

Hi Rosemary,

Below see my request for Reconsideration. I have CC Kimberly Krupta and uploaded a copy to the e filing system.

I appeal and request reconsideration of the above case Wasserman Vs PPL on the following basis.

According to the PUC Customer rights and responsibilities as a customer these rights include:

- A clear and concise bill
- Fair Credit and deposit policy
- The right to know how your bill was Calculated

PPL has failed to provide a clear and concise bill with documentation of what this bill is for. More specifically dates of each bill and amounts for each month.

To this point PPL just added an amount to my existing bill ,without a detailed explanation as to what it is for. They have argued that I established

the service in my name in 1999 and it remained in my name until 2017. I requested that the service be taken out of my name and put in Sheila's

Name and was informed that she had to call. At that point that the account was established in Sheila's name it was no longer in my name. Obviously PPL was aware to close my account at that time. I have been trying to resolve this issue and receive my final bill details with multiple phone calls

since 2016 and each time I am sent to a different person or have not been able to receive resolution to this problem.

Since 2016 when I moved to Bedminster Rd in Perkasie, I no longer had access to the property.

In November of 2019, I requested service in my name at 427 Morwood road Telford Pa.. It took months for the account to start

being billed in my name and I believe that my landlord was billed for the service provided.

It appears to be a pattern that PPL takes too long to switch accounts into other peoples names causing inaccurate billing.

At the time that I established service I was required to pay a security deposit which I did and the utility was able to hold that deposit for a

maximum of 24 months. I have not yet received my security deposit back with interest.

A timely payment history has been established if a customer has paid in full on time for at least 12 months. The deposit earns interest

I have had my service at 427 Morwood Road Since 2019 and have not yet missed a payment.

With PPL just putting that balance on my bill it effectively makes me appear behind on my bill and damages my credit rating. It also allows them to continue to collect a bill over 4 years old.

The PUC mentions in it's Customer rights that billing errors sometimes due occur. I believe in this case it has Occurred. Yet not one person has taken this into account and required PPL to at least provide a date range months for example Jan 2016 for electric service x amount of dollars.

According to the PUC customer rights The utility CANNOT shut off service for non payment more that four years old.

At this point it going by PPL date of 2017 it has been more than 4 years; PPL

PPL claims this billing amount is owed by me because I lived at The 605 address and they mention dates but have never

provided what specific month and date and amount it was for. In the documents that PPL has provided some items were just listed as .48 or .68 cents with no explanation as to what it is for. They clearly are aware the account is not in my name and the fees do not explain what they are for.

I respectfully request a clear and concise bill detailing what these amounts are for and if there is a balance that is due from when the account was in my name I will be happy to make arrangements to pay it. If it is older than 4 years PPL should not be billing me for it. or terminating my service.

It has been documented in this case that I requested a payment arrangement. however that is only after receiving a correct accurate bill so I am paying what I owe. I have not requested a payment arrangement on anything to this point until I know what I owe. PPL has provided inaccurate dates and statements in this case and I do not understand why this is allowed to continue. If these statements made by them are true show me a signed document or call where I requested payment arrangements or made payments towards any of the 3600.00 that was billed. I did not request it. I did request that the commission grant me a payment arrangement once I receive an accurate bill and know what I am being billed for. I don't think that.s to much to ask for. PPL provided me a detailed statement of my current account since It was established and they list the 3634.25 as regular bill each month and that's not correct regular bill for what?.....

I had filed bankruptcy in the past and some of this balance may have been listed in the bankruptcy, Without the specific dates and details of the billing amount I have no way of knowing what amounts may have been included.

I respectfully request that the commission require PPL to provide an accurate detailed bill so that I know what I am being billed for, and remove this amount from my current account until they do so.

Thank you kindly for your consideration.