

December 31, 2019

April C. Rivera
226 Hamilton Street
Harrisburg, PA 17102

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105

2020 JAN -2 AM 10:45

RE: April C. Rivera v. PPL Electric Utilities Corp.
Docket No: C-2019-3013559.

Dear Ms. Chiavetta:

I am writing in an effort to withdraw my formal complaint against PPL Electric Utilities Corp. I've contacted PPL directly for advice on reducing usage and saving energy to reduce my bill. In speaking with their representative, Sherry, I found my supplier rate was astronomical compared to PPL's rate and that my heating unit may need to be serviced. It was also discovered that PPL was unaware that this address is strictly

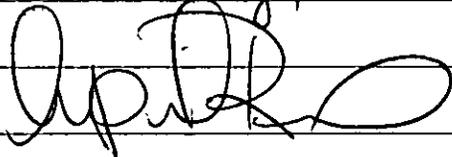
Pg 2 of 2.

Electric; heat source included. They are making an effort to have the WRAP program contact me again.

Thank you for working to protect utility consumers.

Please, withdraw my formal complaint.

Sincerely,

A handwritten signature in black ink, appearing to read 'April Rivera', with a large, stylized flourish at the end.

April Rivera

717-592-1472

AprilR312@hotmail.com.

April Rivera
226 Hamilton St
Harrisburg, PA 17102

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Forever USA

Rosemary Chiavetta, Secretary
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