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April 29, 2021

The Hon. Dennis J. Buckley
PUC
400 North Street,
Keystone Building, Second Floor
Harrisburg, PA 17120

Re: File No. C-2020-3019763
Lawrence Kingsley v. PPL Electric Utilities

Your Honor:

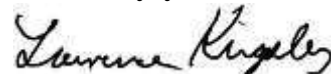
For the May 6, 2021 hearing, I am submitting the attached exhibit in support of evidence, shown by my Complaint and Oct. 5, 2020 Memorandum, that PPL has a poor environmental record and low community reputation in Pennsylvania.

I have no doubt that PPL is very cordial to PUC, but townships sued by PPL; agencies like DEP, PA Treasury, National Park Service, Amtrak; and PPL's own customers often have a different opinion of PPL, which helps to show why this Boston based company needs to be reined in.

I have served this exhibit on PPL counsel, Kimberly G. Krupka, Esq., via email, our usual form of communication.

Thank you for your attention and courtesy.

Sincerely yours,


Lawrence Kingsley

BETTER BUSINESS BUREAU COMPLAINTS AGAINST PPL CORPORATION¹

2 N 9th St
Allentown, PA 18101-1139
(610) 774-5151

Accreditation

This business is not BBB Accredited

Years in Business: 100

BBB Rating F

Customer Reviews are not used in the calculation of BBB Rating

Customer Complaints Summary

78 total complaints in the last 3 years of those, 19 complaints were closed in last 12 months

Complaint Type

Advertising/Sales	1
Billing/Collections	49
Delivery Issues	1
Guarantee/Warranty	0
Problem with a Product or Service	27
Totals	78

¹ Found at <https://www.bbb.org/us/pa/allentown/profile/electric-companies/ppl-corporation-0241-50006555/complaints>, limited to the last three years in Pennsylvania (ending April 29, 2021), and exclusive of unpublished complaints. The heading display on the first page has been edited lightly, and pagination has been added. All omissions, marked by asterisks, are those of the Better Business Bureau.

12 Reviews

Yosellin H

(1 star)

02/05/2021

Tracy in dispatch Extremely rude & unprofessional I tried explaining my situation she spoke over me numerous amount of times. I was not trying to question any rules or regulations I was just trying to get the right information so I could take those steps to get power back. Every time I tried asking or explaining what was told to me she would interrupt, speak over me & basically say that's not what her technician said. I spoke to him in person tried explaining what he said to me but she didn't allow it. Her voice became louder and louder. When you're desperate without power, have 2 kids at home ages 7 & 9 one that needs albuterol treatments with a nebulizer twice a day or as needed, you do not speak to someone in such an unwelcoming, rude, firm & unprofessional tone. I am not one to complain nor will I ever argue with any employee just because. I work in the medical & understand how frustrating a job can be especially when you deal with a diversity of people but you're trained to remain professional. I 100 percent understand my situation was a safety issue & power was not able to be turned on until an inspector came out. I at the moment did not understand a cutting card needed to be given to PPL & that's what i tried asking but instead got a defensive attitude. I was extremely disappointed with Tracy as a person & the way she handled the situation. The employee that came out on the other hand was very lovely & kind. No complaints there.

Mat

(1 star)

12/04/2020

The most corrupted corp stay away from ppl in Allentown pa they are making bogus accounts trying to extract thousands from minors report them to da office bbs everywhere where is possible they are corrupted beware beware!!

Mat

(1 star)

12/04/2020

Beware beware beware do not do any transaction with this company they are trying to extract money from minors and making bogus accounts beware beware!!! I been reporting them to all offices possible them together with one Ron Hoffman of Pottsville pa beware!! You Been warned!!

Judy S

(2 stars)

10/26/2020

This multi million dollar company has people in the ontrack program who treat its poor customers terrible and when you request a call back from a supervisor you don't receive it. When customers sign up for the ontrack program the electronic bills look nothing like the paper bills which are confusing to seniors or the disabled community. Even the customer service person in this program are dismissive and condescending.

Andrew R.

(1 star)

01/23/2020

PPL is a joke. I'm as conscientious as it gets in regards to what I use with electricity etc etc. I live/rent in a 800 square foot apartment right now. There's no possible way I use even half the energy they claim I do. I even got a better rate by 'shopping' via their site and the bill still keeps rising. Last fall, I went away on a vacation for 1.5 weeks and unplugged everything except the refrigerator, and the next bill was just as high as though I was home every single day. They have no idea what they're charging! And to that point, when I owned my previous home almost a year ago, the monthly bill was literally as high for 2.5 months after I moved out (before I officially sold) as it was when I was living there. NOTHING was being used except a few lights for realtors showing the home for a few minutes, and never more than that. Yet the same bill cost??!! Unbelievable.

Jessica H

(1 star)

12/16/2019

We have been forced to use them for years and the lack of empathy is astounding in business. The only reason they stay in business is the accepted corruption in PA and the lack of competition and oversight. I am disgusted by how our gov allows such corruption to be a chokehold on our citizens, especially those that are the most vulnerable. It is sad and disgusting and says everything about this company and the GOV.

Michelle P

(1 star)

09/16/2019

I came home Sunday 9/15 after being gone for 4 days to a notice they were shutting electric off for 3 to 4 hours on Tuesday 9/17. It's going to be around 80 degrees and I can't breathe when it's hot. Our house gets hot fast. They told me to go somewhere else. I don't have anywhere else to go and I have dogs at our house. Where do I take them? Am I suppose to let them get overheated? This is unacceptable. I'm missing a lung and breathing when it's hot is very hard.

David B

(1 star)

08/22/2019

Not good at all, a solid 1 star. Representatives are consistently rude, un-helpful, don't listen, over-talk you, don't answer questions despite repeating those questions, they stick to a script and are not helpful. Had a rep recently yell at me, I yelled right back in shock and got hung up on! Called back and got another rep who defended the prior rep and ended up doing the same thing of not answering my questions, repeating things that were not helpful. Sad commentary since it's a monopoly and my only choice, and this is what you get when there are no choices! You get lousy customer service from PPL!!!

Benuel S

(1 star)

03/25/2019

Over the last 3 month my electric almost doubled so I called ppl the question them why and they tell me my provider is public power llc a company that nothing short of a scam . so I call public power to ask how and why im signed up with them and they informed me that this was advised by ppl and the claim they sent me letters stating they are switching me over to public power IN WHICH I WOULD NOT HAVE AGREED TO NOING THESE COMPANY LIKE PUBLIC POWER ARE SCAMES. I call ppl back telling them and they when over the last 8 statements with me a informed me public power overcharged me 1300.00 in 7 MONTH !! every time I call ppl back the keep transferring me to different departments and no one is answering my questions WHY THEY ALLOW THIS TO HAPPEN . ppl is blaming public power and public power is blaming ppl .

Mat

(1 star)

08/23/2018

stay away from PPL ELECTRIC servicing POTTSVILLE PA they are Professional con artist, crooks, you been warned, I have contacted the FBI local District attorney and other agencies to SHUT DOWN THIS ELECTRIC SERVICE its a disgrace to humanity.....they are manipulating customers that are non existent and trying to extract money from them (that's how

they become rich) on the back of honest modest people. YOU BEEN WARNED do not do any deals with them PPL its awful and you will regret , you cant say that you haven't been warned!!

Virinder S.

(1 star)

07/21/2018

They wanted to me to verify my identity by faxing a notarized affidavit. They don't get the fax, so they send a shut off notice for July 22. Without warning, or calling one of two numbers on file, or emailing, or automated texting (catch up the modern world please), they shut off my power on the 19th. Shut it off well before the notice warned me to set things right by faxing in a pointless piece of paper again. A piece of paper that can easily be forged btw...like in 5 minutes. Anyway I fax it in again and get on the phone on the 20th to get it sorted out. After talking to them for 30 minutes, they agree to turn my power on by that evening instead of the 23rd as they originally planned (why that long?). Well, here I am sitting in a mcdonalds doing my work on the 21st because I still don't have power! The most incompetent utility company (gas, electric, water, or internet) I've dealt with in the many states/provinces I've lived in. They did this to me and other coworkers that moved to the area recently. Very illegal and dangerous.

Charles N.

(1 star)

07/05/2018

DO NOT USE IS SUPPLIER!!!! Their business model is, "if one of our customer serv reps forgets to document the account notes, it didn't happen." We supposedly forgot to notify them of our move out date, so they continued to deduct bills out of our account via auto pay for 5 months until we finally caught an email. Now, even though the rental company called them to confirm that we did indeed move out when we claimed we did, it is now a personal matter between us and the rental company. Even though they know they mistakenly billed us for 5 months of electrical service that we did not receive, they are going to keep the money anyway. Nice business practices PPL. Needless to say we will never be using them again, and we will make it a point to let all our 2,0000 + customers know how they do business as well.

78 Complaints

Note that complaint text that is displayed might not represent all complaints filed with BBB – some consumers may elect to not publish the details of their complaints, some complaints may not meet BBB's standards for publication, or BBB may display a portion of complaints when a high volume is received for a particular business.

Complaint Type: Problems with Product/Service

Status: Unanswered

11/23/2020

Underground power line was scheduled to be installed a week ago. We must leave our apartment in the next couple days and move into our new home with no electric. With no electric we will not have heat or water!!!

Complaint Type: Problems with Product/Service

Status: Resolved

11/12/2020

I am having an issue with PPL and I need someone in upper management to address the issue because the Customer Service Department Supervisor named Taylor was beyond unhelpful and didn't understand my issue. If she doesn't understand the issue, she won't be able to communicate it properly and have the necessary changes made. I asked to speak with her supervisor but she refused. There are notes on my account that are inaccurate and need to be removed. I have contacted PPL regarding this issue on numerous occasions, but they have failed to address the issue in any meaningful way. On June 13, 2020, my neighbor at *****, and her boyfriend, were trespassing on my property and I asked them to leave. She refused and we called the police to report her. Furthermore, *****, who was also at *****, was cited because he threatened my future son-in-law, *****, when he told ***** to leave our property. At the time there was a PPL Technician with *****. While we insisted that **, ***** leave the property, we never addressed the PPL Technician. Before the police arrived, the PPL Technician left the scene without saying a word to us nor did we say a word to him. On October 30, 2020, we called PPL because we were concerned that a tree limb in our backyard was impinging upon one of the PPL lines. That afternoon, a PPL truck parked a couple of houses down from our house, sat at the curb for a few minutes and then left without getting out of the truck. Several hours later when no one from PPL had arrived we called again and were told that another technician was being sent out. When PPL finally came to our house there were two PPL Technicians accompanied by three Bethlehem Police Officers. ***** asked the police officers why they were there, and they indicated that PPL had requested that the accompany them to our property. Flabbergasted, ***** asked the PPL Techs why the police officers had been asked to accompany them, they stated that the tech who had come out earlier had written some notes on our account that they didn't feel safe coming to the property. As we would later discover, those notes were based on notes written by the PPL Technician that was at *****, on June 13, 2020.

Customer Response

11/20/2020

*****,

I am respectfully requesting that you close the following complaint ***** with the PPL corporation as a Supervisor/Regulatory Compliance Specialist named ***** from the company resolved the issue when she removed the notes after she was alerted to the problem when we also filed a PUC complaint that we have also since, now that the problem is resolved, removed.

Please close this complaint *****.

Thank you,

Bethlehem, PA *****

Complaint Type: Delivery Issues

Status: Unanswered

10/30/2020

I have been trying to get a meter installed at my and my boyfriend's residence at *** * ***** **
*n Wilkes-Barre, PA for about 5 months now. 1. Box was installed by contractor around end of July 2020 (7/27 was when the check cleared). We were told by the contractor that PPL was backed up so it might take a while for them to come out to install a meter. 2. October comes around and still no meter. On 10/14, I called PPL. I was informed that PPL went out there, but needed the billing contact to sign off on the WO for the work to be done. Our contractor must have put my boyfriend as the billing contact on file probably didn't answer the calls, and mailing address used was the property address, and there is no mailbox there yet so we wouldn't have received anything. Unfortunate oversight, and my boyfriend might not have realized he was going to be contacted by PPL. That is not PPL's fault. The representative updates all of the information to reflect my information as the main billing c...

Expand Complaint Details

Complaint Type: Billing/Collection Issues

Status: Unanswered

10/13/2020

My father passed away July of 2020. I contacted PPL to open an account in my name for my fathers house, so that I can keep ***** cameras up to monitor the residence in my absence, as I do not live at that address. My father had accrued a large balance that he owed to PPL, to which I was informed that it would not be transferred to my new account or be put into my name. I received a letter from PPL stating that they conducted an investigation, and determined that I lived at that residence at the time the debt was accrued. They have since transferred the debt into my name. I did not live at this address at the time the balance was accrued Nor do I live at that addresses now. I am a veteran of the United States ***** of 9 years with a deployment to *****. I'm being wrongfully charged for a debt that I did not Incur. I'm being harassed and threatened for payment of this debt.

Complaint Type: Problems with Product/Service

Status: Unanswered

09/30/2020

This power company monopoly needs to be broken up! Im trying to pay my bills for my business and house and its not possible. There website is currently not working. They decided to roll out a new website for absolutely not reason and now you can access your account for pay your bill. I

tried Calling there number to pay the bill and all you get is a barrage of automated services that dont work or function properly either. It should be total illegal for their to be any kind of automated telephone services this is absolutely ridiculous. After I spent an hour on the phone trying to get in touch with someone i finally get in touch with the rudest employee possible who is no help! refuses to put a manager on the phone and thinks im calling to pay my phone bill

Complaint Type: Problems with Product/Service

Status: Unanswered

09/08/2020

I am with the on track program through PPL. I recently moved and had my service transferred. My bill comes to my email online unfortunately I am not able to access my online account. I received an email stating I owed a \$199.68 which is extremely high and not the amount of the on track program. I called customer service on 3 separate occasions questioning the amount of the bill as well as requesting help in accessing my online account. Every time was the same thing, to ignore that current bill because my account was still being transferred. I was to wait for my on track bill of \$16 before paying. I received information that was not helpful or accurate in regards to accessing my online account. One day after the 3rd phone call, my bank account was charged for the amount of \$199 68. This charge occurred on a Friday over a holiday weekend so I called Tuesday morning to find out why my account was charged. I was told by a customer service named Erica that my account was authorized for aut...

Expand Complaint Details

Complaint Type: Advertising/Sales Issues

Status: Unanswered

09/01/2020

This company continues to call me relentlessly, despite being asked to stop calling. The last call, at 10:37am EST on 9/1/2020, I asked them to "please put me on their 'do not call' list" and their reply before abruptly hanging up was "Nope". This has to stop.

Complaint Type: Billing/Collection Issues

Status: Unanswered

08/27/2020

contacted PP NL and spoke with a representative who couldn't explain my bill to me. I asked for a supervisor she was placing me on hold to get one. I was unable to understand my bill she asked me if I want it to be said on a program I said yes. She didn't get me over To a different department to assist me. I spoke with the representative who I could not understand what she was saying I hurt so much noise in the background of her microwave. I ask her to repeat herself because I wasn't comprehending what she was saying. She got a little snippy I ask for a supervisor she said there's no one. She said someone will be giving me a call within 24 hours I have yet to hear back from anyone call today ask her supervisor and got the runaround again.

Complaint Type: Billing/Collection Issues

Status: Unanswered

07/16/2020

I logged into my PPL account on Monday to check my bill owe to be paid on Friday when I get paid. Upon relooking at my account last evening I noticed my bill went from \$332 to over \$1000 dollars. I called into them last evening and no one was able to assist me. So I called back again today, they could not provide me with the address at which they are stating the bill is from. The customer service rep just kept restating my current address, and not the previous address. Once I gave the address of where I lived before my current residence, she proceeds to state that this bill is from the pass residence in which I provided her. She then states that there were numerous letters sent out in which I never received. Customer service rep states address of where they were supposedly sent which was not even my correct address. Customer service rep states this bill was from 2018 but could not provide me with an explanation as to why it is just now being added to my balance on current bill, especia...

Expand Complaint Details

Complaint Type: Billing/Collection Issues

Status: Unanswered

06/01/2020

I received a bill from PPL stating I owed a balance of \$21.xx for a property that I no longer owned. I called and spoke with at least 3 different people to try to get this issue resolved. The property address is *** * ***** **, Harrisburg, PA ***** and it was sold on 6/28/2019. I called and had the property removed from my name when I sold it. There is an attached apartment in the back that was not in my name, so I was surprised when I received a bill stating I owed a balance. When I called to remove the bill out of my name, I thought I was taking the ENTIRE property out of my name. I called PPL and was told that I was still responsible for the bill, which is absurd.

Complaint Type: Problems with Product/Service

Status: Unanswered

05/05/2020

PPL Has a program called budget billing in which they bill you a standard payment a month no matter your usage. Its the same payment monthly for a year. Once that year comes to term you go from Your \$100 monthly payment to \$500 or more because of all the money you didnt know you didnt pay. The bill will state Balance Due \$100 and in the left corner in small print it will say your true amount owed. Since the the entire true amount you owe is not listed as the Balance Due most people dont know that they are even behind. Your biill can sky rocket very easily as when you least expect it, they threaten to cut your service for non payment they add late charges because you are only able to afford part of the bill because its so high. They just did this to my elderly family and will do it to more people. This is how they make more Money and you suffer. Thank you PPL for making people hurt and for basing your business on taking advantage of individuals who may not understand your programs or po...

Expand Complaint Details

Complaint Type: Billing/Collection Issues

Status: Unanswered

02/26/2020

I make a payment for my electric service and they keep returning the payment then they charge me late fees. It's happened for the past 2 months now.

Complaint Type: Billing/Collection Issues

Status: Unanswered

01/14/2020

I received notification of a Utility bill and credit collections. I have never lived in Pennsylvania nor required, requested or approved any utilities from the PPL Electric Company. I filed a dispute regarding the utility service invoice but, the dispute was denied.

Complaint Type: Billing/Collection Issues

Status: Unanswered

12/06/2019

PPL Electric is withholding my ability to pay my bill. I made 2 payments to PPL with an old bank account number. The payments were not completed because the account is closed and PPL black listed my avoiding and will not let me pay by phone or through their website. The only way I can pay is to go to the local Mexican grocery store and make payment there in cash. They said that I may have to pay this way for 12 months until my account is restored and I am allowed to pay through their website or over the phone.

Complaint Type: Problems with Product/Service

Status: Unanswered

12/04/2019

In early November, storms brought down power lines and pole on our property. During this event, the transformer exploded blowing it's internal oils all over our yard, our fields, our house, and our shed, as well as several artifacts outside (grill, child's playset, etc.). A new pole was put in, but the old, damaged pole remains. In early November, representatives (notably Byron B*****) came to our property and promised the following remediation services would be performed no later than 11/21/19: 1. Replace sod and grass in field, around affected pole, and front lawn, 2. wash house and artifacts. 3. remove old pole 4. evaluate replacement of transformer with ground transformer or relocation off our property. It is now 12/4/19 and only roughly 20 square feet of sod around the affected pole was replaced. Nothing else has occurred as promised.

Complaint Type: Billing/Collection Issues

Status: Unanswered

12/04/2019

I am reaching out to BBB because I have had paid off an account regarding zipcode 17104 with PPL's paymentus program IN FULL as off August, 2019. I have gone back and forth with *** and especially PPL regarding my account, also contacted(per PPL's "advise") ***** and

***** between all spent up to 5 hrs on the phone to get intel on my credit report being updated. PPL gives me the run around. They tell me that I cannot have anything regarding my payment history(so that I could give it to *** ***) to show it's pif). I've been told that they never gave to to *** ***, that their the ones that have to remove the account from my credit. I was told that they did have it and then PPL got it back. I've tried to do 3 way calls. I was told that it usually takes about 2 weeks for everything to update, to 30, to 60 days. I was told that this account HAD to be PIF in order for me to be able to open a new account for electric at my new place. I was told that PPL is the one's who has to send...

Expand Complaint Details

Complaint Type: Billing/Collection Issues

Status: Unanswered

11/29/2019

Had to demolish my mobile home from old adress no mobile home was on property since October 1st noone lived there and power was shut off 2nd week of September at outside breaker by me. They are still trying to bill me for them months and part of November. They say i set up a budget account in april on my online account. However i did not even have a online account until we moved in September and never did i agree or wish to be placed on a budget account none of my bills confirme that i was ever on a budget account

Complaint Type: Problems with Product/Service

Status: Unanswered

11/26/2019

yes my husband just passed and I am in mourning the last thing I needed was my electricity to be turned off in 32 degree weather when my bill is payed

Complaint Type: Billing/Collection Issues

Status: Unanswered

11/07/2019

Was told today that I cannot make a debit card payment on my account because I had been switched to a cash only payment system for 12 months. I have no idea why I cannot make a debit card automatic deduction payment. I can understand no more payments made by electronic check but I have no idea why I HAVE to make cash payments when it is a HUGE inconvenience!

Complaint Type: Problems with Product/Service

Status: Unanswered

10/26/2019

The tenants in the apartment building have been paying for the wrong electric When calling the company to fix the issue we were presented with attitude and confusion on why the meters were switched. It took 5 different calls and five different employees for them to listen to our problem and understand that we found the source of the problem when they couldn't. When the employees were told that the meters were switched and our unit was out of power they refused to

believe that we had no power since our meter said we had full power. But yet again they did not listen to us or the maintenance man who found the problem; that our meter was hooked up to the above unit and their meter was hooked up to ours. We finally reached a lovely operator after 4 heavily attitude filled operators who did not want to listen to our problem and immediately thought we were wrong about the meters. A problem that was solved in half an hour by 2 college students took 7 hours for an electrical company to figure...

Expand Complaint Details

Complaint Type: Problems with Product/Service

Status: Resolved

10/21/2019

In September, we received a letter stating our electric meter needed exchanged. Without our knowing, before we bought the house, the meter had been dry walled over and built around. As new home owners, we didn't think about where our meter was housed. Multiple appointments (4 to be exact) were made with PPL to come help us find our meter. During this time, we were told multiple times that our electric was going to be shut off. We had multiple PPL techs show up at our house without calling or warning. My husband works days, I work nights so I'd be sleeping and wouldn't hear the door knock. On the fourth appointment, because the first three were no call/no shows, two people came to tell us they couldn't find it and they'd call us back with a "plan". With the "no show" appointments, I'd stay up after working 12 hour shifts only to be told that they were "sorry" and I could reschedule for a later date. Then one day, while I was sleeping because I work nights, remember, a letter was left on...

Expand Complaint Details

Complaint Type: Billing/Collection Issues

Status: Unanswered

10/01/2019

I enrolled in paperless billing from PPL, it populates my PNC Bank Billpay account with the monthly amount owed.... or so I thought. I have been clicking pay bill to pay the \$150 charge shown. Today, 10/01/2019, my electricity was remotely disconnected for non payment...despite my most recent payments of \$150 on 9/24/2019, as well as 8/07/2019 When I call customer service they say a past due balance of \$395 is owed by tomorrow to avoid disconnection and reconnection fees.... so much for that, I'm already disconnected today. Not to mention this seems like a petty amount for the actions taken, considering they have received nearly 50% of this amount just days prior. Additionally the automated answering system is extremely difficult to use and reach a live person to get answers. It took several calls to reach an operator despite pressing 0 repeatedly.

Complaint Type: Billing/Collection Issues

Status: Unanswered

09/18/2019

The company keeps changing my payment arrangements without my permission and they will not give me anything in writing as to what my payment plan is they also keep adding the amount

I paid to my balance instead of subtracting it the bill they keep sending me is for a way higher amount then should be with my payment plan they also keep sending me shut off notice when I pay my bill every month and when I call to discuss the issue with them they get rude and will not help me I ask for a supervisor and they will not get me one even when I ask to set up a new payment plan they say I can't and I do not have the money to pay my account off

Complaint Type: Billing/Collection Issues

Status: Unanswered

09/09/2019

I lived at **** * from feb 2019 to march 2019 I paid my bill in full and Moved out because people were smoking. I never got my security deposit back from ppl Now, they are trying to charge me another 267 00 security deposit and refuse to return my old security because as per them I dont get it back as I didnt live there a year. Once bill was paid in full, they were obligated to return my old security and they refuse. They are committing fraud and racketeering

Complaint Type: Billing/Collection Issues

Status: Unanswered

08/05/2019

I have been a ppl customer for almost 42 years and recently moved to a55 plus community .Since my income is basically social security imagine my shock to be presented with a bill for \$773.16 when I closed the account.For a senior living on \$1775.00 a month this represents a real hardship.The whole purpose of choosing a budget plan is to prevent this from occuring in the first place.How could a budget plan be short by almost \$600.00.PPL does it's senior citizens poor service by this method

Complaint Type: Billing/Collection Issues

Status: Unanswered

07/23/2019

My PPL account is currently in shut off status. I have a shut off date of July 31. I have tried to reach the company on several occasions for the past 3 months to get on a payment plan, but was told that one cannot be offered to me, with no reason given. PPL also has a program to help financially struggling and working poor in PA called PPL Cares, this program was not offered to me, and when I asked about it, no one got back to me. I have an autistic child in my home with severe asthma, PPL can take medical paperwork, but my child's doctor is scheduling 2 weeks out, it is AFTER my shut off date. I am applying for assistance since PPL FAILED to assist me for 3 months, and 10 phone calls. I do not know why I am not eligible for help, but everyone else is.

Complaint Type: Problems with Product/Service

Status: Unanswered

07/22/2019

We had solar panels installed on our roof more than a month ago. PP&L inspected the array, a requirement before it can be turned on. The inspector has neither certified the installation nor explained why it hasn't been/can't be certified. Our \$30,000 investment is sitting on our roof collecting energy but not generating any electricity.

Complaint Type: Problems with Product/Service

Status: Unanswered

06/30/2019

In the Amendment of Public Utility Easement between PPL Electric Utilities Corp and *****
* ***** dated 10/01/2018,***** * ***** granted PPL the right to access and construct new power structures based upon past Easement Agreements. The Amendment also included a temporary access. PPL completed this operation approximately in April 2019, but has not yet started the action of restoring the land to its original state. In conversations with Collin S***** (###-###-####), Senior Right of Way Agent for PPL, represented by ***** ***** ***, no date for the start of restoration could be established. Grievances have been noted with Keith * D*****, Environmental Permit Compliance Manager for PPL, ***** *****, Hazleton, PA. However, no schedule has been presented by ***** *****, either. I find PPL and their contracted services in violation of their agreed upon contractual obligations and hereby file complaint that their lack of attention to the restoration of our pro...

Expand Complaint Details

Complaint Type: Billing/Collection Issues

Status: Unanswered

06/24/2019

they did not send me a bill for months I kept calling and still no bill I called again and the bill was outrageous for an on track payment was over 225.00 thought it helped people with low income I then was told to go to operation help they could not help because it was an ontrack payment which I did not set up so my bill was 300 to 400 a month this was a 3bedroom trailer.i ask ppl several times to check the meter and they did not come that is enough per month to cover a few peoples trailers then my home flooded in august 2018 in Benton and I told them to turn power off and they did not and I was homeless for 10 months they have added this bill to where my home is now and I am very upset with the situation until it is investigated I am not going to pay it I wanted it corrected if I have to pay I want it on a separate bill corrected with the two different account numbers I am tired of this please investigate and help me with this

Complaint Type: Billing/Collection Issues

Status: Unanswered

05/21/2019

I was placed on a budget plan throughout the year and I have been on this plan for several years. Just recently received a bill for over \$700.00 and they said my next bill will be for over \$900.00. Why they didn't increase my monthly bills for the month prior I don't understand as this is a budget plan and I didn't want to get huge bills like this. I am on a budget and can't afford to pay these bills. I have been with this company for many years and pay my bills on time and never

received bills this high. When I asked to review my bill they said there is nothing wrong with the bill as they check the meter every day. How could this be considered a budget plan.

Complaint Type: Problems with Product/Service

Status: Resolved

05/21/2019

my fiance had gone online on the PPL electric web site to transfer our electric from our previous address to our new address that we were moving to. The power was to be transferred by may 13th. We just today on May 20th have lost power at our new residence,so i called to see why while my fiance was at work. They told me that no such order has been placed and that it must of been over looked or it had an error going through online without notice. So I asked them to put an order in so we could have power today yet,and I'm told they can't do this without my fiance confirming. I go to give them her work number , they tell me they can,t make outside calls.

Complaint Type: Problems with Product/Service

Status: Unanswered

05/09/2019

My electric got shut off and transferred into someone else's name without my consent. I was on the ontrack program and I am being told I now owe \$331 dollars because they took me off the ontrack program and canceled my electric again without my consent. When I called the customer service the lady I spoke to informed me there was nothing she can do because the person that canceled the electric had the address and was able to do so. Which means anyone can just call and cancel service anywhere without having consent as long as they have the address.

Complaint Type: Billing/Collection Issues

Status: Unanswered

04/22/2019

My meter stopped functioning properly in July 2017. I was never notified of an issue and continued to pay my bill. In November 2018, my balance due was \$0.00 which made no sense. I called to clarify and was told they had been estimating my bill for months. I was paying higher than normal bills due to past years' bills. I was told no one was available to fix my meter until 12/28/18. In December I received a ridiculous bill. I was unable to pay at that time. I waited until February 2019 to pay the bill in full which was \$909.10. In March again, my balance was \$0.00. I called back and was given the runaround for several days. When I finally reached someone, my total was already over \$600 and I was 83 days into my billing cycle. They had been billing me since Dec 28, 2018 which I thought was already taken care of with my payment in February. My bill said nothing about further past due amounts, so I thought I was square. The lady told me that was to "catch me up" from past amounts which was...

Expand Complaint Details

Complaint Type: Problems with Product/Service

Status: Unanswered

04/22/2019

I have a past due amount and I am a single mother trying to make ends meet. I offered PP&l 50% payment of my bill and make payments weekly if I have to so they don't leave my two children and I without electric, they refuse! I don't know what to do! This feels unfair!

Complaint Type: Billing/Collection Issues

Status: Unanswered

04/11/2019

Hello, I have an issue with PPL Electric. I am the home owner of the residence at *** * *** **, wormleysburg Pa *****. There are multiple issues at play here. 1. The account information is not correct for my home. PPL has not corrected that since i purchased the home in 2016, therefore i am not receiving the correct notifications. 2. I was placed on a budget plan that i agreed to dating back to 1/2018. I agreed to pay 278\$ a month. I have been paying that amount since then. For as far back as i can see online, i have not missed one payment. I even payed an extra payment on 7/17/18. Somehow ppl says that i owe 1300\$ or my electric will be shut off. Now i never claim to be the smartest person, but if myself and PPL agree to a budget of 278\$ a month and i havent missed a payment, how do i owe 1300\$? When i call, they just tell me i owe the money or my account will be shut off. I can not afford to pay 1300\$. Hence why i was put on a budget.

Complaint Type: Billing/Collection Issues

Status: Unanswered

03/25/2019

I called to set up a payment arrangement I had a loss in income they want me to pay \$883.00 by tomorrow I do not have that much money I asked if they could set something else up so that my electric doesn't get shut off they told me no I currently have 4 people in my household ages 52, 41, 19, 17 there is only one income right now I only want a reasonable payment agreement

Complaint Type: Billing/Collection Issues

Status: Unanswered

02/24/2019

I have called numerous times to pay bill and on several occasions I have tried to pay more than past due balance and they would not accept it. I have also made a few complaints about the extraordinarily high bill . We are a two person household and we both work so nobody is even here most of the days and our bill has been between 400.00 and 800.00 seems nearly impossible. However the times I have brought it up my complaints were completely ignored so the people on their end could try to belittle their customers for having difficulty keeping up with ridiculous bills . Also amount owed is never the same you can talk to three people in one day and get 3 different answers.

Complaint Type: Problems with Product/Service

Status: Unanswered

02/23/2019

Wife and changed home she cancelled service at the old residents and started an account at the new place They turned off the power to the wrong place on Saturday the 23rd of February After 2 hours and four service reps say they can't do anything or help all Wife and I ha to spend money on a hotel for two days since they won't help till Monday

Complaint Type: Billing/Collection Issues

Status: Unanswered

02/19/2019

I lived in my home for three years. During that time new electrical boxes were installed. This caused my bill to skyrocket and when I went to sell my home in the summer of 2018 I owed about 1k more than I expected to without the benefit of warmer or cooler air. I made an agreement with them to pay the money back and was making monthly payments. One month, I decided to prepay for the next month. They did not tell me that prepaying would go to the month I paid in and it was sent to collections. I quickly called and they said that although it was sent to collections, no one picked it up, and I could be reinstated. Then I got a notice I was sent to collections. Now they are showing up on my credit report and I want it removed. I have paid my bill in full.

Complaint Type: Billing/Collection Issues

Status: Unanswered

02/11/2019

I spoke with the representative Id ***** Who is so rude and sarcastic I told her what you speak with the supervisor shit for me that she could I transfer me over to one. And that I ask a question regarding bike how is she said she could not assist me

Complaint Type: Problems with Product/Service

Status: Unanswered

02/06/2019

Today, for the third time in the last few years, we had to chase a PPL contractor off of our property. We arrived home to find them trimming a tree on our property. The justification, obviously, is that it overhangs a section of their power line. However, that section of line serves no earthly purpose. It runs from the pole our transformer is mounted on to another pole and ends. It provides power to no one and electrifies nothing. PPL sent someone to look at it after the last incident and I had hoped it would be noted in their system. If they are so concerned about it, all they need do is disconnect it. The tree in question is a mature beech and is a prominent feature in our landscaping. When it needs work, I call a certified arborist, not a bunch of semi skilled laborers. This incident was particularly distressing because it is a third incidence. Also because no PPL representative asked permission to enter my property to perform this unnecessary work. I blocked their truck in ...

Expand Complaint Details

Complaint Type: Problems with Product/Service

Status: Unanswered

02/02/2019

Overpaid bill by additional zero and due to the nature of the payment(direct bill pay) which was a wire transfer gaurenteed from my bank ***** they could not cancel or retract the payment. The company gave me a different answer (after speaking with 5 different representatives and a supervisor) regarding when and how I would receive my \$1200 refund. Monday I was told my check would be in the mail, instead I received a letter stating how I would be able to request a refund- and NO CHECK. They have been giving me the run around and have even hung up on myself and the bank during a recent conference call.

Complaint Type: Billing/Collection Issues

Status: Unanswered

02/02/2019

On December 15, 2018, I signed up for a electricity supplier (*****) through PP&L's "standard offer" process. PP&L sent a confirmation e-mail the same day stating the rate would be a fixed 6.546 cents per kilowatt hour. When PP&L billed me for the period of Dec 19 through Jan 22, I was billed at over 12 cents per K/H at a variable rate. I contacted PP&L; they told me they would coordinate with the supplier, *****, and call me with a resolution within 5 days. When I was contacted, PP&L claimed they were unable to reach the supplier and told me it was now my responsibility to contact *****. When I did, ***** told me PP&L never forwarded the necessary paper work to indicate I had signed up for the fixed rate. I called back PP&L, and spoke to three different people over the course of a single day, none of whom were able to work with me to resolve the dispute. Each person simply referred me to a different department or ***** . Given that the ...

Expand Complaint Details

Complaint Type: Billing/Collection Issues

Status: Unanswered

01/26/2019

I did reside at *** ** ***** ** in Allentown from 2008-2009 and moved to *** ***** Allentown ending 2009. Then 2010 I moved again to ***** Freemansburg PA where I received a bill stating that I owed money from 2009-2010 from *** ** ***** **, but impossible because I did not reside there. I do recall calling and canceling the electric service when I moved ending 2009. I do have my leases for the address above to proof I did not reside at ***** ***** ending 2009.

Complaint Type: Billing/Collection Issues

Status: Unanswered

01/25/2019

I moved into my new home on July, 13, 2018. At my previous location I had ***** through PP&L, when I moved I got a new account through PP&L and closed my previous account which should have started a new 12 month term with Clearview. ***** is telling me PP&L only transferred the information but never restarted my 12 month term. While PP&L is telling me that

I had to create a new account when I moved. I have spent hours on the phone with both companies, and even had them both on the phone at the same time and ***** said it was against their policy to speak to PP&L. Since that happened my fee per kwh has doubled the last two months. I went from paying 0.07898 per Kwh to \$0.1199 PER KWH in November then to \$0.1479 PER KWH in December. I have asked both companies to reimburse me the difference, and the fees, but neither are willing to and say that the other is responsible. I can show my payment history on my account only goes back to August of 2018 pro...

Expand Complaint Details

Complaint Type: Problems with Product/Service

Status: Unanswered

01/25/2019

Can't find a customer service rep a person that I can discuss how I can pay online with a different payment amount it does not give you an option to talk to anybody or an option to change a different amount

Complaint Type: Problems with Product/Service

Status: Unanswered

11/04/2018

When installing a new utility pole, the workers completely cut down my lilacs which were less than 10 feet tall and not near the new pole, in fact they were much closer to the old pole and were never disturbed once in the 15 years that I have lived there until now. But the main issue is that they RIPPED OUT my sump pump lines, right out of my yard, from over 30 feet away which caused a catastrophic flood on my property. This is totally and completely unacceptable. I demand compensation for this.

Complaint Type: Problems with Product/Service

Status: Unanswered

10/30/2018

I selected refund, but this is about their rebate that I never received after installing a new heat pump. I installed a new qualifying heat pump in February of this year. Within 30 days (they give you 90) I printed out and filled out completely the rebate form. I sent all the necessary papers via the post office to *** and I never heard back from them. Rebates usually take a while, so I forgot about it until August. So I called them to see where the rebate was and I was told there was no record of my rebate. The lady gave me an email address to contact, so I resubmitted everything. A couple weeks later I received an email saying it was denied with no reason. So my wife proceeded to call 3 times and left messages that were not returned. I also emailed them with no response. All the papers were filled out with all the information they requested and all the receipts were included. We would like to know the reason our rebate was rejected? I'm worried this could be happening to other **...

Expand Complaint Details

Complaint Type: Billing/Collection Issues

Status: Unanswered

10/07/2018

I own the house at **** * ** the elec is in my mothers name ***** **. For 4 years I have ask ppl to stop charging my mother commercial elec they refuse to change the service to residential it is not a store or a shop its an Apartment. They keep charging her a higher price for service when she is on a fix income. four years of this and I have called them 3 times.

Complaint Type: Problems with Product/Service

Status: Unanswered

10/05/2018

We've taken over a property on 11/16/17 who have been using PPL for their electricity. They had 420 accounts with them. We've been trying to changeover all the accounts for the past 10 months without success. I've called over 20 times and each time I call, I get a different agent. I explain what I need and she tries to help me, but after an hour she hangs up on me, and I have no way of reaching the same person. So I call again and try someone else, but whatever I am told to do does not get fully done since no one is properly following with it. I have been a able to change over a couple of accounts, but not the full list. Therefore, the old management is still getting bills that relate to us, and are not paying them, so they are overdue.

Complaint Type: Billing/Collection Issues

Status: Unanswered

10/01/2018

This is a complaint about their "budget" program. They make it sound like they are doing the consumer a favor but in reality they do everything possible to steal more money out of you. The past 4 months (summer months with one A/C unit) we have paid them \$1,439.00. Then they call again today and threaten a shut off unless we pay another \$300. How is this a budget??

Complaint Type: Problems with Product/Service

Status: Unanswered

09/28/2018

The ppl electric utility shut power to my house on a tenants request, before the lease ended. As a result my basement was flooded, doing damage to my furnace , other items and stored property and creating a potentially dangerous mold condition. . The electric company had my contact information as the owner . They should have notified me of the shutoff. I would have transferred the account to me. They sent a man out to the property to shutoff electric but couldn't make a call or email me. There are 2 electric sump pumps and a French drain, that keep my basement dry.

Complaint Type: Billing/Collection Issues

Status: Unanswered

09/21/2018

In early August I signed up for PPL's promoted "Standard Offer" to change my electricity provider to any of their choice that meets their standard offer price. The website instructed me that they would take care of the rest. A month later when paying my bill, I noticed that my provider had still not switched, and I was being billed for roughly 50% more than the rate I was quoted at. Since then, I have called and spoken with a customer service rep on 2 different occasions - the last being over a week ago. Both times, they told me they didn't understand why it hadn't been switched over yet, and that they would escalate to another department. I was instructed that I should receive a call back on both occasions. I still have not heard back from them. I continue to be unable to get an answer from the company as to why my request has not been fulfilled, despite the typical turn around being only 1 week. We are now closing in on 2 months. There appears to be absolutely no urgency from the com...

Expand Complaint Details

Complaint Type: Billing/Collection Issues

Status: Unanswered

09/12/2018

I had arranged a payment agreement with Pp&L electric company in which they failed to let me know that, although I made the initial payment. I would be expected to make an additional payment later that month.. I received a shut of letter at which point I called Pp&L, I was instructed to make a double payment that would catch me up and put me in good standings once again, needless to say, I made the double payment.. two weeks later my light where turned off.. because of this missed payment back in June (we are now in September) my services where disconnected. I called Pp&L and discovered that I was not told about the additional June payment. I'm good faith, I asked what could be done to rectify this error. I was told that, although I was never told of this payment, and even though I just made a double payment two weeks prior. I was expected to pay and additional \$561 to get my services back on.. The communication with this company is horrible. The customer service is ...

Expand Complaint Details

Complaint Type: Billing/Collection Issues

Status: Unanswered

08/25/2018

My daughter called in to make a payment arrangement on 8/21. The woman gave her a date for the payment to be made on 8/31. We received notice today that the due date is 8/28 not 8/31 as promised. Customer service refuses to honor that date. My daughter does have a recording of the entire conversation with the women giving her the date of 8/31.

Complaint Type: Billing/Collection Issues

Status: Unanswered

08/22/2018

They neglected to generate a bill for me in the month of March 2018. Then tried to double bill me in the month of April 2018. I have been trying to get get them to fix this and now they are threatening to turn off my electric. Their only offer was a payment plan which I cannot afford as

I am a single mother of two small children 8 yea RDA old and 2 years old. I have called them several times regarding this and they continue to blame me for their mistake. After speaking with several other people that use PP&L as their supplier I have learned that they have done the exact same thing to them.

Complaint Type: Problems with Product/Service

Status: Unanswered

08/20/2018

*** has aggravated me to the point that I am considering being *****. There are two apartments in the house I rent. If my landlord did not require that we use *** ***** I would be overjoyed to switch to a more reputable company. I moved in on December 1, 2017 and the owner kindly kept our meter under his name until January 9th, at which point I called and switched it to my name: same address, same account, same meter. When the other tenant moved into the upstairs apartment mid-February and set up her service, she received a bill under her name and I had not received anything in my name. We both inquired about this separately, and made frequent phone calls for over a month (*** never follows up and each Customer Service Representative tells you something differently from the last). Instead of checking to make sure the correct meter was attached to the correct account and looking at the start date of service, I was informed over the phone that they had (accidentally, even though t...

Expand Complaint Details

Complaint Type: Billing/Collection Issues

Status: Unanswered

08/20/2018

On May 10, 2018, I received a collection call regarding past due bill due. I returned the call and spoke with a woman who reviewed my records and confirmed that the collection calls were an error and my account was up to date with payments. (Note: I am on the OnTrack payment plan in which my bills are only to be paid when a bill is received due to the payment stub needed.) No bill has been received since. Friday, August 17th, 2018 I received another call in which I returned the call same as before. I was then told the women I had spoken to previously gave me incorrect information and because of her error I have to pay \$372 by 08/30/2018 or my electricity will be shut off. The male representative I spoke with told me because of the previous representatives' error they were unable to provide me with a bill because the system showed I was current.

Complaint Type: Billing/Collection Issues

Status: Unanswered

08/02/2018

I closed my account on June 3rd, 2017 and was told my balance on the account was \$695.26 and I would have 10 days to pay it. Considering I am a single mom and live paycheck to paycheck these funds were not available to me at the time. I am trying to remove this account from my credit and when calling the collection agency to get an early settlement amount the amount they gave me is not even 20% off the balance of \$1737.91. My bigger concern is the balance they are

requesting in the amount of \$1737.91 would total up to three more months of service since my stopping services. I am willing to pay off the balance of \$695.26 which is realistically the amount owed. They collection agency is not agreeing to this amount as they are going by the documentation submitted from PPL so I would like to contact PPL directly for this dispute.

Complaint Type: Problems with Product/Service

Status: Unanswered

07/23/2018

PPL Corporation is currently in the process of replacing the meters on all of their customer's properties in, what I can only assume, is an effort to streamline and better monitor customer usage of their electric service. A few months ago, I was contacted by the vendor PPL hired to replace their meters. I cooperated with Grid One Solutions (their vendor), but received notification that they were unable to reach my meter and therefore unable to replace it. The issue is that the stone work on the outside of my house extends out in front of the box. After finding out that they were unable to replace it, I heard no more about the situation. I assumed that somehow the issue had been resolved. On Saturday, July 21st, a PPL representative in a company vehicle came to my home. He informed me that in ten days, if I don't resolve this issue with my box, they will discontinue my electric service. I currently rent my home. So, they've left me ten days to deal with my rental agency, ...

Expand Complaint Details

Complaint Type: Billing/Collection Issues

Status: Resolved

07/23/2018

Over a year ago I contacted PP&L electric on behalf of my tenant ***** because they were charging him for two different apartments. *** ***** was being charged for electricity at ** ***** ***** #** Whitehall, PA ***** when he was living at ** ***** ***** #**, Whitehall, PA *****. I called and spoke to a representative and advised that they needed to revise the bill and charge the bill to our company ***** because the tenant was not responsible for that bill at the time. The representative that help us at the time told us she would get it corrected. On July 23rd 2018 *** ***** came to our office because PP&L sent the bill to collections and never rectified the account and when the tenant called to ask why the representative advised him there was nothing else that could be done. This is unacceptable! This is impacting the tenants credit score and preventing him from purchasing a home. They advised they would take care of it and never did.

Complaint Type: Problems with Product/Service

Status: Unanswered

07/05/2018

We moved out of our rental condominium through PMI of Lemoyne PA on Jan 16th 2018. PPL electric utilities continued to bill us via auto pay for 5 more months in to June. I finally saw an email from them about the upcoming charge and called to find out why we were still being billed for a property we haven't occupied since January. They stated that they had no record of us

notifying them of our intent to vacate, and because of that this was a personal matter between us and PMI. Even though PMI notified them to confirm that we did in fact move out on 1/16/18, and that they have mistakenly been billing us since, they are going to keep our money and that we need to take it up with PMI. Simply because their customer service rep neglected to document the account, they are trying to legitimize keeping our money that they knowingly charged from our account in error.

Complaint Type: Billing/Collection Issues

Status: Unanswered

07/04/2018

I purchased a home a little over a year ago, and had electricity put into my name. I was the book keeper for a business and used my home address and email address for an account that was closed and transferred to the business owner prior to this. *** claims they apparently charged this old account off for non payment without ever calling or sending me any indication I owed a balance. I have a personal account which shared the same contact information as the previous account did. *** staff are unwilling to provide me with account information but are willing to hold me responsible for this account which doesn't even have the right address. The rep could not even tell me when this address was out on my previous account or why I had not been forwarded the information. I receive an email every month when my bill is due and not once did I receive anything from *** that I had an unpaid balance, with an address not associated to mine was applied to my credit report. The fact that the staff at ...

Expand Complaint Details

Complaint Type: Billing/Collection Issues

Status: Unanswered

06/28/2018

After being emailed a payment agreement by PPL they refuse to honor the agreement THEY just sent ME. Yes, I have this agreement in WRITTING! But they STILL took my payment without a problem! This is THEFT!

Complaint Type: Billing/Collection Issues

Status: Unanswered

06/27/2018

I found out that I have two account numbers under my information one of them was from a prior tenant and I ended up being responsible for the other persons balance or I was facing termination. I ended up paying the other persons bill which left my account behind as the other tenants bill was transferred to my account. Now my account is past due which I am not denying to pay and have contacted ppl to work out a agreement to pay a amount over what my prior agreement was and have been told that the only option available is paying almost the entire balance to keep my service on. I have completely told them I would like to take care of my bill and would sign a contract or anything that I need to. They told me to contact a church and other agencies for assistance and my service is still being terminated. I have offered to rectify this the

best that I can and have not once said I am not responsible for my bill however I am not being given any options other than what they are finding reasonable...

Expand Complaint Details

Complaint Type: Billing/Collection Issues

Status: Unanswered

06/23/2018

My electricity was mostly off for the past month. However, PPL sent me an extremely high bill stating an actual reading of the meter was done. I would like an investigation. No air conditioner or dehumidifier was used throughout the month. Where did the high charge come from? I was hardly home for the entire month. I feel the reading was false. I would like the bill to be adjusted accurately.

Complaint Type: Billing/Collection Issues

Status: Unanswered

05/25/2018

We moved from a rented house to one we bought. We were on budget billing and the year just renewed upon moving. They decided to charge the old house with new house and offered a payment plan to pay off both. I asked for the readings and was denied those. upon the regulated meter being exchanged the reading was off and ppl stated to me i overpaid \$800. This was never applied to my account and i am after over a year now still being harassed and threatened with power being shut off for \$1000 they fail to prove is a legitimate debt.