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SECRETARY'S BUREAU



Naomi Village

November 3, 2016

C-2016-2563945

To: PPL Electric

Re: Naomi Village Resort billing

Account #'s 22631-35004,22431-35017,22231-35002,22031-35015,21231-35000,21431-35015,21631-35011,21031-35004,20831-35015,20631-35000,20431-35004,21831-35017,22831-35019,20031-35039,27631-35013,19231,35005,18631-35005,18431-35009,19431-35010

To Whom this may concern:

This letter is in regards to the above accounts listed. Naomi Village Resort is a current customer of PPL, and has been for 10 years now. The resort has a total of 28 units. However, we are one resort and we have rights by law to be charged one commercial bill. For many years, we have been receiving 20 different bills for the electricity on these units. This is obviously an inconvenience, as this is one commercial resort, with one bill holder. We have made numerous attempts to try to resolve this issue. We have called more than a few occasions and officially documented the request by sending numerous letters by certified mail to make sure your company (PPL) can resolve the issue at hand so that we can continue doing business and have a positive relationship here on out.

The way our resort has been billed since 2006 all the way to 2016 is unfair and we would like to receive one bill being that these accounts are all within one resort, on the same property, and all bills are under the same name. Time and time again we have tried to resolve this issue explaining how we feel it is unfair to be billed on 20 different bills, and charged 20 separate service fees of \$14.27 per month. We are charged 278.86 a month just in separate service fees. In one year that is an extra 3,346.32. We are charged 14.27 for 19 accounts which are residential and we have commercial accounts as well. PPL recognizes us as a commercial company; because we have a commercial account. So by law we should be entitled to receive one bill with one service fee as well as one maintenance fee, as we have also paid 20 separate charges of maintenance. Within all of the ten years PPL has never maintained anything. We explained time and time again that we do not care how PPL needs to conduct their business with separate meters, or putting one meter on the property. This is not our concern how you will read the meters, but we deserve to have only one bill regardless of the way your company decides to conduct business.

We therefore feel that these extra charges each month have been unnecessary and we feel as we are being over charged, and would like to receive credit to our PPL account to compensate for all of these unnecessary charges.

We are also hereby requesting all of our bills to be combined into one bill for payment each month.

We hope to have this issue resolved in a fair and timely manner for both parties, as we have requested many times to make all of the accounts consolidated into one account. We feel if this does not get corrected soon we will have no choice but to pursue this resolution in a legal matter. We have tried to reach out to your company numerous times to correct this problem and numerous times it has fell on deaf ears, and no corrections have been made on your party to pursue a positive business relationship here further, as well as an unjust system you had put in place with our billing. Once again, I hope this letter reaches out and the issue can be resolved as soon as possible.

Regards,



Jian Zheng/Owner of Naomi Village Resort

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