

M-2023-3038060

I am a customer of PPL and I am hoping to get an answer from this company. I cannot call as the phone system never gets to a human person. I have written twice and have not received a response. I was not affected by the billing error but if I was I know any person cannot call PPL and speak with a human.

I am held captive to this company's system with no voice. We live in fear of no power every time there is a rain storm or high winds as our house has a sump pump that is totally dependent on electricity for it to pump water when needed. Without electricity our basement becomes flooded. We are forced to bring valuables to our first floor every time a heavy rain storm is predicted.

What is difficult to understand is that all our power lines are underground so we should not be affected when trees break and fall on power lines. But not anymore as PPL has put us on a grid with above ground power lines so now we are affected when trees fall on the power lines. PPL could take us off this grid because years ago they moved the elementary school to a different grid. Now when I don't have power the school typically does and the school is less than a mile away from my home. Before the school and the homes where I live shared the same grid.

The costs we have incurred are tremendous. Our furnishings in our basement have been ruined because of no power for our sump pump to run. One power outage lasted 2 days and resulted in frozen food wasted. PPL could have helped as they helped the local grocery store without power and PPL supplied them with generators so that the refrigerated food would not go bad! I know this because the picture was in the local newspaper. I could not even get a human when I try to call PPL!

All I want is an answer and I can't get one. I hope my letter gets sent to the management department and I receive a reply. I hope my letter is read and I receive a response. PPL is not a company with a valued reputation in my view.

Thank you,


Rosemary Hockenbury

570-956-1707

RCVD PUC SEC BUR
FEB 29 2024 AM 11:21

151 Lakeview Trail
Sugarloaf PA 18249

Included are the 2 letters
I mailed to PPL and have
not received a response

copy 1

October 24, 2021

To management at PPL,

I am writing to you about a serious concern that I deal with every time the weather is windy, raining, or ice accumulations. I live in Brookhill a residential development in Sugarloaf and all the homes have underground wires which are wonderful as the wind or rain or ice has no effect on the power to my home. The problem is that the back of the development of Brookhill is connected to an area with above ground electrical wires. The above ground wiring is on a road called Turkey Path in Sugarloaf. This road has many old trees with lots of branches near the wires. We have lost power 3 significant times due to trees coming down on electrical wires on Turkey Path. These power losses range from 23 hours to 4 hours that we have had no power.

During extended power outages we have had to throw out food in the freezer and refrigerator but more importantly our home depends on a sump pump to keep our basement dry. Our basement is a finished basement with carpeting, dry walls and wood trim and wood doors and is a usable part of our home. Without power our basement would flood with rain water and items in the basement are ruined. Last summer we had a power outage because of a tree falling on electrical wires on Turkey Path therefore we purchased an \$800.00 generator. A big expense we should not have had to purchase! The generator takes time to set up with extension cords to the sump pump but we were able to keep our basement dry during the last power outage on September 23rd of 4 hours.

The solution is easy. Place the back of Brookhill on the same grid as the front of Brookhill. This makes sense and you did this process for the front of Brookhill years ago. PPL made the switch to avoid the school from losing power as Valley Elementary School was on the same grid as my house. This was completed years ago due to the frequent loss of power. This process placed the front of Brookhill on the same grid as the school which means when we lose power in the back of Brookhill the front of Brookhill has power. We should all be on the same grid as all homes in Brookhill have underground wires and our home should not be connected to an above ground electrical grid as we are now.

I have tried calling to speak with someone but your phone system does not have a method to speak with a person. I will gladly speak with a manager if possible. I cannot be reached on Wednesday or Thursday due to work. I am also willing to inform the residents of a meeting with a PPL representative if you would like to speak with the residents. I am reaching out to you for an answer to our electrically power interruptions that are too frequent and costly.

I thank you for your time and again I will be glad to meet with you concerning this matter.

Rosemary Hockenbury
151 Lakeview Trail
Sugarloaf, PA 18249
570-956-1707

copy 2

July 5, 2022

To management at PPL,

This is my second attempt to voice my concern over frequent power failures. I did receive a phone response from the Allentown office stating that my letter was given to the Hazleton office to respond. I have not heard from the Hazleton office and have waited over 7 months for a response.

I have included my original letter which details the situation of why my home as well as the homes around my home have frequent power failures. I hope you will read my letter and take my concerns seriously and reach out to me with a solution.

I can be reached any day during the summer and I am hoping to hear from PPL regarding my lack of power issue due to being on a grid with above ground wires.

I thank you for your time and again myself and the home owners near me will be glad to meet with you concerning this matter.

Rosemary Hockenbury
151 Lakeview Trail
Sugarloaf, PA 18249

570-956-1707

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LEHIGH VALLEY PA 180

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