

Joseph D. Zinobile
4172 Nantucket Dr.
Mechanicsburg, PA 17050

717-736-9969

Tuesday, April 23, 2025

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Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street, 2nd Floor
P.O. Box 3265
Harrisburg, PA 17105-3265

Re: Joseph D. Zinobile v. PPL Electric Utilities Corporation
Docket No: C-2025-3054118

Dear Secretary Chiavetta:

I am writing in response to the emailed document from Post & Schell, PC that I received on 4-10-25 by which PP&L has responded to my complaint.

Having never been a lawyer, I don't understand a good bit of what was included in the Post & Schell document, but I do want to clarify a few things. Please bear with me as I go along.

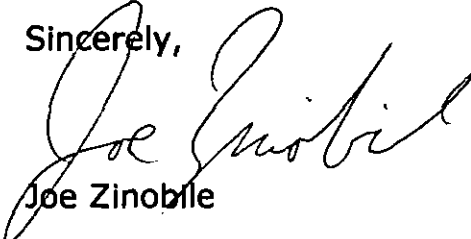
1. Moving the mailing address from Allentown, PA to St. Louis, MO (about a 900 mile trip from here) simply had to have been to save money. Why else would they do that? Their denial of this puzzles me some. Can attorneys and public utilities just say whatever they want to in such matters regardless of degree of absurdity / likely untruthfulness? I could, of course, be wrong. There could, of course, be some other sort of reasonable explanation for the move. And I'd sure like to hear it if so!
2. Although I am not an expert in matters of mail delivery and so forth, could it possibly be the case that a 900-mile increase in distance makes no difference in mail delivery time?
3. Why are these folks allowed to do things like this rather than being bound to honoring the post-mark date on mailed payments rather than the date and time they get around to processing things? I'm annoyed

by all this, but for many people, these fees are more than an annoyance ... something we all rely on the PUC for ... to protect us from such faithless behavior by a public utility with no competitors.

4. This behavior, which I regard as faithless, is the matter at hand here, not the \$3.27 I was charged (and then refunded). They shouldn't be allowed to do both: move far away and then assess their captive customers for the time-delay consequences.
5. Please have them refund all such fines to all customers whose mailed payments were post-marked prior to their due dates ... retroactive to the date on which they moved 900 miles away.
6. Oh, and I almost forgot: to pay electric bills online generates other fees, which is why I spring for 73 cents each month and mail in my payment.
7. And finally, I have to say that I got a little chuckle out of the propaganda within Answer #7 on pages 2 & 3: "... in the same fair and respectful manner as it does all its customers." A matter of opinion, I guess.

Thank you for taking the time to consider my complaint.

Sincerely,



Joe Zinobile



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