

1/31/2023

To Whom this may concern

I am writing this letter to apologize for not responding to PPL's (1) Preliminary Objection and the (2) Answer filed with the Public Utility Commission on behalf of PPL Electric Utilities Corporation in the above-referenced proceeding. I was not even aware I had to, I am not an attorney and do not deal with any of this type of stuff on a daily basis. On or around 1/29/2023 I was very upset that I hadn't heard anything about this matter, so I logged onto the PUC website to see if I was able to get any updates. I asked that someone please call me so I was able to get an update and thankfully someone called me back and asked why I haven't responded to the objections. I explained to the person that I didn't know I had to. I also explained to them that I got a email back on Dec 27th 2022 with some legal documents attached. I didn't understand what they were or what they meant so I responded to the email asking what they where and I got no response so I was under the impression that it was just something that the PUC was handling and that I was just CC'd on the email cause I had to be.

Now that I know I have to respond please except this Letter and the below statement as my response.

I Jason Thomas understand that the PUC cannot order PPL to pay for damages, however this complaint is not just about damages. This claim goes much deeper than that, this claim is about PPL providing safe, reliable, adequate service to its customers. I don't feel as though they provided me with any of that these losses could have been much worse then they were I have 4 children that live in my home and they all have high end electronics that are always plugged in not to mention all of the other items in my home that are plugged in that could have been damaged. This claim is also about the Integrity of a company. Not only did PPL NOT provide safe, reliable adequate service to my home but when they found out about the issue with the wires coming into my home they didn't even bother telling me about it. I found out by taking my trash out at night and almost tripping over a black pipe in my yard. They put no notice on my door, there was no call made to me, both of these things could have easily been done. Finally after hours of being on hold and being transferred around I spoke to a gentleman that kind of explained the issue to me. At that point I told him about all the stuff dying in my home he immediately said yes the issue with the service wire is what most likely caused the items to die and that he would get back to me. Well after 2 weeks of me calling him, leaving messages and sending him emails I was finally able to get him on the phone. During that phone call he explained that PPL was at fault, and they would except responsibility for what happened. Then I got the form to fill out and after countess hours searching for all the information they requested I turned it in Then again after weeks of waiting I finally got told NO they will not honor their previous decision that they made a mistake. I asked several times for them to provide me with a printout of my electrical chart of usage for a certain time period. They would not give it to me. I asked to see all

the information they used and looked at to determine their decision and that would support their statement that there were no abnormal spikes. So where is the integrity in this company? They have none. Unfortunately I do not have the option to use any other company to deliver my electricity because PPL has a monopoly on that , there are no other companies that can deliver my electricity. So, as you can clearly see this is not just about damages, this is about PPL not being a trustworthy company that has no regard for or remorse for their actions or standing behind what they tell consumers they are an untrustworthy company. Never once was I asked if my family or I were ok or were injured due to what happened . To this day I still haven't been given an explanation as to what happened in a way I could understand. I was told it was my fault for not having my appliances on GFCI protected outlets (your not supposed to do that) appliances like your fridge , washer, dryer , should not be ran off a GFCI outlet di to when the motors kick on and off they send a surge of power and can cause a false trip of the outlet then you lose all your food .

Thank you in advance.

Jason Thomas

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