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December 26, 2021

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, PA 17120

DATE OF DEPOSIT

DEC 28 2021

RE: Kenneth Singh v. PPL Electric Utilities Corporation
Docket No: C - 2021 - 3028984

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Dear Ms. Chiavetta:

The Certificate of Satisfaction was received by myself, the Complainant on Tuesday, 12/21/21. However there are **serious objections** which are addressed in this letter.

The Commission is now notified of these objections, today the 26th of December, 2021, which are as follows;

1. On the day of the Hearing, December 16, 2021, 2 PM, I heard suggestions of Settlement, which confused me. I was prepared for the Hearing. I had already rejected Settlement suggested by Ms. Krupka few weeks earlier. In my confused state I thought perhaps I should settle. However, by next morning, less than 24 hours later I realized that I had committed a major mistake. I emailed a message to Judge Barnes of my regret and guilt, and requested her to kindly reschedule and reinstate the Hearing. Also apologized for the inconvenience I had caused. A day later I informed Ms. Krupka that I wanted to reinstate the Hearing and apologized for the inconvenience.
2. The Customer Service provided by the Respondent is of a poor quality, details of which will be provided in the Hearing.
3. Based on my experience, I am certain hundreds of other customers suffer frustrations similar to mine. They do not file complaints for various reasons such as, lack of time, knowledge, convenience, expense, etc.
4. The main reason for filing my complaint was to encourage the Respondent to improve its Customer Service. If the Hearing is denied there will be no incentive for improvement and the shoddy service will continue.
5. The Respondent just gave me ten days to file my objections. This short period will end tomorrow the 27th. Last week was Christmas week and many people were off. For such times it would have more courteous to give 15 days. I wanted to consult someone in the Secretary's office but there is no time for that now.

Based on these objections, I, the Complainant, respectfully request the Commission to reinstate and reschedule the Hearing at its convenience.

Respectfully,



From: rchiavetta@pa.gov,

To: ksingh71@verizon.net,

Cc: EBARNES@pa.gov, kkrupka@grossmcginley.com,

Subject: RE: [External] Kenneth Singh v . PPL Electric Utilities Corporation

Date: Mon, Dec 27, 2021 9:21 am

Attachments:

Mr. Singh:

Complainants have 10 days in which to object to a Certificate of Satisfaction. The Certificate from PPL was dated December 17, 2021. The 10 day deadline is today, and the Commission will accept your objection.

However, emailed and faxed submissions are not acceptable as official filings. Therefore, please submit your objection by either opening and using an e filing account through our website, or please place your written and signed objection in overnight delivery today. The deposit date of December 27, 2021 will preserve your filing date even though the Commission will receive it later this week. Your objection will be placed on the record of the docket and your case will proceed under Judge Barnes.

Thank you.

Secretary Rosemary Chiavetta, Esq.

Pennsylvania Public Utility Commission

Commonwealth Keystone Building

400 North Street

Harrisburg, Pennsylvania 17120

rchiavetta@pa.gov

DATE OF DEPOSIT



DEC 28 2021

PA PUBLIC UTILITY COMMISSION

SECRETARY'S BUREAU

From: Kenneth Singh <ksingh71@verizon.net>

Sent: Sunday, December 26, 2021 11:30 PM

To: Chiavetta, Rosemary <rchiavetta@pa.gov>

Cc: Barnes, Elizabeth <EBARNES@pa.gov>; kkrupka@grossmcginley.com

Subject: [External] Kenneth Singh v . PPL Electric Utilities Corporation

Kenneth Singh
Kenneth Singh

DATE OF DEPOSIT

DEC 28 2021

PAPUE
SECRETARY'S BUREAU

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130 DONALD AVE
MIDDLETOWN, PA 17057
UNITED STATES US

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Part # 156297-4034-40000013200 06/22

TO ROSEMARY CHIAVETTA
PENNSYLVANIA PUBLIC UTILITY COM
400 NORTH STREET

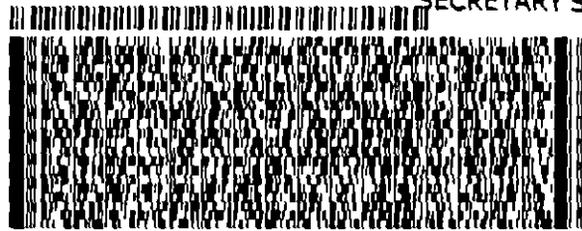
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DEC 29 2021

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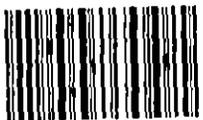
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