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Ms. Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street, 2nd Floor North
P. O. Box 3265
Harrisburg, PA 17105-3265

RE: Formal Complaint (c. October 30, 2015); Docket # C-2014-2444864; # C-2011-2273645

November 10, 2015

Secretary Chiavetta:

A letter submitted by Mr. Devin Ryan on behalf of PPL Electric on November 9, 2015, is well-intentioned, I am sure. However, the dunning calls from PPL Electric have not ceased, and my recent filing of a new Formal Complaint is prompted, in part, by this fact. Since my October 20 letter, which Mr. Ryan cites, I have received three more calls from PPL Electric seeking payment for “overdue” bills.

October 22, 2015 (Automated call): After pressing “0” as prompted, I spoke with a caller who identified herself as “Marjorie” (PPL’s Customer service) and asked for payment on a past due bill. I explained that there were two accounts, and the fact that they were in litigation. Marjorie then transferred me to “Stephanie” (collections), and I explained the circumstances again. I indicated to Stephanie that “Mae” had called me on October 7 and cancelled the shut off notice. Stephanie investigated and eventually advised me that she had (again?) “cancelled the shut –off notice”.

November 3, 2015: The caller was self- identified as “Tyler”. He referred to charges of \$18.84 and \$365.88 and pressed me to make payment.

November 9, 2015 (yesterday): The caller was self-identified as “Monica”. She asked me again for payment, saying the overdue charges were \$365.88.

All of the callers eventually agreed to investigate while I waited on the phone. In each case, the callers returned to the phone and acknowledged that the charges were in litigation. None seemed to be aware that there were two accounts or that the accounts should be aggregated.

Every one of us is susceptible to “inadvertent error”, of course. The repeated calls, however, seem to indicate that the “litigation hold” is not holding.

Yours respectfully,

Larry Moyer

Cc: Mr. Jonathan Nase
Mr. Devin Ryan