

**This letter is in reference to PUC Docket #  
M-2023-3038060  
PPL Billing Fiasco**

RCVD PUC SEC BUR  
FEB 26 2024 AM 10:59

To Whom This May Concern,

Hello,

Following are my comments in regards to the PPL Billing Fiasco last year.

For many years, I have been on the budget plan paying the exact same amount every month. My bill would always increase or decrease every so often, depending on my usage, when the budget plan was reviewed. Having a budgeted bill is what I need to manage our monthly household bills.

For example:

7/14/22 my bill was \$370.00

8/15/22 my bill was \$370.00

9/13/22 my bill was \$370.00

10/13/22 my bill was \$370.00

My bill was adjusted September 2022 to make up the difference in the budget plan.

11/14/22 my bill was \$429.38

12/12/22 my bill was \$429.38

01/18/23 my bill was \$429.38. This bill also stated that "next month your budget amount will be \$452.00"

Then the fiasco began! In February 2023, I, like many others did not receive a bill.

03/20/23 my bill was \$485.38 (not \$452.00!)

04/13/23 my bill was \$937.38!!

I called PPL, and also, like many others, waited on hold. When I spoke to a representative and expressed my concerns, she understood that I did not receive a February bill which is why my April was \$937.00.

My February bill (had I received it) would have been \$452.00. (So  $\$452.00 + \$485.38 = \$937.38$ )

The representative said that she could split the \$452.00 over 2 payments which would be \$226.00, and to pay this amount along with my budget amount in May and June.

4/13/23 I payed \$485.38 (not \$452.00)  
5/15/23 my bill was \$745.38 (485.38 + 226.00)  
6/13/23 my bill was \$745.38 (485.38 + 226.00)

Paying this amount in both May and June was indeed very difficult for my household.

Ever since this billing fiasco, my budget plan has NEVER been consistent as like it was in the past

7/13/23 my bill was \$519.38  
8/14/23 my bill was \$539.38  
9/14/23 my bill was \$538.44 with a budget review being done in September

10/16/23 my bill was \$439.02  
11/13/23 my bill was \$485.48  
12/12/23 my bill was \$451.13  
1/13/24 my bill was \$450.49

In conclusion, I firmly believe the billing problems of PPL, estimated billing, as well as not receiving my February bill has caused my bills to be incorrect. I believe the inconsistency of my budget plan from July 2023 and on to reflect this.

PPL's budget billing states "Budget billing averages bills out over 12 months, so each monthly bill will be the same amount until the total bill is paid. The company may adjust the bill four times a year, up or down, depending on the customer's use"

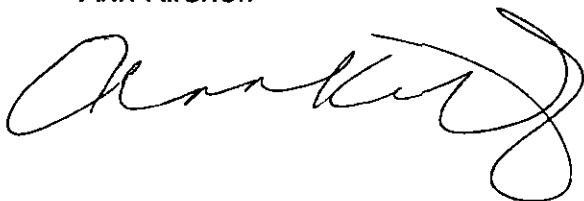
There has never been a time since I've been on the budget plan where every monthly bill is different since this fiasco began.

Thank you for taking the time to read my comments regarding this matter.

My account number is \_\_\_\_\_  
My address is 1069 Chapel Forge Dr  
Lancaster, PA. 17601  
My email address at [annkirchoff@comcast.net](mailto:annkirchoff@comcast.net)

I look forward to hearing from you.

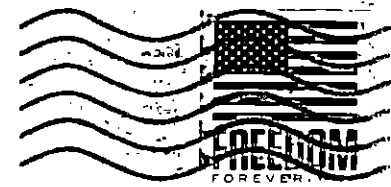
Ann Kirchoff



KIRCHOFF  
1069 CHAPEL FORGE DR  
LANCASTER, PA 17601

HARRISBURG PA 171

22 FEB 2024 PM 3 L



Secretary, PA Public Utility Commission  
Commonwealth Keystone Building  
400 NORTH ST  
Harrisburg, PA 17120

17120-007999

