

I, Sandra Bush, hereby disagree with the New Matter #4 and #5. They state one is delivered at “high” voltage while the other is “OFTEN” delivered at “LOW” voltage. This means that it isn't always delivered at low voltage and could be delivered at high voltage which IF it is delivered at all if you are calling it a transmission or a delivery fee it is the same thing. No matter how you word it.

#7 Generation Charge – If you are NOT generating electricity. You cannot charge me for a generation fee. You don't generate it so you cannot charge me for generation. You are charging me per kilo based on what you pay for it so why charge me a fee for generation when you are NOT generating it?

#10 Customer Charge- You are charging me a customer charge for “meter reading, service line maintenance, and equipment”, You don't read my meter. It is automatically sent to your computer. You definitely don't do line maintenance or service your equipment. So what is the customer service fee for? On top of that....Your customer service people are over seas and you can barely understand them 90% of the time.

#13 DSIC charge is to “Improve Your System” You would think for a company that has been sued for padding your bills as often as you do...for not supplying the power or doing the maintenance you should....you should pay to improve your systems yourselves with your own profits and not charge us more to do it.

#15 Smart Reader On top of everything else you are charging me to have the smart reader. So I am also getting charged the smart reader fee and the customer service fee for the smart reader.

As you can see...I am getting charged twice for the same things. The smart reader/customer service fee and for the generation/transmission fee. No matter how PPL words it, no matter how they twist it, they are charging their customers twice for the same things to pad their profits and to make them pay more money. All of this on top of the fact that they broke my heating unit and are failing to pay for it, leaving us in the cold, and charging us more money because we have to use portable heating units to heat our home. This whole thing is just a circus because they are a big corporation who thinks they are untouchable by regular people and by courts.