call over to the right department to review my bill. I said OK. Well, he did and I waited and waited. I waited a total of 4 hours. YES, I WAITED A TOTAL OF 4 HOURS. After 4 hours I had to hang up. That's why I'm writing to you now. This bill HAS TO BE INCORRECT.

I saw on the news that PPL had a goof up with the billing. Some people got a letter for the incorrect billing. I didn't received anything from PPL. No letter, No phone call.

I tried contacting the PUC but they indicated that I must try to resolve any issues with PPL first. However, since I can't get through by phone, that's why I'm writing.

Please, please look into the matter. I know my recent billing is incorrect. PLEASE RESPOND!

Thanking you in advance,



Mike Schlegel



We deliver
1-800-342-5775
For hours of operation and to pay/manage your account, visit pplelectric.com.

Meter 300969165 Account

Due Date

2/13/23

\$439.98

Service to:
MICHAEL SCHLEGEL
1713 GORDON LANE
TOBYHANNA, PA 18466

RE: PUC Docket #: M-2023-3038060

Billing Details on Back

Because you are on Budget Billing, your amount due does not equal your Usage Charges.

Usage from Dec 22 - Jan 23 **\$225.59** Delivery **\$225.59**

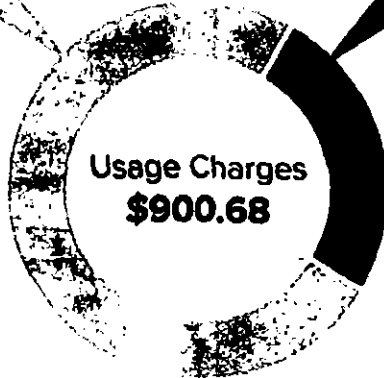
PPL Electric Utilities 1-800-342-5775

PPL Electric Utilities

PPL Electric Utilities Price to Compare
\$0.14612 Use this price when comparing supplier offers.

SHOP FOR ELECTRICITY

Visit PAPowerSwitch.com or www.oca.state.pa.us if you're shopping know your contract expiration date.
Account Number:
The price to compare is updated June 1st and December 1st.
Rate: RS. View schedule at pplelectric.com/rates



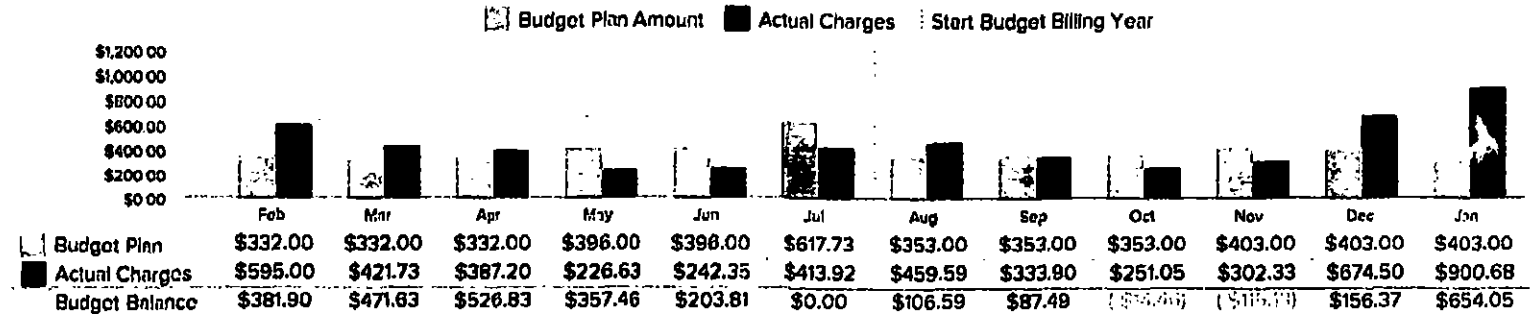
Budget Plan Summary

To date, you are 6 months into your 12-month Budget Billing Plan and have used \$654.05 more than your monthly Budget Plan Amounts. Next month your budget amount will change to \$490.00.

Budget Plan Amount: \$403.00
Your Budget Bill balance is behind: \$654.05

Continued on back

Monthly Budget Plan vs. Actual Charges



About this graph: A green budget balance means you've used less than your budget. Black means you've exceeded your budget.

Contact us by 2/13/23

1-800-342-5775
Visit pplelectric.com for hours of operation.

Correspondence to:
PPL Customer Service
827 Hausman Road
Allentown, PA 18104-8392

AV 01 038707 48418H130 A**5DGT

MICHAEL SCHLEGEL
1713 GORDON LANE
TOBYHANNA, PA 18466-8231

Account Nu

How could I have a credit 2 months ago AND within that time jump to \$654.05 behind???

#23021394

Please make check payable to: PPL ELECTRIC UTILITIES
2 NORTH 9TH STREET CPC-GENN1
ALLENTOWN, PA 18101-1175

2-13-23

From: Michael Schlegel schlegelm90@gmail.com
Subject: Ppl lacks previous requests
Date: March 20, 2023 at 4:30 AM
To: ppelectric.com

RE: PUC Docket #: M-2023-3038060

Dear Customer Service,

I have repeatedly tried to contact you regarding my bill in the last 2 months. My account # is 90561-25000.

I have called you 5 times and one of those times I have literally waited on the phone 4 hours. Yes, 4 hours because when I originally called you stated, if I didn't want to wait you would call me back and you never did. I also, wrote a letter to customer service on February 14, 2023 and you never responded to that as well. I cannot believe that a big company as yourself neglected to respond.

In that letter, I brought to your attention that I had usage charges in October and November, my budget balance were in a credit and two months after that I was behind \$920.95. how could it have jumped that high?

I also saw on the news that you had a problem in which case I got a message from Steph Raymond indicating it will be taken care of. Since I didn't see a change in my bill after that letter, that's when I tried getting in touch with you. It still was higher. I wanted to make sure you reviewed my bill. There's no way it should have been that high. How could I go from a credit to an extremely high amount in 2 months?

I would like PPL to come out and check my meter. I am living here for 38 years. Never have I had a problem this extreme.

When I looked into contacting the Public Utilities Commission they suggested I tried talking with PPL first. How can I discussed this with PPL when you don't respond to my calls and letter? And now I'm trying e-mail? However, you don't provide an e-mail address on your website contact page.

Please help me. Please check into this and check my meter. Thanking you in advance.

If I don't hear from you, I will have no other choice then to contact the Public Utilities Commission.



Sincerely,
Michael Schlegel
1713 Gordon Lane,
Tobyhanna, PA 18466

Phone # 727-219-7945

attach

Michael J Schlegel
1713 Gordon Ln
Tobyhanna, PA 18466-8231

Retail



17120

RDC 99

U.S. POSTAGE PAID
FCM LG ENV
MOUNT POCONO, PA 18344
FEB 21, 2024

\$1.63

R2305K141119-06

Secretary's Bureau
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
Second Floor, Room N201
Harrisburg, PA 17120

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