

Commonwealth of PENNSYLVANIA
PENNSYLVANIA Public Utility Commission
Commonwealth Keystone Building
400 North Street

HARRISBURG, PENNSYLVANIA 17120
March 8, 2024

DATE OF DEPOSIT

MAR 25 2024

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Joseph McAndrew
v

PPL UTILITIES CORPORATION

F-2023-3041730

I do NOT agree with the decision
of F. Joseph Brady, Administrative Law
Judge and am filing the following
exceptions:

1. PAGE 3 #4. Let's look at this statement.

In December 2022 the Customer Meter
data was not transferring from PPL's meter
data management system, to its customer
service system.

This statement starts off that the PPL
(MDMS) failed, and PPL used this failed
system to send out bills to me based on
estimated usage.

2. PAGE 3 #5

on December 29, 2022 PPL issued another

BILL to Mr. McANDREW for \$433.90, based on Estimated usage. BOTH bills are based on the (MDMS) failed system.

I also stated that these BOTH bills were based on Estimated usage.

This estimated usage is also based on a failed, faulty system. So I then called the PPL 800 customer service number. The Representative said PPL use to read meters at Peoples homes, now they just estimate. They use your previous year's bill for the same month and increase it. They estimate that everyone uses more electricity every month, whether they really do or not. I said our kids moved out, so we use less. She laughed, Mr. McAndrew, it doesn't really matter, PPL estimates that everyone uses more.

I asked how do they estimate? She said well there is a small room behind my desk, that is for estimating, but NO ONE has ever gone into that room while I worked here, for years. MAYBE now with 800,000 customers really angry, someone's going to have to explain that we don't have estimators and face the customers about this.

DATE OF DEPOSIT

MAR 25 2024

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Joseph McAndrew
Customer



PRESS FIRMLY TO SEAL

Retail



17120

U.S. POSTAGE PAID
PME 1-Day
MACUNGIE, PA 18062
MAR 25, 2024

\$30.45

R2304H108000-78

RDC 07



PRIORITY
MAIL
EXPRESS®



EI 219 875 094 US

CUSTOMER USE ONLY

FROM: (PLEASE PRINT) **PHONE:** 610-966-4537

Joseph McAndrew
85 W. Chestnut St
MACUNGIE, PA
18062

RECEIVED

PA PUBLIC

PAYMENT BY ACCOUNT (if applicable)

USPS® Corporate Acct. No. Federal Agency Acct. No.

ORIGIN (POSTAL SERVICE USE ONLY)

2-Day Military

DELIVERY OPTIONS (Customer Use Only)

SIGNATURE REQUIRED Always. The mailer must check the "Signature Required" box if the mailer: 1) Requires the addressee's signature; OR 2) Purchases additional insurance; OR 3) Purchases COD service; OR 4) Purchases Return Receipt service. If the box is not checked, the Postal Service will leave the item in the addressee's mail receptacle or other secure location without attempting to obtain the addressee's signature on delivery.

Delivery Options

No Saturday Delivery (delivered next business day)

Sunday/Holiday Delivery Required (additional fee, where available)

*Refer to USPS.com® or local Post Office® for availability.

PO ZIP Code	Scheduled Delivery Date (MM/DD/YY)	Postage
18002	03/26/24	\$

Date Accepted (MM/DD/YY)	Scheduled Delivery Time	Insurance
03/25/24	10:00 PM	\$

Time Accepted	Return R
12:57 PM	\$

Special Handling/Fragile	Sunday/Holiday Premium Fee	Total Pos
\$	\$	\$

Weight	Flat Rate <input checked="" type="checkbox"/>	Acceptance Employee Initials
2 lbs.		CT

TO: (PLEASE PRINT) **PHONE:** 800-692-9380

Commonwealth of PA
PUC
400 NORTH ST
HARRISBURG, PA
17120
17120

DELIVERY (POSTAL SERVICE USE ONLY)

Delivery Attempt (MM/DD/YY)	Time	Employee Signature
	<input type="checkbox"/> AM <input type="checkbox"/> PM	

Delivery Attempt (MM/DD/YY)	Time	Employee Signature
	<input type="checkbox"/> AM <input type="checkbox"/> PM	

For pickup or USPS Tracking™, visit USPS.com or call 800-222-1811.
\$100.00 Insurance Included.

PEEL FROM THIS CORNER

LABEL 11-B, MAY 2021

PSN 7690-02-000-9998

E

CMPC

717-705-1952

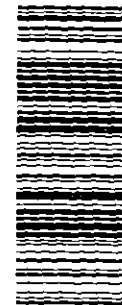
3/26/2024 7:43:16 AM

To: PUC MASTER

Agency: PUC

Floor:

External Carrier: EXPRESS



EI219875094US