
Emily S. Grecu

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412-506-6368 Direct
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File #: 219216

May 13, 2026

VIA ELECTRONIC FILING

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

Re: Justin Cohen v. PPL Electric Utilities Corporation
Docket Nos. C-2026-3061841, C-2026-3061842, C-2026-3061843, C-2026-3061844,
C-2026-3061845, C-2026-3061846, C-2026-3061847, C-2026-3061848,
C-2026-3061712

Dear Secretary Chiavetta:

Attached for filing please find the Motion to Consolidate Complaint Proceedings on behalf of PPL Electric Utilities Corporation in the above-referenced proceeding. Copies are being provided as indicated on the Certificate of Service.

Respectfully submitted,


Emily S. Grecu

ESG/bfc
Attachment

cc: Certificate of Service

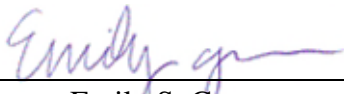
CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing has been served upon the following persons, in the manner indicated, in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a participant).

VIA EMAIL AND FIRST-CLASS MAIL

Justin Cohen
2980 Allesandro St. Apt. 310
Los Angeles, CA 90039
Justin.michael.cohen@gmail.com

Dated: May 13, 2026



Emily S. Grecu

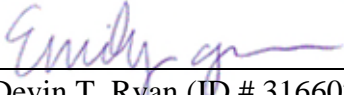
**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Justin Cohen	:	Docket Nos. C-2026-3061712
	:	
	:	C-2026-3061841
v.	:	C-2026-3061842
	:	C-2026-3061843
PPL Electric Utilities Corporation	:	C-2026-3061844
	:	C-2026-3061845
	:	C-2026-3061846
	:	C-2026-3061847
	:	C-2026-3061848
	:	

NOTICE TO PLEAD

YOU ARE HEREBY ADVISED THAT, PURSUANT TO 52 PA. CODE § 5.103(c), ANSWERS TO MOTIONS ARE DUE WITHIN TWENTY (20) DAYS AFTER THE DATE OF SERVICE, UNLESS THE PERIOD OF TIME IS OTHERWISE FIXED BY THE COMMISSION OR THE PRESIDING OFFICER. YOUR ANSWER SHOULD BE FILED WITH THE SECRETARY OF THE PENNSYLVANIA PUBLIC UTILITY COMMISSION, P.O. BOX 3265, HARRISBURG, PA 17105-3265. A COPY SHOULD ALSO BE SERVED ON THE UNDERSIGNED COUNSEL.

Kimberly A. Klock (ID # 89716)
Michael J. Shafer (ID # 205681)
PPL Services Corporation
645 Hamilton Street, Suite 700
Allentown, PA 18101
Phone: 610-774-2599
Fax: 610-774-4102
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hwilburn@postschell.com
egrecu@postschell.com

Date: May 13, 2026

Attorneys for PPL Electric Utilities Corporation

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Justin Cohen	:	Docket Nos. C-2026-3061712
	:	C-2026-3061841
v.	:	C-2026-3061842
	:	C-2026-3061843
PPL Electric Utilities Corporation	:	C-2026-3061844
	:	C-2026-3061845
	:	C-2026-3061846
	:	C-2026-3061847
	:	C-2026-3061848
	:	

**MOTION TO CONSOLIDATE OF
PPL ELECTRIC UTILITIES CORPORATION**

TO THE PENNSYLVANIA PUBLIC UTILITY COMMISSION:

PPL Electric Utilities Corporation (“PPL Electric” or “Company”) hereby moves to consolidate the above-captioned matters pursuant to 52 Pa. Code §§ 5.81(a), 5.103. The Company is requesting that the proceedings be consolidated for purposes of discovery, hearings, and adjudication because the Complaints all raise overlapping issues of fact and law. Also, the consolidation of the Complaints would avoid unnecessary costs or delay.

As explained herein, these proceedings involve nine complaints filed by Justin Cohen on behalf of BECM Holdings LLC and 19 Amity LLC (the “Complainant”).¹ The respective Formal Complaints filed at Docket Nos. C-2026-3061712, C-2026-3061841, C-2026-3061842, C-2026-

¹ BECM Holdings is the LLC associated with the Complaints filed at Docket Nos. C-2026-3061712, C-2026-3061841, C-2026-3061842, C-2026-3061843, C-2026-3061844, and C-2026-3061845. 19 Amity LLC is the LLC associated with the Complaints filed at Docket Nos. C-2026-3061846, C-2026-3061847, and C-2026-3061848.

3061843, C-2026-3061844, C-2026-3061845, C-2026-3061846, C-2026-3061847, and C-2026-3061848 (collectively, the “Complaints”) involve electric service at various addresses owned by the Complainant, make identical averments, and raise identical requests for relief. Therefore, in the interests of administrative efficiency and judicial economy, the Company believes that these matters should be consolidated.

In support of this Motion, the Company states as follows:

I. BACKGROUND

1. PPL Electric furnishes electric distribution, transmission, and default supply services to approximately 1.4 million customers throughout its certificated service territory, which includes all or portions of 29 counties and encompasses approximately 10,000 square miles in eastern and central Pennsylvania. PPL Electric is a “public utility,” an “electric distribution company,” and a “default service provider” as defined in Sections 102 and 2803 of the Pennsylvania Public Utility Code, 66 Pa. C.S. §§ 102, 2803.

2. PPL Electric was electronically served with the above-captioned Formal Complaints on April 13, 16, and 17, 2026.² The issues raised in the Formal Complaints include claims that the Complainant’s electric service bills contain incorrect charges, meter inaccuracies, and “administrative failures” by PPL Electric. (*See generally* Complaints, ¶¶ 4, 5.)³

3. On May 4, 6, and 7, 2026, the Company filed its respective Answers and New Matters to the Complaints. The Company filed New Matters to these Complainants because the

² The Complaint filed at Docket No. C-2026-3061712 was served on the Company on April 13, 2026. The Complaints filed at Docket Nos. C-2026-3061841, C-2026-3061842, C-2026-3061843, and C-2026-3061844 were served on the Company on April 16, 2026. The Complaints filed at Docket Nos. C-2026-3061845, C-2026-3061846, C-2026-3061847, and C-2026-3061848 were served on the Company on April 17, 2026.

³ The Complaints have been attached hereto as **Appendices A-I**. Any potentially confidential information has been redacted from the same.

accounts referenced in the Complainants are listed under BECM Holdings LLC and 19 Amity LLC which are business entities requiring representation in an adversarial proceeding.

4. The Complainant is the authorized representative of BECM Holdings LLC and 19 Amity LLC, the entities associated with the service addresses referenced in the Complaints.

5. The Complainant is currently an electric service customer of PPL Electric.

II. LEGAL STANDARDS

6. Section 5.81(a) of the Commission’s regulations authorizes “[t]he Commission or presiding officer, with or without motion,” to “order proceedings involving a common question of law or fact to be consolidated.” 52 Pa. Code § 5.81(a).

7. Further, “[t]he Commission or presiding officer may make orders concerning the conduct of the proceeding as may avoid unnecessary costs or delay.” (*Id.*)

III. MOTION TO CONSOLIDATE

8. The Company herein respectfully requests that the Complaints at Docket Nos. C-2026-3061712, C-2026-3061841, C-2026-3061842, C-2026-3061843, C-2026-3061844, C-2026-3061845, C-2026-3061846, C-2026-3061847, and C-2026-3061848 be consolidated for the purposes of discovery, litigation, and disposition because: (1) the Complaints all raise common issues of law and fact, and (2) consolidation would avoid unnecessary costs or delay.

9. All of the Complaints concern electric service at various addresses owned by the Complainant. (*See generally* Complaints, ¶ 1.)

10. In all of the Complaints, the Complainant raises high billing concerns, the accuracy of the electric charges and meter, and references “administrative failures” by PPL Electric. (*See generally* Complaints, ¶¶ 4, 5.) The Complainant claims that the billing and usage for the accounts

are “significantly above normal consumption levels and inconsistent with prior billing history.”
(*See generally* Complaints, ¶ 5.)

11. In the Complaints, the Complainant requests “verification, including testing or inspection records” to confirm that the meters associated with his accounts are “functioning correctly or that the recorded usage is accurate.” (*Id.*)

12. The Complainant also states that the Company has “administrative issues” relating to its online customer portal, which he claims “does not reflect accurate or complete account information,” and creates “obstacles in making timely payments.” (*Id.*)

13. If these cases were to proceed independently and not be consolidated, there would be substantial overlapping issues of law and fact in the cases.

14. Also, depending on the cases’ outcomes, the Commission theoretically could grant relief in the cases that conflict or are inconsistent.

15. Therefore, it would be a misuse of administrative and judicial resources to litigate these matters separately when they raise common issues of fact and law and involve the same Complainant.

16. Thus, the consolidation of these proceedings will promote the efficient use of the time and resources of the parties and the Commission.

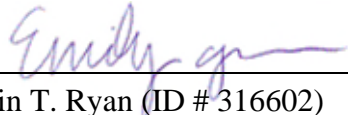
17. For these reasons, the Company respectfully requests that these proceedings be consolidated for purposes of discovery, litigation, and disposition pursuant to Section 5.81(a) of the Commission’s regulations.

IV. CONCLUSION

WHEREFORE, PPL Electric Utilities Corporation respectfully requests that the Pennsylvania Public Utility Commission enter an order consolidating the Formal Complaint proceedings at Docket Nos. C-2026-3061712, C-2026-3061841, C-2026-3061842, C-2026-3061843, C-2026-3061844, C-2026-3061845, C-2026-3061846, C-2026-3061847, and C-2026-3061848 for purposes of discovery, litigation, and disposition.

Respectfully submitted,

Kimberly A. Klock (ID # 89716)
Michael J. Shafer (ID # 205681)
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Fax: 610-774-4102
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Fax: 717-731-1985
E-mail: dryan@postschell.com
hwilburn@postschell.com
egrecu@postschell.com

Dated: May 13, 2026

Attorneys for PPL Electric Utilities Corporation

PPL APPENDIX 1

Date Emails Sent: 4/13/2026
Serengeti Matter # [REDACTED]



PUC CUSTOMER COMPLAINT INFORMATION FORM

Docket No.: C-2026-3061712

Complainant: Justin Cohen

Date Served: 4.13.26

Field Due: 4.25.26

Answer Due: 5.04.26

Type of Complaint: High Bill/Bill Dispute/Service Related (Customer Service)

Attorney: Post & Schell

Customer Account [REDACTED]

Attached please find a Formal Complaint filed with the Pa PUC against PPL Electric. Should you have any questions or concerns regarding this Complaint please contact Michelle Bartolomei at 610-774-4254 or mlbartolomei@pplweb.com

WATT ID: 4686358

Witness Expertise: _____

Bayda, Shelbie Frederick

From: Bartolomei, Michelle Lynne
Sent: Monday, April 13, 2026 9:22 AM
To: Bayda, Shelbie Frederick
Subject: FW: PA PUC eServe Notice

From: PC,EServe <RA-PCESERVE@pa.gov>
Sent: Monday, April 13, 2026 9:22:14 AM (UTC-05:00) Eastern Time (US & Canada)
To: Klock, Kimberly A; Bartolomei, Michelle Lynne
Subject: PA PUC eServe Notice

EXTERNAL email. STOP and THINK before responding, clicking on links, or opening attachments.

Dear Kimberly A Klock,

A(n) Formal Complaint has been served in this proceeding. This document is docketed at C-2026-3061712.

You may view this document at Cohen Formal

Complaint<[https://urldefense.com/v3/__https://efiling.puc.pa.gov/Documents/Published/1922579__;!!EqogLg!sW4WeralhxeKkXG_WUsevJKJ3XvyL6JZ8tEAdED2XVtALykHsqQeh9BoMU4zy4SuWkg5SPfPF_fkJ-leujFfE3X8\\$](https://urldefense.com/v3/__https://efiling.puc.pa.gov/Documents/Published/1922579__;!!EqogLg!sW4WeralhxeKkXG_WUsevJKJ3XvyL6JZ8tEAdED2XVtALykHsqQeh9BoMU4zy4SuWkg5SPfPF_fkJ-leujFfE3X8$) > If you are unable to view the document through the provided link, please visit our main webpage at [https://urldefense.com/v3/__http://www.puc.pa.gov__;!!EqogLg!sW4WeralhxeKkXG_WUsevJKJ3XvyL6JZ8tEAdED2XVtALykHsqQeh9BoMU4zy4SuWkg5SPfPF_fkJ-leuo18O-0_\\$](https://urldefense.com/v3/__http://www.puc.pa.gov__;!!EqogLg!sW4WeralhxeKkXG_WUsevJKJ3XvyL6JZ8tEAdED2XVtALykHsqQeh9BoMU4zy4SuWkg5SPfPF_fkJ-leuo18O-0_$) and perform a document search using the docket number listed above.

You are receiving this email because you are a(n) Respondent for this case and have agreed to be served electronically by creating an eFiling account. You have agreed that this notification constitutes valid service. Electronic service of any and all documents will be in place of paper service.

Thank You,
Public Utility Commission
Commonwealth of Pennsylvania



FORMAL COMPLAINT - FILLABLE FORM

Filing this form begins a legal proceeding and you will be a party to the case. If you do not wish to be a party to the case, consider filing an informal complaint.



Please complete this fillable form.

1. CUSTOMER (COMPLAINANT) INFORMATION

Provide your contact information and utility account number. *It is your responsibility to update the PUC with any changes to your address and to where you want documents sent to you.*

Name Justin Cohen

Street/P.O. Box 2980 Allesandro St Apt# 310

City Losa Angeles State CA Zip 90039

County _____

Telephone Number(s) Where We Can Contact You During the Day:

Home: _____ Mobile: [REDACTED]

Email Address [REDACTED]

Utility Account Number (from your bill) [REDACTED]

If your complaint involves utility service provided to a different address or in a different name than your mailing address, please list this information below.

Name 1438 Turner LLC

Street/P.O. Box 1438 West Turner Street Apt# 1 FL

City Allentown State PA Zip 18102

2. NAME OF UTILITY OR COMPANY (RESPONDENT)

Provide the full name of the utility or company about which you are complaining. The name of your utility or company is on your bill.

PPL Electric Utilities

3. TYPE OF UTILITY SERVICE

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- | | |
|--|--|
| <input checked="" type="checkbox"/> Electric | <input type="checkbox"/> Storm Water |
| <input type="checkbox"/> Gas | <input type="checkbox"/> Steam Heat |
| <input type="checkbox"/> Water | <input type="checkbox"/> Motor Carrier (taxi, moving company, limo) |
| <input type="checkbox"/> Wastewater/Sewer | <input type="checkbox"/> Telephone/Telecommunications (local, long distance) |

Note: The PUC does not regulate high-speed internet service, cell phones or cable TV.

4. REASON FOR COMPLAINT

What kind of problem are you having with the utility or company?

Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. **Your complaint may be dismissed without a hearing if you do not provide specific information.**

- The utility is threatening to shut off my service or has already shut off my service.
- I would like a payment agreement.
- Incorrect charges are on my bill. Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if you have them.
- I am having a reliability, safety or quality problem with my utility service. Explain the problem, including dates, times or places and any other relevant details that may be important.
- Other (explain). If you need additional space, use the space provided on Page 9. Please indicate the number of the question that you are answering."

5. REQUESTED RELIEF

How do you want your complaint to be resolved?

Explain what you want the PUC to order the utility or company to do. If you need additional space, use the space provided on Page 9. Please indicate the number of the question that you are answering.

This complaint concerns significant billing irregularities, failure to verify meter accuracy, and ongoing deficiencies in PPL Electric Utilities' account management systems. The account has been billed for usage levels that materially exceed historical consumption and cannot be reasonably explained by occupancy, equipment, or operating conditions. These unexplained increases raise serious concerns regarding the validity of the recorded usage.

Despite multiple attempts to resolve the issue, PPL has not provided documentation confirming meter accuracy, including testing results or verification records. Without such evidence, there is no reasonable basis to conclude that the billed consumption is accurate.

In addition, PPL has failed to properly maintain and update account information within its customer portal. The account is not accurately reflected, limiting access to billing data, usage history, and account status. This has prevented proper review of charges and created barriers to making timely payments. A regulated utility's inability to maintain accurate and accessible account information reflects a breakdown in basic administrative responsibilities.

Note: The PUC can decide that a customer was not billed correctly and can order billing refunds. The PUC can also fine a utility or company for not following rules and can order a utility or company to correct a problem with your service. Under state law, the PUC cannot decide whether a utility or company should pay customers for loss or damages. Damage claims may be sought in an appropriate civil court.

6. PROTECTION FROM ABUSE (PFA)/DOMESTIC VIOLENCE

Has a court granted you a PFA order or any other order which provides clear evidence of domestic violence against you that is currently in effect for your personal safety or welfare? The PUC needs this information to properly process your complaint so that your identity is not made public.

Has a court granted a PFA order or any other order for your personal safety or welfare?

Yes If your answer is "yes," attach a copy of the current PFA order to this Formal Complaint form. *Due to the confidential nature of the PFA, you cannot eFile your Formal Complaint. You will need to print out this form and mail it to the Secretary of the Commission.*

No

Note: You **MUST** answer this question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility AND your complaint is about a problem involving billing, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

7. PRIOR UTILITY CONTACT

a. Is this an appeal from a decision of the PUC's Bureau of Consumer Services (BCS)?

Yes

No

Note: If you answered yes, move to Section 8. No further contact with the utility or company is required. If you answered no, answer the question in Section 7 b. and answer the question in Section 7 c. if relevant.

b. If this is not an appeal from a BCS decision, have you spoken to a utility or company representative about this complaint?

Yes

No

Note: You **MUST** contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water or wastewater utility AND (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

c. If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why. If you need additional space, use the space provided on Page 9. Please indicate the number of the question that you are answering."

Note: Even if you are not required to contact the utility or company, you should always try to speak to a utility or company representative about your problem before you file a Formal Complaint with the PUC.

8. TWO OPTIONS TO FILE YOUR FORMAL COMPLAINT — CHOOSE ONE

OPTION 1

Electronically by eFile

One option is to create an account on the PUC's eFiling system, or, use your existing eFiling account. **This is the quickest and easiest way to receive, file and submit documents.**

eFiling permits consumers, utilities and attorneys to file certain documents electronically with the PUC without filing paper copies, serve documents electronically on other parties if they agree to such service, and to receive electronic service of documents from the PUC.

You agree to open and use an eFiling account - free of charge through the PUC's website. By selecting this method, you will electronically receive documents.

Visit <https://efiling.puc.pa.gov/> to learn more and create an eFiling account.

You will automatically receive eService with your eFiling account.

OPTION 2

Mail

Mail the completed form with your original signature and any attachments to this address and retain the tracking information as proof of submission:

**Secretary
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, Pennsylvania 17120**

If you select the option to mail your formal complaint, you are required to select the method by which you would like the PUC to communicate with you. You must choose one of the three options on the next page for ways you would like to receive documents.

9. THREE OPTIONS TO RECEIVE DOCUMENTS — CHOOSE ONE

It is **REQUIRED** to select **ONE** of the following options for receiving all hearing notices, orders and related documents from the PUC:

OPTION 1

eFILING: This is the **quickest and easiest way to receive all documents**. You agree to open and use an eFiling account - free of charge through the PUC's website. By selecting this method you will electronically receive documents. To create an eFiling account, visit <https://efiling.puc.pa.gov/>.

You will automatically receive eService with your eFiling account.

OPTION 2

FIRST CLASS MAIL: You agree to receive all documents by First Class Mail (using the address you provided on Page 1).

Check the box and initial here _____ if you are selecting **FIRST CLASS MAIL** service.

OPTION 3

EMAIL: You agree to receive all documents by email (using the email address you provided on page 1). Keep in mind, you will only be able to **receive documents** by email from the PUC. You will not be able to email documents to the Commission.

To **file documents**, you must submit them through an eFiling account or mail them. To create an eFiling account, visit <https://efiling.puc.pa.gov/>.

Check the box and initial here _____ if you are selecting **EMAIL** service.

Please Note: It is important to select **ONE** of the three options above.

IF AN OPTION IS NOT SELECTED, THIS MAY DELAY THE PROCESSING OF YOUR COMPLAINT.

10. LEGAL REPRESENTATION

If you are filing a **Formal Complaint** as an individual on your own behalf, you are **NOT** required to have a lawyer. You may represent yourself at the hearing.

If you are already represented by a lawyer **in this matter**, provide your lawyer's contact information, which is required. Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name _____
Street/P.O. Box _____ Apt# _____
City _____ State _____ Zip _____
Area Code/Phone Number _____
Email Address _____


Note: Corporations, associations, partnerships, limited liability companies and political subdivisions are **required** to have a lawyer represent them at a hearing **and** to file any motions, answers, briefs or other legal pleadings.

11. VERIFICATION AND SIGNATURE

You must sign and date your complaint. If you eFile your complaint, you must print or type your name in the box provided below. Date the form. The PUC's eFiling system will accept an electronic signature. The eFiling system **will not accept** a complaint form without a signature and date.

Verification:

I Justin Cohen, **hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).**

 4/10/2026
(Signature of Complainant) (Date)

Title of authorized employee or officer (only applicable to corporations, associations, partnerships, limited liability companies or political subdivisions)

Note: If the Complainant is a corporation, association, partnership, limited liability company or political subdivision, the verification **must** be signed by an authorized officer or authorized employee. If the Formal Complaint is **not signed** by one of these individuals, the PUC **will not accept it**.

APPEALING A BCS DECISION?

If you are appealing a BCS decision: follow the directions in the cover letter you received from the PUC Secretary's Bureau with the formal complaint form. **ONLY** formal complaints appealing a BCS decision can be filed by fax, email or overnight delivery to meet filing deadlines. **All other formal complaints MUST be eFiled or mailed.**

QUESTIONS?

If you have any questions about filling out this form, please contact the **Secretary's Bureau at 717-772-7777.**

REMINDERS

- Save and keep a copy of your Formal Complaint for your records.
- You may add any additional information, such as copies of bills, as one (1) separate attachment to your complaint.
- To protect your personal information, please know that your complaint form and the utility's answer will not be published to the PUC's website.
- Check the Consumer Complaints Procedures Guide for checklists and tips to help you successfully follow the complaint-filing process.
(<https://www.puc.pa.gov/media/1492/consumer-complaints-procedures-guide-2021.pdf>)
- Once your complaint case moves to the PUC's Office of Administrative Law Judge, any filings you make should be marked **confidential** if you do not want them published to the website.

ADDITIONAL SPACE (IF NEEDED)

I am requesting that the PUC require PPL Electric Utilities to formally prove the accuracy of the disputed billing through documented meter testing, verification of meter performance, and a comprehensive technical review of the account. This must include confirmation of actual read data, identification of any estimated billing, and a clear explanation of how all usage, delivery charges, and rider adjustments were calculated and applied under the applicable tariff. To date, PPL has not provided sufficient evidence to support the charges imposed.

In addition, PPL has failed to properly maintain and update account information within its customer portal, preventing accurate access to billing data and creating barriers to making timely payments. This system failure reflects poor account management and has directly contributed to ongoing issues.

If PPL cannot demonstrate that the billed consumption is accurate and properly calculated, I request that the account be recalculated using verified historical usage or other reasonable benchmarks, with all unsupported charges removed and appropriate credits issued. All collection activity, including late fees or enforcement actions, should be immediately suspended while this matter remains unresolved. PPL should also be required to correct all portal and account deficiencies and ensure accurate, accessible billing information going forward.

PPL did not provide clear or consistent answers despite repeated contact. Requests for meter verification and billing support were not fulfilled. The account remains improperly reflected in the customer portal, limiting access to information and impacting payment ability. No technical review or investigation was conducted, and billing continued despite the unresolved dispute.

PPL APPENDIX 2

Date Emails Sent: 4/17/2026
Serengeti Matter # [REDACTED]



PUC CUSTOMER COMPLAINT INFORMATION FORM

Docket No.: C-2026-3061841
Complainant: Justin Cohen
Date Served: 4/16/2026
Field Due: 4/28/2026
Answer Due: 5/6/2026
Type of Complaint: High Bill/Bill Dispute/Service Related (Customer Service)
Attorney: Post & Schell
Customer Account [REDACTED]

Attached please find a Formal Complaint filed with the Pa PUC against PPL Electric. Should you have any questions or concerns regarding this Complaint please contact Michelle Bartolomei at 610-774-4254 or mlbartolomei@pplweb.com

WATT ID: 4691464

Witness Expertise: _____

From: [PC,EServe](#)
To: [Klock, Kimberly A](#); [Bartolomei, Michelle Lynne](#)
Subject: PA PUC eServe Notice
Date: Thursday, April 16, 2026 4:03:25 PM

EXTERNAL email. STOP and THINK before responding, clicking on links, or opening attachments.

Dear Kimberly A Klock,

A(n) Formal Complaint has been served in this proceeding. This document is docketed at C-2026-3061841.

You may view this document at Cohen Formal

Complaint<[https://urldefense.com/v3/_https://efiling.puc.pa.gov/Documents/Published/1923313_!!EqogLgtPKK_rTPh9A-TM1jU9W3ixwTrh3WVCLf9U4LFtjk4RmNE82i4pqiXDNTWXeiZrb_N_ND-YUoYmefWr7JxJtFXfn\\$](https://urldefense.com/v3/_https://efiling.puc.pa.gov/Documents/Published/1923313_!!EqogLgtPKK_rTPh9A-TM1jU9W3ixwTrh3WVCLf9U4LFtjk4RmNE82i4pqiXDNTWXeiZrb_N_ND-YUoYmefWr7JxJtFXfn$)>

If you are unable to view the document through the provided link, please visit our main webpage at

[https://urldefense.com/v3/_http://www.puc.pa.gov_!!EqogLgtPKK_rTPh9A-TM1jU9W3ixwTrh3WVCLf9U4LFtjk4RmNE82i4pqiXDNTWXeiZrb_N_ND-YUoYmefWr7JxTjIg_G\\$](https://urldefense.com/v3/_http://www.puc.pa.gov_!!EqogLgtPKK_rTPh9A-TM1jU9W3ixwTrh3WVCLf9U4LFtjk4RmNE82i4pqiXDNTWXeiZrb_N_ND-YUoYmefWr7JxTjIg_G$) and perform a document search using the docket number listed above.

You are receiving this email because you are a(n) Respondent for this case and have agreed to be served electronically by creating an eFiling account.

You have agreed that this notification constitutes valid service. Electronic service of any and all documents will be in place of paper service.

Thank You,
Public Utility Commission
Commonwealth of Pennsylvania

PUC has recently updated E-Service delivery E-Mail address to RA-PCESERVE@pa.gov. Please update your Address book and/or E-Mail rules accordingly.

*This auto generated email was sent from an unmonitored account. Any replies or responses will not be reviewed.



FORMAL COMPLAINT - FILLABLE FORM

Filing this form begins a legal proceeding and you will be a party to the case. If you do not wish to be a party to the case, consider filing an informal complaint.



Please complete this fillable form.

1. CUSTOMER (COMPLAINANT) INFORMATION

Provide your contact information and utility account number. *It is your responsibility to update the PUC with any changes to your address and to where you want documents sent to you.*

Name Justin Cohen
Street/P.O. Box 2980 Allesandro St Apt# 310
City Losa Angeles State CA Zip 90039
County _____

Telephone Number(s) Where We Can Contact You During the Day:
Home: _____ Mobile: [REDACTED]
Email Address [REDACTED]
Utility Account Number (from your bill) _____

If your complaint involves utility service provided to a different address or in a different name than your mailing address, please list this information below.

Name 646 Braine LLC
Street/P.O. Box 646 Braine Street Apt# 646
City Williamsport State PA Zip 17701

2. NAME OF UTILITY OR COMPANY (RESPONDENT)

Provide the full name of the utility or company about which you are complaining. The name of your utility or company is on your bill.

PPL Electric Utilities

3. TYPE OF UTILITY SERVICE

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- | | |
|--|--|
| <input checked="" type="checkbox"/> Electric | <input type="checkbox"/> Storm Water |
| <input type="checkbox"/> Gas | <input type="checkbox"/> Steam Heat |
| <input type="checkbox"/> Water | <input type="checkbox"/> Motor Carrier (taxi, moving company, limo) |
| <input type="checkbox"/> Wastewater/Sewer | <input type="checkbox"/> Telephone/Telecommunications (local, long distance) |

Note: The PUC does not regulate high-speed internet service, cell phones or cable TV.

4. REASON FOR COMPLAINT

What kind of problem are you having with the utility or company?

Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. **Your complaint may be dismissed without a hearing if you do not provide specific information.**

- The utility is threatening to shut off my service or has already shut off my service.
- I would like a payment agreement.
- Incorrect charges are on my bill. Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if you have them.
- I am having a reliability, safety or quality problem with my utility service. Explain the problem, including dates, times or places and any other relevant details that may be important.
- Other (explain). If you need additional space, use the space provided on Page 9. Please indicate the number of the question that you are answering."

5. REQUESTED RELIEF

How do you want your complaint to be resolved?

Explain what you want the PUC to order the utility or company to do. If you need additional space, use the space provided on Page 9. Please indicate the number of the question that you are answering.

This complaint addresses unreliable billing, lack of meter validation, and ongoing failures by PPL Electric Utilities to properly manage this account. Recent bills reflect usage levels that are significantly higher than historical patterns and not supported by the property's normal electrical demand. There have been no changes in occupancy or equipment that would justify the increase.

PPL has not provided any documentation confirming meter accuracy or validating the recorded consumption. Requests for testing records or verification have not been fulfilled. Without this information, the charges cannot be reasonably confirmed.

In addition, the account is not properly maintained within PPL's system. The customer portal does not accurately reflect account details, limiting access to billing information and making it difficult to review charges or make timely payments. This failure to maintain accurate account data has created unnecessary complications and delays.

Efforts to resolve the issue have been met with inconsistent responses and no clear resolution.

Note: The PUC can decide that a customer was not billed correctly and can order billing refunds. The PUC can also fine a utility or company for not following rules and can order a utility or company to correct a problem with your service. Under state law, the PUC cannot decide whether a utility or company should pay customers for loss or damages. Damage claims may be sought in an appropriate civil court.

6. PROTECTION FROM ABUSE (PFA)/DOMESTIC VIOLENCE

Has a court granted you a PFA order or any other order which provides clear evidence of domestic violence against you that is currently in effect for your personal safety or welfare? The PUC needs this information to properly process your complaint so that your identity is not made public.

Has a court granted a PFA order or any other order for your personal safety or welfare?

Yes If your answer is "yes," attach a copy of the current PFA order to this Formal Complaint form. *Due to the confidential nature of the PFA, you cannot eFile your Formal Complaint. You will need to print out this form and mail it to the Secretary of the Commission.*

No

Note: You **MUST** answer this question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility AND your complaint is about a problem involving billing, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

7. PRIOR UTILITY CONTACT

a. Is this an appeal from a decision of the PUC's Bureau of Consumer Services (BCS)?

Yes

No

Note: If you answered yes, move to Section 8. No further contact with the utility or company is required. If you answered no, answer the question in Section 7 b. and answer the question in Section 7 c. if relevant.

b. If this is not an appeal from a BCS decision, have you spoken to a utility or company representative about this complaint?

Yes

No

Note: You **MUST** contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water or wastewater utility AND (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

c. If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why. If you need additional space, use the space provided on Page 9. Please indicate the number of the question that you are answering."

Note: Even if you are not required to contact the utility or company, you should always try to speak to a utility or company representative about your problem before you file a Formal Complaint with the PUC.

8. TWO OPTIONS TO FILE YOUR FORMAL COMPLAINT — CHOOSE ONE

OPTION 1

Electronically by eFile

One option is to create an account on the PUC's eFiling system, or, use your existing eFiling account. **This is the quickest and easiest way to receive, file and submit documents.**

eFiling permits consumers, utilities and attorneys to file certain documents electronically with the PUC without filing paper copies, serve documents electronically on other parties if they agree to such service, and to receive electronic service of documents from the PUC.

You agree to open and use an eFiling account - free of charge through the PUC's website. By selecting this method, you will electronically receive documents.

Visit <https://efiling.puc.pa.gov/> to learn more and create an eFiling account.

You will automatically receive eService with your eFiling account.

OPTION 2

Mail

Mail the completed form with your original signature and any attachments to this address and retain the tracking information as proof of submission:

**Secretary
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, Pennsylvania 17120**

If you select the option to mail your formal complaint, you are required to select the method by which you would like the PUC to communicate with you. You must choose one of the three options on the next page for ways you would like to receive documents.

9. THREE OPTIONS TO RECEIVE DOCUMENTS — CHOOSE ONE

It is **REQUIRED** to select **ONE** of the following options for receiving all hearing notices, orders and related documents from the PUC:

OPTION 1

eFILING: This is the **quickest and easiest way to receive all documents**. You agree to open and use an eFiling account - free of charge through the PUC's website. By selecting this method you will electronically receive documents. To create an eFiling account, visit <https://efiling.puc.pa.gov/>.

You will automatically receive eService with your eFiling account.

OPTION 2

FIRST CLASS MAIL: You agree to receive all documents by First Class Mail (using the address you provided on Page 1).

Check the box and initial here _____ if you are selecting **FIRST CLASS MAIL** service.

OPTION 3

EMAIL: You agree to receive all documents by email (using the email address you provided on page 1). Keep in mind, you will only be able to **receive documents** by email from the PUC. You will not be able to email documents to the Commission.

To **file documents**, you must submit them through an eFiling account or mail them. To create an eFiling account, visit <https://efiling.puc.pa.gov/>.

Check the box and initial here _____ if you are selecting **EMAIL** service.

Please Note: It is important to select **ONE** of the three options above.

IF AN OPTION IS NOT SELECTED, THIS MAY DELAY THE PROCESSING OF YOUR COMPLAINT.

10. LEGAL REPRESENTATION

If you are filing a **Formal Complaint** as an individual on your own behalf, you are **NOT** required to have a lawyer. You may represent yourself at the hearing.

If you are already represented by a lawyer **in this matter**, provide your lawyer's contact information, which is required. Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name _____
Street/P.O. Box _____ Apt# _____
City _____ State _____ Zip _____
Area Code/Phone Number _____
Email Address _____

Note: Corporations, associations, partnerships, limited liability companies and political subdivisions are **required** to have a lawyer represent them at a hearing **and** to file any motions, answers, briefs or other legal pleadings.

11. VERIFICATION AND SIGNATURE

You must sign and date your complaint. If you eFile your complaint, you must print or type your name in the box provided below. Date the form. The PUC's eFiling system will accept an electronic signature. The eFiling system **will not accept** a complaint form without a signature and date.

Verification:

I Justin Cohen _____, **hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).**



(Signature of Complainant)

4/16/2026

(Date)

Title of authorized employee or officer (only applicable to corporations, associations, partnerships, limited liability companies or political subdivisions)

Note: If the Complainant is a corporation, association, partnership, limited liability company or political subdivision, the verification **must** be signed by an authorized officer or authorized employee. If the Formal Complaint is **not signed** by one of these individuals, the PUC **will not accept it.**

APPEALING A BCS DECISION?

If you are appealing a BCS decision: follow the directions in the cover letter you received from the PUC Secretary's Bureau with the formal complaint form. **ONLY** formal complaints appealing a BCS decision can be filed by fax, email or overnight delivery to meet filing deadlines. **All other formal complaints MUST be eFiled or mailed.**

QUESTIONS?

If you have any questions about filling out this form, please contact the **Secretary's Bureau at 717-772-7777.**

REMINDERS

- Save and keep a copy of your Formal Complaint for your records.
- You may add any additional information, such as copies of bills, as one (1) separate attachment to your complaint.
- To protect your personal information, please know that your complaint form and the utility's answer will not be published to the PUC's website.
- Check the Consumer Complaints Procedures Guide for checklists and tips to help you successfully follow the complaint-filing process.
(<https://www.puc.pa.gov/media/1492/consumer-complaints-procedures-guide-2021.pdf>)
- Once your complaint case moves to the PUC's Office of Administrative Law Judge, any filings you make should be marked **confidential** if you do not want them published to the website.

ADDITIONAL SPACE (IF NEEDED)

The matter has not been escalated for technical review, and no inspection or evaluation has been performed.

Despite these deficiencies, PPL continues to bill and pursue payment. This reflects a lack of accountability and proper oversight, warranting regulatory intervention.

I request that the PUC require PPL to verify meter accuracy through formal testing and provide documentation supporting all billed usage. I also request correction of account and portal inaccuracies to ensure full access to billing information. If charges cannot be substantiated, the account should be recalculated, unsupported amounts removed, and appropriate credits issued. Collection activity should be suspended while the dispute is under review.

PPL has not provided clear answers or supporting documentation. Requests for meter verification were not addressed, and the account remains inaccurate in the portal. No technical review was performed, and billing continued despite the unresolved dispute and lack of confirmation that the charges are valid.

PPL APPENDIX 3

Date Emails Sent: 4/17/2026

Serengeti Matter # [REDACTED]



PUC CUSTOMER COMPLAINT INFORMATION FORM

Docket No.: C-2026-3061842

Complainant: Justin Cohen

Date Served: 4/16/2026

Field Due: 4/28/2026

Answer Due: 5/6/2026

Type of Complaint: High Bill/Bill Dispute/Service Related (Customer Service)

Attorney: Post & Schell

Customer Account [REDACTED]

Attached please find a Formal Complaint filed with the Pa PUC against PPL Electric. Should you have any questions or concerns regarding this Complaint please contact Michelle Bartolomei at 610-774-4254 or mlbartolomei@pplweb.com

WATT ID: 4691449

Witness Expertise: _____

From: PCEServe
To: [klock.kimberly.a; Bartolomei, Michelle Lynne](mailto:klock.kimberly.a@puc.pa.gov)
Subject: PA PUC eServe Notice
Date: Thursday, April 16, 2026 4:03:28 PM

EXTERNAL email. STOP and THINK before responding, clicking on links, or opening attachments.

Dear Kimberly A Klock,

A(n) Formal Complaint has been served in this proceeding. This document is docketed at C-2026-3061842.

You may view this document at Cohen Formal

Complaint <https://urldefense.com/v3/https://efiling.puc.pa.gov/Documents/Published/1923314_!!EqogLg!vTW_5UKdAHoA8mjRldwCX5ypb76D5oZ6Nj8p6hjLa8sR2zAyfletvCZeLmdlRaXYIYca0QXcb4pGrM8fg4ida074S>

If you are unable to view the document through the provided link, please visit our main webpage at

https://urldefense.com/v3/http://www.puc.pa.gov_!!EqogLg!vTW_5UKdAHoA8mjRldwCX5ypb76D5oZ6Nj8p6hjLa8sR2zAyfletvCZeLmdlRaXYIYca0QXcb4pGrM8fg9n5BCA1S and perform a document search using the docket number listed above.

You are receiving this email because you are a(n) Respondent for this case and have agreed to be served electronically by creating an eFiling account.

You have agreed that this notification constitutes valid service. Electronic service of any and all documents will be in place of paper service.

Thank You,
Public Utility Commission
Commonwealth of Pennsylvania

PUC has recently updated E-Service delivery E-Mail address to RA-PCESERVE@pa.gov. Please update your Address book and/or E-Mail rules accordingly.

*This auto generated email was sent from an unmonitored account. Any replies or responses will not be reviewed.



FORMAL COMPLAINT - FILLABLE FORM

Filing this form begins a legal proceeding and you will be a party to the case. If you do not wish to be a party to the case, consider filing an informal complaint.



Please complete this fillable form.

1. CUSTOMER (COMPLAINANT) INFORMATION

Provide your contact information and utility account number. *It is your responsibility to update the PUC with any changes to your address and to where you want documents sent to you.*

Name Justin Cohen

Street/P.O. Box 2980 Allesandro St Apt# 310

City Losa Angeles State CA Zip 90039

County _____

Telephone Number(s) Where We Can Contact You During the Day:

Home: _____ Mobile: [REDACTED]

Email Address [REDACTED]

Utility Account Number (from your bill) [REDACTED]

If your complaint involves utility service provided to a different address or in a different name than your mailing address, please list this information below.

Name BECM HOLDINGS LLC

Street/P.O. Box 648 BRAINE ST Apt# _____

City WILLIAMSPORT State PA Zip 17701

2. NAME OF UTILITY OR COMPANY (RESPONDENT)

Provide the full name of the utility or company about which you are complaining. The name of your utility or company is on your bill.

PPL Electric Utilities

3. TYPE OF UTILITY SERVICE

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- | | |
|--|--|
| <input checked="" type="checkbox"/> Electric | <input type="checkbox"/> Storm Water |
| <input type="checkbox"/> Gas | <input type="checkbox"/> Steam Heat |
| <input type="checkbox"/> Water | <input type="checkbox"/> Motor Carrier (taxi, moving company, limo) |
| <input type="checkbox"/> Wastewater/Sewer | <input type="checkbox"/> Telephone/Telecommunications (local, long distance) |

Note: The PUC does not regulate high-speed internet service, cell phones or cable TV.

4. REASON FOR COMPLAINT

What kind of problem are you having with the utility or company?

Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. **Your complaint may be dismissed without a hearing if you do not provide specific information.**

- The utility is threatening to shut off my service or has already shut off my service.
- I would like a payment agreement.
- Incorrect charges are on my bill. Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if you have them.
- I am having a reliability, safety or quality problem with my utility service. Explain the problem, including dates, times or places and any other relevant details that may be important.
- Other (explain). If you need additional space, use the space provided on Page 9. Please indicate the number of the question that you are answering."

5. REQUESTED RELIEF

How do you want your complaint to be resolved?

Explain what you want the PUC to order the utility or company to do. If you need additional space, use the space provided on Page 9. Please indicate the number of the question that you are answering.

This complaint is being filed due to serious concerns regarding the accuracy of electric charges, lack of verification of meter performance, and ongoing administrative failures by PPL Electric Utilities. The account has been billed for usage that is significantly above normal consumption levels and inconsistent with prior billing history. These charges cannot be reasonably explained by the property's operating conditions or electrical demand.

PPL has not provided any documentation confirming that the meter is functioning correctly or that the recorded usage is accurate. Requests for verification, including testing or inspection records, have not been satisfied. Without confirmation of meter accuracy, the legitimacy of the charges remains in question.

In addition, the account is not properly maintained within PPL's system. The customer portal does not reflect accurate or complete account information, limiting visibility into billing details and preventing proper review. This has also created obstacles in making timely payments, as reliable account data is not available.

Note: The PUC can decide that a customer was not billed correctly and can order billing refunds. The PUC can also fine a utility or company for not following rules and can order a utility or company to correct a problem with your service. Under state law, the PUC cannot decide whether a utility or company should pay customers for loss or damages. Damage claims may be sought in an appropriate civil court.

6. PROTECTION FROM ABUSE (PFA)/DOMESTIC VIOLENCE

Has a court granted you a PFA order or any other order which provides clear evidence of domestic violence against you that is currently in effect for your personal safety or welfare? The PUC needs this information to properly process your complaint so that your identity is not made public.

Has a court granted a PFA order or any other order for your personal safety or welfare?

Yes If your answer is "yes," attach a copy of the current PFA order to this Formal Complaint form. *Due to the confidential nature of the PFA, you cannot eFile your Formal Complaint. You will need to print out this form and mail it to the Secretary of the Commission.*

No

Note: You **MUST** answer this question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility AND your complaint is about a problem involving billing, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

7. PRIOR UTILITY CONTACT

a. Is this an appeal from a decision of the PUC's Bureau of Consumer Services (BCS)?

Yes

No

Note: If you answered yes, move to Section 8. No further contact with the utility or company is required. If you answered no, answer the question in Section 7 b. and answer the question in Section 7 c. if relevant.

b. If this is not an appeal from a BCS decision, have you spoken to a utility or company representative about this complaint?

Yes

No

Note: You **MUST** contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water or wastewater utility AND (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

c. If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why. If you need additional space, use the space provided on Page 9. Please indicate the number of the question that you are answering."

Note: Even if you are not required to contact the utility or company, you should always try to speak to a utility or company representative about your problem before you file a Formal Complaint with the PUC.

8. TWO OPTIONS TO FILE YOUR FORMAL COMPLAINT — CHOOSE ONE

OPTION 1

Electronically by eFile

One option is to create an account on the PUC's eFiling system, or, use your existing eFiling account. **This is the quickest and easiest way to receive, file and submit documents.**

eFiling permits consumers, utilities and attorneys to file certain documents electronically with the PUC without filing paper copies, serve documents electronically on other parties if they agree to such service, and to receive electronic service of documents from the PUC.

You agree to open and use an eFiling account - free of charge through the PUC's website. By selecting this method, you will electronically receive documents.

Visit <https://efiling.puc.pa.gov/> to learn more and create an eFiling account.

You will automatically receive eService with your eFiling account.

OPTION 2

Mail

Mail the completed form with your original signature and any attachments to this address and retain the tracking information as proof of submission:

**Secretary
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, Pennsylvania 17120**

If you select the option to mail your formal complaint, you are required to select the method by which you would like the PUC to communicate with you. You must choose one of the three options on the next page for ways you would like to receive documents.

9. THREE OPTIONS TO RECEIVE DOCUMENTS — CHOOSE ONE

It is **REQUIRED** to select **ONE** of the following options for receiving all hearing notices, orders and related documents from the PUC:

OPTION 1

eFILING: This is the **quickest and easiest way to receive all documents**. You agree to open and use an eFiling account - free of charge through the PUC's website. By selecting this method you will electronically receive documents. To create an eFiling account, visit <https://efiling.puc.pa.gov/>.

You will automatically receive eService with your eFiling account.

OPTION 2

FIRST CLASS MAIL: You agree to receive all documents by First Class Mail (using the address you provided on Page 1).

Check the box and initial here _____ if you are selecting **FIRST CLASS MAIL** service.

OPTION 3

EMAIL: You agree to receive all documents by email (using the email address you provided on page 1). Keep in mind, you will only be able to **receive documents** by email from the PUC. You will not be able to email documents to the Commission.

To **file documents**, you must submit them through an eFiling account or mail them. To create an eFiling account, visit <https://efiling.puc.pa.gov/>.

Check the box and initial here _____ if you are selecting **EMAIL** service.

Please Note: It is important to select **ONE** of the three options above.

IF AN OPTION IS NOT SELECTED, THIS MAY DELAY THE PROCESSING OF YOUR COMPLAINT.

10. LEGAL REPRESENTATION

If you are filing a **Formal Complaint** as an individual on your own behalf, you are **NOT** required to have a lawyer. You may represent yourself at the hearing.

If you are already represented by a lawyer **in this matter**, provide your lawyer's contact information, which is required. Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name _____
Street/P.O. Box _____ Apt# _____
City _____ State _____ Zip _____
Area Code/Phone Number _____
Email Address _____

Note: Corporations, associations, partnerships, limited liability companies and political subdivisions are **required** to have a lawyer represent them at a hearing **and** to file any motions, answers, briefs or other legal pleadings.

11. VERIFICATION AND SIGNATURE

You must sign and date your complaint. If you eFile your complaint, you must print or type your name in the box provided below. Date the form. The PUC's eFiling system will accept an electronic signature. The eFiling system **will not accept** a complaint form without a signature and date.

Verification:

I Justin Cohen, *hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).*



(Signature of Complainant)

4/16/2026

(Date)

Title of authorized employee or officer (only applicable to corporations, associations, partnerships, limited liability companies or political subdivisions)

Note: If the Complainant is a corporation, association, partnership, limited liability company or political subdivision, the verification **must** be signed by an authorized officer or authorized employee. If the Formal Complaint is **not signed** by one of these individuals, the PUC **will not accept it**.

APPEALING A BCS DECISION?

If you are appealing a BCS decision: follow the directions in the cover letter you received from the PUC Secretary's Bureau with the formal complaint form. **ONLY** formal complaints appealing a BCS decision can be filed by fax, email or overnight delivery to meet filing deadlines. **All other formal complaints MUST be eFiled or mailed.**

QUESTIONS?

If you have any questions about filling out this form, please contact the **Secretary's Bureau at 717-772-7777.**

REMINDERS

- Save and keep a copy of your Formal Complaint for your records.
- You may add any additional information, such as copies of bills, as one (1) separate attachment to your complaint.
- To protect your personal information, please know that your complaint form and the utility's answer will not be published to the PUC's website.
- Check the Consumer Complaints Procedures Guide for checklists and tips to help you successfully follow the complaint-filing process.
(<https://www.puc.pa.gov/media/1492/consumer-complaints-procedures-guide-2021.pdf>)
- Once your complaint case moves to the PUC's Office of Administrative Law Judge, any filings you make should be marked **confidential** if you do not want them published to the website.

ADDITIONAL SPACE (IF NEEDED)

Attempts to resolve the issue have been met with inconsistent communication and no clear resolution. The matter has not been escalated for technical review, and no field inspection has been conducted.

Despite these unresolved issues, PPL continues to enforce billing. The combination of unverified usage, system inaccuracies, and lack of coordination reflects a failure in both billing integrity and account management, warranting regulatory intervention.

I request that the PUC require PPL to confirm meter accuracy through formal testing and provide documentation supporting all billed usage. I also request that all account and portal issues be corrected to ensure accurate access to billing information. If the charges cannot be substantiated, the account should be recalculated using reliable data, unsupported amounts removed, and appropriate credits issued. Collection activity should be suspended until the matter is resolved.

PPL did not provide a clear explanation or supporting documentation for the charges. Requests for meter verification were not fulfilled, and the account remains inaccurate in the portal. The issue was not escalated for technical review, and billing continued despite the unresolved dispute and lack of confirmed billing accuracy.

PPL APPENDIX 4

Date Emails Sent: 4/17/2026
Serengeti Matter # [REDACTED]



PUC CUSTOMER COMPLAINT INFORMATION FORM

Docket No.: C-2026-3061843

Complainant: Justin Cohen

Date Served: 4.16.26

Field Due: 4.28.26

Answer Due: 5.06.26

Type of Complaint: High Bill/Bill Dispute/Service Related (Customer Service)

Attorney: Post & Schell

Customer Account [REDACTED]

Attached please find a Formal Complaint filed with the Pa PUC against PPL Electric. Should you have any questions or concerns regarding this Complaint please contact Michelle Bartolomei at 610-774-4254 or mlbartolomei@pplweb.com

WATT ID: 4691461

Witness Expertise: _____

Bayda, Shelbie Frederick

From: Bartolomei, Michelle Lynne
Sent: Thursday, April 16, 2026 4:03 PM
To: Bayda, Shelbie Frederick
Subject: FW: PA PUC eServe Notice

From: PC,EServe <RA-PCESERVE@pa.gov>
Sent: Thursday, April 16, 2026 4:03:19 PM (UTC-05:00) Eastern Time (US & Canada)
To: Klock, Kimberly A; Bartolomei, Michelle Lynne
Subject: PA PUC eServe Notice

EXTERNAL email. STOP and THINK before responding, clicking on links, or opening attachments.

Dear Kimberly A Klock,

A(n) Formal Complaint has been served in this proceeding. This document is docketed at C-2026-3061843.

You may view this document at Cohen Formal

Complaint<[https://urldefense.com/v3/__https://efiling.puc.pa.gov/Documents/Published/1923315__;!!EqogLg!pUg0VBv2bDyPV20FhMi0fWPZLkRagXcn3tjZ5oci_Uv0rDDfH8CwbMyJK6OLteTIRwxUs2yekZoNfKl1CU70-e06\\$](https://urldefense.com/v3/__https://efiling.puc.pa.gov/Documents/Published/1923315__;!!EqogLg!pUg0VBv2bDyPV20FhMi0fWPZLkRagXcn3tjZ5oci_Uv0rDDfH8CwbMyJK6OLteTIRwxUs2yekZoNfKl1CU70-e06$)> If you are unable to view the document through the provided link, please visit our main webpage at

[https://urldefense.com/v3/__http://www.puc.pa.gov__;!!EqogLg!pUg0VBv2bDyPV20FhMi0fWPZLkRagXcn3tjZ5oci_Uv0rDDfH8CwbMyJK6OLteTIRwxUs2yekZoNfKl1CR8L5YZh\\$](https://urldefense.com/v3/__http://www.puc.pa.gov__;!!EqogLg!pUg0VBv2bDyPV20FhMi0fWPZLkRagXcn3tjZ5oci_Uv0rDDfH8CwbMyJK6OLteTIRwxUs2yekZoNfKl1CR8L5YZh$) and perform a document search using the docket number listed above.

You are receiving this email because you are a(n) Respondent for this case and have agreed to be served electronically by creating an eFiling account.

You have agreed that this notification constitutes valid service. Electronic service of any and all documents will be in place of paper service.

Thank You,
Public Utility Commission
Commonwealth of Pennsylvania



FORMAL COMPLAINT - FILLABLE FORM

Filing this form begins a legal proceeding and you will be a party to the case. If you do not wish to be a party to the case, consider filing an informal complaint.



Please complete this fillable form.

1. CUSTOMER (COMPLAINANT) INFORMATION

Provide your contact information and utility account number. *It is your responsibility to update the PUC with any changes to your address and to where you want documents sent to you.*

Name Justin Cohen

Street/P.O. Box 2980 Allesandro St Apt# 310

City Losa Angeles State CA Zip 90039

County _____

Telephone Number(s) Where We Can Contact You During the Day:

Home: _____ Mobile: [REDACTED]

Email Address [REDACTED]

Utility Account Number (from your bill) [REDACTED]

If your complaint involves utility service provided to a different address or in a different name than your mailing address, please list this information below.

Name BECM HOLDINGS LLC

Street/P.O. Box 607 RIDGE AVE Apt# _____

City ALLENTOWN State PA Zip 18102

2. NAME OF UTILITY OR COMPANY (RESPONDENT)

Provide the full name of the utility or company about which you are complaining. The name of your utility or company is on your bill.

PPL Electric Utilities

3. TYPE OF UTILITY SERVICE

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- | | |
|--|--|
| <input checked="" type="checkbox"/> Electric | <input type="checkbox"/> Storm Water |
| <input type="checkbox"/> Gas | <input type="checkbox"/> Steam Heat |
| <input type="checkbox"/> Water | <input type="checkbox"/> Motor Carrier (taxi, moving company, limo) |
| <input type="checkbox"/> Wastewater/Sewer | <input type="checkbox"/> Telephone/Telecommunications (local, long distance) |

Note: The PUC does not regulate high-speed internet service, cell phones or cable TV.

4. REASON FOR COMPLAINT

What kind of problem are you having with the utility or company?

Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. **Your complaint may be dismissed without a hearing if you do not provide specific information.**

- The utility is threatening to shut off my service or has already shut off my service.
- I would like a payment agreement.
- Incorrect charges are on my bill. Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if you have them.
- I am having a reliability, safety or quality problem with my utility service. Explain the problem, including dates, times or places and any other relevant details that may be important.
- Other (explain). If you need additional space, use the space provided on Page 9. Please indicate the number of the question that you are answering."

5. REQUESTED RELIEF

How do you want your complaint to be resolved?

Explain what you want the PUC to order the utility or company to do. If you need additional space, use the space provided on Page 9. Please indicate the number of the question that you are answering.

This complaint is being filed due to concerns with excessive electric billing, lack of confirmation of meter reliability, and continued failure by PPL Electric Utilities to properly maintain and manage this account. The charges reflect consumption levels that are substantially higher than prior usage and inconsistent with the property's normal electrical demand. There have been no changes in conditions that would justify the increase.

PPL has not provided any evidence verifying that the meter is accurately recording usage. Requests for documentation such as testing results or inspection records have not been fulfilled. Without this information, there is no reasonable basis to confirm the validity of the billed amounts.

Note: The PUC can decide that a customer was not billed correctly and can order billing refunds. The PUC can also fine a utility or company for not following rules and can order a utility or company to correct a problem with your service. Under state law, the PUC cannot decide whether a utility or company should pay customers for loss or damages. Damage claims may be sought in an appropriate civil court.

6. PROTECTION FROM ABUSE (PFA)/DOMESTIC VIOLENCE

Has a court granted you a PFA order or any other order which provides clear evidence of domestic violence against you that is currently in effect for your personal safety or welfare? The PUC needs this information to properly process your complaint so that your identity is not made public.

Has a court granted a PFA order or any other order for your personal safety or welfare?

Yes If your answer is "yes," attach a copy of the current PFA order to this Formal Complaint form. *Due to the confidential nature of the PFA, you cannot eFile your Formal Complaint. You will need to print out this form and mail it to the Secretary of the Commission.*

No

Note: You **MUST** answer this question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility AND your complaint is about a problem involving billing, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

7. PRIOR UTILITY CONTACT

a. Is this an appeal from a decision of the PUC's Bureau of Consumer Services (BCS)?

Yes

No

Note: If you answered yes, move to Section 8. No further contact with the utility or company is required. If you answered no, answer the question in Section 7 b. and answer the question in Section 7 c. if relevant.

b. If this is not an appeal from a BCS decision, have you spoken to a utility or company representative about this complaint?

Yes

No

Note: You **MUST** contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water or wastewater utility AND (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

c. If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why. If you need additional space, use the space provided on Page 9. Please indicate the number of the question that you are answering."

Note: Even if you are not required to contact the utility or company, you should always try to speak to a utility or company representative about your problem before you file a Formal Complaint with the PUC.

8. TWO OPTIONS TO FILE YOUR FORMAL COMPLAINT — CHOOSE ONE

OPTION 1

Electronically by eFile

One option is to create an account on the PUC's eFiling system, or, use your existing eFiling account. **This is the quickest and easiest way to receive, file and submit documents.**

eFiling permits consumers, utilities and attorneys to file certain documents electronically with the PUC without filing paper copies, serve documents electronically on other parties if they agree to such service, and to receive electronic service of documents from the PUC.

You agree to open and use an eFiling account - free of charge through the PUC's website. By selecting this method, you will electronically receive documents.

Visit <https://efiling.puc.pa.gov/> to learn more and create an eFiling account.

You will automatically receive eService with your eFiling account.

OPTION 2

Mail

Mail the completed form with your original signature and any attachments to this address and retain the tracking information as proof of submission:

**Secretary
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, Pennsylvania 17120**

If you select the option to mail your formal complaint, you are required to select the method by which you would like the PUC to communicate with you. You must choose one of the three options on the next page for ways you would like to receive documents.

9. THREE OPTIONS TO RECEIVE DOCUMENTS — CHOOSE ONE

It is **REQUIRED** to select **ONE** of the following options for receiving all hearing notices, orders and related documents from the PUC:

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eFILING: This is the **quickest and easiest way to receive all documents**. You agree to open and use an eFiling account - free of charge through the PUC's website. By selecting this method you will electronically receive documents. To create an eFiling account, visit <https://efiling.puc.pa.gov/>.

You will automatically receive eService with your eFiling account.

OPTION 2

FIRST CLASS MAIL: You agree to receive all documents by First Class Mail (using the address you provided on Page 1).

Check the box and initial here _____ if you are selecting **FIRST CLASS MAIL** service.

OPTION 3

EMAIL: You agree to receive all documents by email (using the email address you provided on page 1). Keep in mind, you will only be able to **receive documents** by email from the PUC. You will not be able to email documents to the Commission.

To **file documents**, you must submit them through an eFiling account or mail them. To create an eFiling account, visit <https://efiling.puc.pa.gov/>.

Check the box and initial here _____ if you are selecting **EMAIL** service.

Please Note: It is important to select **ONE** of the three options above.

IF AN OPTION IS NOT SELECTED, THIS MAY DELAY THE PROCESSING OF YOUR COMPLAINT.

10. LEGAL REPRESENTATION

If you are filing a **Formal Complaint** as an individual on your own behalf, you are **NOT** required to have a lawyer. You may represent yourself at the hearing.

If you are already represented by a lawyer **in this matter**, provide your lawyer's contact information, which is required. Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name _____
Street/P.O. Box _____ Apt# _____
City _____ State _____ Zip _____
Area Code/Phone Number _____
Email Address _____

Note: Corporations, associations, partnerships, limited liability companies and political subdivisions are **required** to have a lawyer represent them at a hearing **and** to file any motions, answers, briefs or other legal pleadings.

11. VERIFICATION AND SIGNATURE

You must sign and date your complaint. If you eFile your complaint, you must print or type your name in the box provided below. Date the form. The PUC's eFiling system will accept an electronic signature. The eFiling system **will not accept** a complaint form without a signature and date.

Verification:

I, Justin Cohen, *hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).*



(Signature of Complainant)

4/16/2026

(Date)

Title of authorized employee or officer (only applicable to corporations, associations, partnerships, limited liability companies or political subdivisions)

Note: If the Complainant is a corporation, association, partnership, limited liability company or political subdivision, the verification **must** be signed by an authorized officer or authorized employee. If the Formal Complaint is **not signed** by one of these individuals, the PUC **will not accept it**.

APPEALING A BCS DECISION?

If you are appealing a BCS decision: follow the directions in the cover letter you received from the PUC Secretary's Bureau with the formal complaint form. **ONLY** formal complaints appealing a BCS decision can be filed by fax, email or overnight delivery to meet filing deadlines. **All other formal complaints MUST be eFiled or mailed.**

QUESTIONS?

If you have any questions about filling out this form, please contact the **Secretary's Bureau at 717-772-7777.**

REMINDERS

- Save and keep a copy of your Formal Complaint for your records.
- You may add any additional information, such as copies of bills, as one (1) separate attachment to your complaint.
- To protect your personal information, please know that your complaint form and the utility's answer will not be published to the PUC's website.
- Check the Consumer Complaints Procedures Guide for checklists and tips to help you successfully follow the complaint-filing process.
(<https://www.puc.pa.gov/media/1492/consumer-complaints-procedures-guide-2021.pdf>)
- Once your complaint case moves to the PUC's Office of Administrative Law Judge, any filings you make should be marked **confidential** if you do not want them published to the website.

ADDITIONAL SPACE (IF NEEDED)

In addition, the account information within PPL's system is not accurate or complete. The customer portal does not properly display billing details or account status, limiting access to critical information and making it difficult to review charges or manage payments. This has caused repeated issues and unnecessary delays.

Attempts to resolve the matter have not resulted in a clear outcome. Responses have been inconsistent, and no formal review or evaluation of the account has been conducted. The issue has not been escalated to a technical level for proper assessment.

Despite these ongoing concerns, PPL continues to issue bills and pursue payment. This combination of unverified billing, system inaccuracies, and lack of proper handling reflects a failure in basic utility responsibilities and requires regulatory intervention.

I request that the PUC require PPL to verify the accuracy of the meter through formal testing and provide documentation supporting the billed consumption. I also request that all account and portal discrepancies be corrected to ensure full and accurate access to billing information. If the charges cannot be supported, the account should be recalculated, unsupported amounts removed, and appropriate credits issued. Collection activity should be paused until the issue is resolved.

PPL did not provide a clear explanation or documentation supporting the charges. Requests for meter verification were not addressed, and the account remains inaccurate in the portal. The matter was not escalated for proper review, and billing continued despite the unresolved dispute and lack of confirmed accuracy.

PPL APPENDIX 5

Date Emails Sent: 4/17/2026
Serengeti Matter # [REDACTED]



PUC CUSTOMER COMPLAINT INFORMATION FORM

Docket No.: C-2026-3061844

Complainant: Justin Cohen

Date Served: 4.16.26

Field Due: 4.28.26

Answer Due: 5.06.26

Type of Complaint: High Bill/Bill Dispute/Service Related (Customer Service)

Attorney: Post & Schell

Customer Account [REDACTED]

Attached please find a Formal Complaint filed with the Pa PUC against PPL Electric. Should you have any questions or concerns regarding this Complaint please contact Michelle Bartolomei at 610-774-4254 or mlbartolomei@pplweb.com

WATT ID: 4691456

Witness Expertise: _____

Bayda, Shelbie Frederick

From: Bartolomei, Michelle Lynne
Sent: Thursday, April 16, 2026 4:04 PM
To: Bayda, Shelbie Frederick
Subject: FW: PA PUC eServe Notice

From: PC,EServe <RA-PCESERVE@pa.gov>
Sent: Thursday, April 16, 2026 4:03:20 PM (UTC-05:00) Eastern Time (US & Canada)
To: Klock, Kimberly A; Bartolomei, Michelle Lynne
Subject: PA PUC eServe Notice

EXTERNAL email. STOP and THINK before responding, clicking on links, or opening attachments.

Dear Kimberly A Klock,

A(n) Formal Complaint has been served in this proceeding. This document is docketed at C-2026-3061844.

You may view this document at Cohen Formal

Complaint<[https://urldefense.com/v3/__https://efiling.puc.pa.gov/Documents/Published/1923316__;!!EqogLg!vSD0mEDLSjpYdCEtzAtvaV_0jTw_OJkNtpbtMS5sg2f6sKthkciQ7wV2tQqnNFDBr2CzO6bqC0as5MJ36KcN6XZP\\$](https://urldefense.com/v3/__https://efiling.puc.pa.gov/Documents/Published/1923316__;!!EqogLg!vSD0mEDLSjpYdCEtzAtvaV_0jTw_OJkNtpbtMS5sg2f6sKthkciQ7wV2tQqnNFDBr2CzO6bqC0as5MJ36KcN6XZP$) > If you are unable to view the document through the provided link, please visit our main webpage at

[https://urldefense.com/v3/__http://www.puc.pa.gov__;!!EqogLg!vSD0mEDLSjpYdCEtzAtvaV_0jTw_OJkNtpbtMS5sg2f6sKthkciQ7wV2tQqnNFDBr2CzO6bqC0as5MJ36JMhE5B1\\$](https://urldefense.com/v3/__http://www.puc.pa.gov__;!!EqogLg!vSD0mEDLSjpYdCEtzAtvaV_0jTw_OJkNtpbtMS5sg2f6sKthkciQ7wV2tQqnNFDBr2CzO6bqC0as5MJ36JMhE5B1$) and perform a document search using the docket number listed above.

You are receiving this email because you are a(n) Respondent for this case and have agreed to be served electronically by creating an eFiling account. You have agreed that this notification constitutes valid service. Electronic service of any and all documents will be in place of paper service.

Thank You,
Public Utility Commission
Commonwealth of Pennsylvania



FORMAL COMPLAINT - FILLABLE FORM

Filing this form begins a legal proceeding and you will be a party to the case. If you do not wish to be a party to the case, consider filing an informal complaint.



Please complete this fillable form.

1. CUSTOMER (COMPLAINANT) INFORMATION

Provide your contact information and utility account number. *It is your responsibility to update the PUC with any changes to your address and to where you want documents sent to you.*

Name Justin Cohen

Street/P.O. Box 2980 Allesandro St Apt# 310

City Losa Angeles State CA Zip 90039

County _____

Telephone Number(s) Where We Can Contact You During the Day:

Home: _____ Mobile: [REDACTED]

Email Address [REDACTED]

Utility Account Number (from your bill) [REDACTED]

If your complaint involves utility service provided to a different address or in a different name than your mailing address, please list this information below.

Name BECM HOLDINGS LLC

Street/P.O. Box 333 BRANDON AVE Apt# 2

City WILLIAMSPORT State PA Zip 17701

2. NAME OF UTILITY OR COMPANY (RESPONDENT)

Provide the full name of the utility or company about which you are complaining. The name of your utility or company is on your bill.

PPL Electric Utilities

3. TYPE OF UTILITY SERVICE

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- | | |
|--|--|
| <input checked="" type="checkbox"/> Electric | <input type="checkbox"/> Storm Water |
| <input type="checkbox"/> Gas | <input type="checkbox"/> Steam Heat |
| <input type="checkbox"/> Water | <input type="checkbox"/> Motor Carrier (taxi, moving company, limo) |
| <input type="checkbox"/> Wastewater/Sewer | <input type="checkbox"/> Telephone/Telecommunications (local, long distance) |

Note: The PUC does not regulate high-speed internet service, cell phones or cable TV.

4. REASON FOR COMPLAINT

What kind of problem are you having with the utility or company?

Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. **Your complaint may be dismissed without a hearing if you do not provide specific information.**

- The utility is threatening to shut off my service or has already shut off my service.
- I would like a payment agreement.
- Incorrect charges are on my bill. Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if you have them.
- I am having a reliability, safety or quality problem with my utility service. Explain the problem, including dates, times or places and any other relevant details that may be important.
- Other (explain). If you need additional space, use the space provided on Page 9. Please indicate the number of the question that you are answering."

5. REQUESTED RELIEF

How do you want your complaint to be resolved?

Explain what you want the PUC to order the utility or company to do. If you need additional space, use the space provided on Page 9. Please indicate the number of the question that you are answering.

This complaint is filed due to serious concerns with billing accuracy, lack of meter validation, and ongoing administrative deficiencies by PPL Electric Utilities. The account has been charged for electricity usage that is significantly above normal levels and does not align with historical consumption or the property's typical demand. No changes have occurred that would reasonably justify the increase.

PPL has not provided documentation confirming that the meter is functioning properly or that the recorded usage is reliable. Requests for verification, including testing or inspection records, have not been fulfilled. Without confirmation of meter accuracy, the billed amounts cannot be reasonably supported.

Note: The PUC can decide that a customer was not billed correctly and can order billing refunds. The PUC can also fine a utility or company for not following rules and can order a utility or company to correct a problem with your service. Under state law, the PUC cannot decide whether a utility or company should pay customers for loss or damages. Damage claims may be sought in an appropriate civil court.

6. PROTECTION FROM ABUSE (PFA)/DOMESTIC VIOLENCE

Has a court granted you a PFA order or any other order which provides clear evidence of domestic violence against you that is currently in effect for your personal safety or welfare? The PUC needs this information to properly process your complaint so that your identity is not made public.

Has a court granted a PFA order or any other order for your personal safety or welfare?

Yes If your answer is "yes," attach a copy of the current PFA order to this Formal Complaint form. *Due to the confidential nature of the PFA, you cannot eFile your Formal Complaint. You will need to print out this form and mail it to the Secretary of the Commission.*

No

Note: You **MUST** answer this question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility AND your complaint is about a problem involving billing, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

7. PRIOR UTILITY CONTACT

a. Is this an appeal from a decision of the PUC's Bureau of Consumer Services (BCS)?

Yes

No

Note: If you answered yes, move to Section 8. No further contact with the utility or company is required. If you answered no, answer the question in Section 7 b. and answer the question in Section 7 c. if relevant.

b. If this is not an appeal from a BCS decision, have you spoken to a utility or company representative about this complaint?

Yes

No

Note: You **MUST** contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water or wastewater utility AND (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

c. If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why. If you need additional space, use the space provided on Page 9. Please indicate the number of the question that you are answering."

Note: Even if you are not required to contact the utility or company, you should always try to speak to a utility or company representative about your problem before you file a Formal Complaint with the PUC.

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OPTION 1

Electronically by eFile

One option is to create an account on the PUC's eFiling system, or, use your existing eFiling account. **This is the quickest and easiest way to receive, file and submit documents.**

eFiling permits consumers, utilities and attorneys to file certain documents electronically with the PUC without filing paper copies, serve documents electronically on other parties if they agree to such service, and to receive electronic service of documents from the PUC.

You agree to open and use an eFiling account - free of charge through the PUC's website. By selecting this method, you will electronically receive documents.

Visit <https://efiling.puc.pa.gov/> to learn more and create an eFiling account.

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Mail

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You will automatically receive eService with your eFiling account.

OPTION 2

FIRST CLASS MAIL: You agree to receive all documents by First Class Mail (using the address you provided on Page 1).

Check the box and initial here _____ if you are selecting **FIRST CLASS MAIL** service.

OPTION 3

EMAIL: You agree to receive all documents by email (using the email address you provided on page 1). Keep in mind, you will only be able to **receive documents** by email from the PUC. You will not be able to email documents to the Commission.

To **file documents**, you must submit them through an eFiling account or mail them. To create an eFiling account, visit <https://efiling.puc.pa.gov/>.

Check the box and initial here _____ if you are selecting **EMAIL** service.

Please Note: It is important to select **ONE** of the three options above.

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If you are filing a **Formal Complaint** as an individual on your own behalf, you are **NOT** required to have a lawyer. You may represent yourself at the hearing.

If you are already represented by a lawyer **in this matter**, provide your lawyer's contact information, which is required. Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name _____
Street/P.O. Box _____ Apt# _____
City _____ State _____ Zip _____
Area Code/Phone Number _____
Email Address _____

Note: Corporations, associations, partnerships, limited liability companies and political subdivisions are **required** to have a lawyer represent them at a hearing **and** to file any motions, answers, briefs or other legal pleadings.

11. VERIFICATION AND SIGNATURE

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Verification:

I Justin Cohen, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).



(Signature of Complainant)

4/16/2026

(Date)

Title of authorized employee or officer (only applicable to corporations, associations, partnerships, limited liability companies or political subdivisions)

Note: If the Complainant is a corporation, association, partnership, limited liability company or political subdivision, the verification **must** be signed by an authorized officer or authorized employee. If the Formal Complaint is **not signed** by one of these individuals, the PUC **will not accept it**.

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- Check the Consumer Complaints Procedures Guide for checklists and tips to help you successfully follow the complaint-filing process.
(<https://www.puc.pa.gov/media/1492/consumer-complaints-procedures-guide-2021.pdf>)
- Once your complaint case moves to the PUC's Office of Administrative Law Judge, any filings you make should be marked **confidential** if you do not want them published to the website.

ADDITIONAL SPACE (IF NEEDED)

The account is also not properly reflected within PPL's system. The customer portal does not display complete or accurate information, limiting access to billing details and usage data. This has made it difficult to review charges and has created obstacles in managing and paying the account.

Efforts to resolve the issue have not resulted in meaningful progress. Responses have been inconsistent, and the matter has not been escalated for technical review or evaluation. No inspection or detailed analysis has been conducted.

Despite these issues, PPL continues to issue bills and seek payment. The combination of unsupported charges, system deficiencies, and lack of proper handling reflects a failure in both billing practices and account management, requiring regulatory intervention.

I request that the PUC require PPL to confirm meter accuracy through formal testing and provide documentation supporting all billed usage. I also request correction of all account and portal issues to ensure accurate and complete access to billing information. If the charges cannot be substantiated, the account should be recalculated, unsupported amounts removed, and appropriate credits issued. Collection activity should be suspended while the dispute is under review.

PPL has not provided a clear explanation or supporting documentation for the charges. Requests for meter verification were not fulfilled, and the account information in the portal remains incomplete. The issue was not escalated for technical review, and billing continued despite the unresolved dispute and lack of confirmed accuracy.

PPL APPENDIX 6

Date Emails Sent: 4/17/2026
Serengeti Matter # [REDACTED]



PUC CUSTOMER COMPLAINT INFORMATION FORM

Docket No.: C-2026-3061845
Complainant: Justin Cohen
Date Served: 4.17.26
Field Due: 4.26.26
Answer Due: 5.07.26
Type of Complaint: High Bill/Bill Dispute/Service Related (Customer Service)
Attorney: Post & Schell
Customer Account [REDACTED]

Attached please find a Formal Complaint filed with the Pa PUC against PPL Electric. Should you have any questions or concerns regarding this Complaint please contact Michelle Bartolomei at 610-774-4254 or mlbartolomei@pplweb.com

WATT ID: 4691471

Witness Expertise: _____

Bayda, Shelbie Frederick

From: Bartolomei, Michelle Lynne
Sent: Thursday, April 16, 2026 4:43 PM
To: Bayda, Shelbie Frederick
Subject: FW: PA PUC eServe Notice

From: PC,EServe <RA-PCESERVE@pa.gov>
Sent: Thursday, April 16, 2026 4:43:14 PM (UTC-05:00) Eastern Time (US & Canada)
To: Klock, Kimberly A; Bartolomei, Michelle Lynne
Subject: PA PUC eServe Notice

EXTERNAL email. STOP and THINK before responding, clicking on links, or opening attachments.

Dear Kimberly A Klock,

A(n) Formal Complaint has been served in this proceeding. This document is docketed at C-2026-3061845.

You may view this document at Cohen Formal

Complaint<[https://urldefense.com/v3/__https://efiling.puc.pa.gov/Documents/Published/1923318__;!!EqogLg!oY9iKysi72hw0Qhc_UFS9GSVJskYsV4guHswV9Uc_aoQqYWYHWLm5Z2NSZmthEzPj9RhaL692NCTehzu1utDwnwhz\\$](https://urldefense.com/v3/__https://efiling.puc.pa.gov/Documents/Published/1923318__;!!EqogLg!oY9iKysi72hw0Qhc_UFS9GSVJskYsV4guHswV9Uc_aoQqYWYHWLm5Z2NSZmthEzPj9RhaL692NCTehzu1utDwnwhz$) > If you are unable to view the document through the provided link, please visit our main webpage at

[https://urldefense.com/v3/__http://www.puc.pa.gov__;!!EqogLg!oY9iKysi72hw0Qhc_UFS9GSVJskYsV4guHswV9Uc_aoQqYWYHWLm5Z2NSZmthEzPj9RhaL692NCTehzu1uq00ZaXA\\$](https://urldefense.com/v3/__http://www.puc.pa.gov__;!!EqogLg!oY9iKysi72hw0Qhc_UFS9GSVJskYsV4guHswV9Uc_aoQqYWYHWLm5Z2NSZmthEzPj9RhaL692NCTehzu1uq00ZaXA$) and perform a document search using the docket number listed above.

You are receiving this email because you are a(n) Respondent for this case and have agreed to be served electronically by creating an eFiling account. You have agreed that this notification constitutes valid service. Electronic service of any and all documents will be in place of paper service.

Thank You,
Public Utility Commission
Commonwealth of Pennsylvania



FORMAL COMPLAINT - FILLABLE FORM

Filing this form begins a legal proceeding and you will be a party to the case. If you do not wish to be a party to the case, consider filing an informal complaint.



Please complete this fillable form.

1. CUSTOMER (COMPLAINANT) INFORMATION

Provide your contact information and utility account number. *It is your responsibility to update the PUC with any changes to your address and to where you want documents sent to you.*

Name Justin Cohen

Street/P.O. Box 2980 Allesandro St Apt# 310

City Losa Angeles State CA Zip 90039

County _____

Telephone Number(s) Where We Can Contact You During the Day:

Home: _____ Mobile: [REDACTED]

Email Address [REDACTED]

Utility Account Number (from your bill) [REDACTED]

If your complaint involves utility service provided to a different address or in a different name than your mailing address, please list this information below.

Name BECM HOLDINGS LLC

Street/P.O. Box 333 BRANDON AVE Apt# 1

City WILLIAMSPORT State PA Zip 17701

2. NAME OF UTILITY OR COMPANY (RESPONDENT)

Provide the full name of the utility or company about which you are complaining. The name of your utility or company is on your bill.

PPL Electric Utilities

3. TYPE OF UTILITY SERVICE

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- | | |
|--|--|
| <input checked="" type="checkbox"/> Electric | <input type="checkbox"/> Storm Water |
| <input type="checkbox"/> Gas | <input type="checkbox"/> Steam Heat |
| <input type="checkbox"/> Water | <input type="checkbox"/> Motor Carrier (taxi, moving company, limo) |
| <input type="checkbox"/> Wastewater/Sewer | <input type="checkbox"/> Telephone/Telecommunications (local, long distance) |

Note: The PUC does not regulate high-speed internet service, cell phones or cable TV.

4. REASON FOR COMPLAINT

What kind of problem are you having with the utility or company?

Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. **Your complaint may be dismissed without a hearing if you do not provide specific information.**

- The utility is threatening to shut off my service or has already shut off my service.
- I would like a payment agreement.
- Incorrect charges are on my bill. Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if you have them.
- I am having a reliability, safety or quality problem with my utility service. Explain the problem, including dates, times or places and any other relevant details that may be important.
- Other (explain). If you need additional space, use the space provided on Page 9. Please indicate the number of the question that you are answering."

5. REQUESTED RELIEF

How do you want your complaint to be resolved?

Explain what you want the PUC to order the utility or company to do. If you need additional space, use the space provided on Page 9. Please indicate the number of the question that you are answering.

This complaint is submitted due to concerns regarding elevated electric charges, lack of confirmation of meter performance, and ongoing issues with account handling by PPL Electric Utilities. The billed usage reflects levels that are significantly higher than prior consumption and inconsistent with the property's normal electrical demand. There have been no changes in occupancy or equipment that would justify such an increase.

PPL has not provided any documentation demonstrating that the meter is accurately recording usage. Requests for supporting materials, including testing or inspection information, have not been satisfied. Without verification of meter performance, the accuracy of the billed consumption cannot be confirmed.

Note: The PUC can decide that a customer was not billed correctly and can order billing refunds. The PUC can also fine a utility or company for not following rules and can order a utility or company to correct a problem with your service. Under state law, the PUC cannot decide whether a utility or company should pay customers for loss or damages. Damage claims may be sought in an appropriate civil court.

6. PROTECTION FROM ABUSE (PFA)/DOMESTIC VIOLENCE

Has a court granted you a PFA order or any other order which provides clear evidence of domestic violence against you that is currently in effect for your personal safety or welfare? The PUC needs this information to properly process your complaint so that your identity is not made public.

Has a court granted a PFA order or any other order for your personal safety or welfare?

Yes If your answer is "yes," attach a copy of the current PFA order to this Formal Complaint form. *Due to the confidential nature of the PFA, you cannot eFile your Formal Complaint. You will need to print out this form and mail it to the Secretary of the Commission.*

No

Note: You **MUST** answer this question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility AND your complaint is about a problem involving billing, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

7. PRIOR UTILITY CONTACT

a. Is this an appeal from a decision of the PUC's Bureau of Consumer Services (BCS)?

Yes

No

Note: If you answered yes, move to Section 8. No further contact with the utility or company is required. If you answered no, answer the question in Section 7 b. and answer the question in Section 7 c. if relevant.

b. If this is not an appeal from a BCS decision, have you spoken to a utility or company representative about this complaint?

Yes

No

Note: You **MUST** contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water or wastewater utility AND (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

c. If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why. If you need additional space, use the space provided on Page 9. Please indicate the number of the question that you are answering."

Note: Even if you are not required to contact the utility or company, you should always try to speak to a utility or company representative about your problem before you file a Formal Complaint with the PUC.

8. TWO OPTIONS TO FILE YOUR FORMAL COMPLAINT — CHOOSE ONE

OPTION 1

Electronically by eFile

One option is to create an account on the PUC's eFiling system, or, use your existing eFiling account. **This is the quickest and easiest way to receive, file and submit documents.**

eFiling permits consumers, utilities and attorneys to file certain documents electronically with the PUC without filing paper copies, serve documents electronically on other parties if they agree to such service, and to receive electronic service of documents from the PUC.

You agree to open and use an eFiling account - free of charge through the PUC's website. By selecting this method, you will electronically receive documents.

Visit <https://efiling.puc.pa.gov/> to learn more and create an eFiling account.

You will automatically receive eService with your eFiling account.

OPTION 2

Mail

Mail the completed form with your original signature and any attachments to this address and retain the tracking information as proof of submission:

**Secretary
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, Pennsylvania 17120**

If you select the option to mail your formal complaint, you are required to select the method by which you would like the PUC to communicate with you. You must choose one of the three options on the next page for ways you would like to receive documents.

9. THREE OPTIONS TO RECEIVE DOCUMENTS — CHOOSE ONE

It is **REQUIRED** to select **ONE** of the following options for receiving all hearing notices, orders and related documents from the PUC:

OPTION 1

eFILING: This is the **quickest and easiest way to receive all documents**. You agree to open and use an eFiling account - free of charge through the PUC's website. By selecting this method you will electronically receive documents. To create an eFiling account, visit <https://efiling.puc.pa.gov/>.

You will automatically receive eService with your eFiling account.

OPTION 2

FIRST CLASS MAIL: You agree to receive all documents by First Class Mail (using the address you provided on Page 1).

Check the box and initial here _____ if you are selecting **FIRST CLASS MAIL** service.

OPTION 3

EMAIL: You agree to receive all documents by email (using the email address you provided on page 1). Keep in mind, you will only be able to **receive documents** by email from the PUC. You will not be able to email documents to the Commission.

To **file documents**, you must submit them through an eFiling account or mail them. To create an eFiling account, visit <https://efiling.puc.pa.gov/>.

Check the box and initial here _____ if you are selecting **EMAIL** service.

Please Note: It is important to select **ONE** of the three options above.

IF AN OPTION IS NOT SELECTED, THIS MAY DELAY THE PROCESSING OF YOUR COMPLAINT.

10. LEGAL REPRESENTATION

If you are filing a **Formal Complaint** as an individual on your own behalf, you are **NOT** required to have a lawyer. You may represent yourself at the hearing.

If you are already represented by a lawyer **in this matter**, provide your lawyer's contact information, which is required. Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name _____
Street/P.O. Box _____ Apt# _____
City _____ State _____ Zip _____
Area Code/Phone Number _____
Email Address _____

Note: Corporations, associations, partnerships, limited liability companies and political subdivisions are **required** to have a lawyer represent them at a hearing **and** to file any motions, answers, briefs or other legal pleadings.

11. VERIFICATION AND SIGNATURE

You must sign and date your complaint. If you eFile your complaint, you must print or type your name in the box provided below. Date the form. The PUC's eFiling system will accept an electronic signature. The eFiling system **will not accept** a complaint form without a signature and date.

Verification:

I Justin Cohen, *hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).*



4/16/2026

(Signature of Complainant)

(Date)

Title of authorized employee or officer (only applicable to corporations, associations, partnerships, limited liability companies or political subdivisions)

Note: If the Complainant is a corporation, association, partnership, limited liability company or political subdivision, the verification **must** be signed by an authorized officer or authorized employee. If the Formal Complaint is **not signed** by one of these individuals, the PUC **will not accept it**.

APPEALING A BCS DECISION?

If you are appealing a BCS decision: follow the directions in the cover letter you received from the PUC Secretary's Bureau with the formal complaint form. **ONLY** formal complaints appealing a BCS decision can be filed by fax, email or overnight delivery to meet filing deadlines. **All other formal complaints MUST be eFiled or mailed.**

QUESTIONS?

If you have any questions about filling out this form, please contact the **Secretary's Bureau at 717-772-7777.**

REMINDERS

- Save and keep a copy of your Formal Complaint for your records.
- You may add any additional information, such as copies of bills, as one (1) separate attachment to your complaint.
- To protect your personal information, please know that your complaint form and the utility's answer will not be published to the PUC's website.
- Check the Consumer Complaints Procedures Guide for checklists and tips to help you successfully follow the complaint-filing process.
(<https://www.puc.pa.gov/media/1492/consumer-complaints-procedures-guide-2021.pdf>)
- Once your complaint case moves to the PUC's Office of Administrative Law Judge, any filings you make should be marked **confidential** if you do not want them published to the website.

ADDITIONAL SPACE (IF NEEDED)

Additionally, the account is not properly maintained within PPL's system. The customer portal does not reflect complete or accurate account information, limiting access to billing records and usage data. This has created difficulty in reviewing charges and has interfered with the ability to manage payments effectively.

Attempts to address these concerns have not resulted in resolution. Communication has been inconsistent, and the matter has not been escalated for technical evaluation or review. No inspection or detailed assessment has been conducted.

Despite these ongoing issues, PPL continues to issue bills and pursue payment. This combination of unsupported charges, system inaccuracies, and lack of proper handling reflects deficiencies in both billing practices and account management, requiring regulatory review.

I request that the PUC require PPL to verify meter performance through formal testing and provide documentation supporting all billed consumption. I also request that all system and portal inaccuracies be corrected to ensure complete and reliable access to account information. If the charges cannot be validated, the account should be adjusted, unsupported amounts removed, and appropriate credits issued. Collection activity should be paused while the dispute is under review.

PPL did not provide a clear explanation or documentation supporting the charges. Requests for meter verification were not fulfilled, and the account information in the portal remains incomplete. The matter was not escalated for technical review, and billing continued despite the unresolved dispute and lack of confirmed accuracy.

PPL APPENDIX 7

Date Emails Sent: 4/17/2026
Serengeti Matter # [REDACTED]



PUC CUSTOMER COMPLAINT INFORMATION FORM

Docket No.: C-2026-3061846
Complainant: Justin Cohen

Date Served: 4.17.2026
Field Due: 4.29.2026
Answer Due: 5.07.2026

Type of Complaint: High Bill/Bill Dispute/Service Related (Customer Service)
Attorney: Post & Schell

Customer Account [REDACTED]

Attached please find a Formal Complaint filed with the Pa PUC against PPL Electric. Should you have any questions or concerns regarding this Complaint please contact Michelle Bartolomei at 610-774-4254 or mlbartolomei@pplweb.com

WATT ID: 4691486

Witness Expertise: _____

Bayda, Shelbie Frederick

From: Bartolomei, Michelle Lynne
Sent: Thursday, April 16, 2026 4:43 PM
To: Bayda, Shelbie Frederick
Subject: FW: PA PUC eServe Notice

From: PC,EServe <RA-PCESERVE@pa.gov>
Sent: Thursday, April 16, 2026 4:43:15 PM (UTC-05:00) Eastern Time (US & Canada)
To: Klock, Kimberly A; Bartolomei, Michelle Lynne
Subject: PA PUC eServe Notice

EXTERNAL email. STOP and THINK before responding, clicking on links, or opening attachments.

Dear Kimberly A Klock,

A(n) Formal Complaint has been served in this proceeding. This document is docketed at C-2026-3061846.

You may view this document at Cohen Formal

Complaint<[https://urldefense.com/v3/__https://efiling.puc.pa.gov/Documents/Published/1923319__;!!EqogLg!r3ZqipLYjFFium-HKJGAUL1znQX2Jecj13vJsjgBovYRO9n1w-FBN5tjHgGANrJbsnNqhN_cJTAsMGEI69LN3dKn\\$](https://urldefense.com/v3/__https://efiling.puc.pa.gov/Documents/Published/1923319__;!!EqogLg!r3ZqipLYjFFium-HKJGAUL1znQX2Jecj13vJsjgBovYRO9n1w-FBN5tjHgGANrJbsnNqhN_cJTAsMGEI69LN3dKn$) > If you are unable to view the document through the provided link, please visit our main webpage at [https://urldefense.com/v3/__http://www.puc.pa.gov__;!!EqogLg!r3ZqipLYjFFium-HKJGAUL1znQX2Jecj13vJsjgBovYRO9n1w-FBN5tjHgGANrJbsnNqhN_cJTAsMGEI6428w9Mw\\$](https://urldefense.com/v3/__http://www.puc.pa.gov__;!!EqogLg!r3ZqipLYjFFium-HKJGAUL1znQX2Jecj13vJsjgBovYRO9n1w-FBN5tjHgGANrJbsnNqhN_cJTAsMGEI6428w9Mw$) and perform a document search using the docket number listed above.

You are receiving this email because you are a(n) Respondent for this case and have agreed to be served electronically by creating an eFiling account. You have agreed that this notification constitutes valid service. Electronic service of any and all documents will be in place of paper service.

Thank You,
Public Utility Commission
Commonwealth of Pennsylvania



FORMAL COMPLAINT - FILLABLE FORM

Filing this form begins a legal proceeding and you will be a party to the case. If you do not wish to be a party to the case, consider filing an informal complaint.



Please complete this fillable form.

1. CUSTOMER (COMPLAINANT) INFORMATION

Provide your contact information and utility account number. *It is your responsibility to update the PUC with any changes to your address and to where you want documents sent to you.*

Name Justin Cohen

Street/P.O. Box 2980 Allesandro St Apt# 310

City Losa Angeles State CA Zip 90039

County _____

Telephone Number(s) Where We Can Contact You During the Day:

Home: _____ Mobile: [REDACTED]

Email Address [REDACTED]

Utility Account Number (from your bill) [REDACTED]

If your complaint involves utility service provided to a different address or in a different name than your mailing address, please list this information below.

Name 19 AMITY LLC

Street/P.O. Box 17 AMITY CT Apt# _____

City SCRANTON State PA Zip 18509

2. NAME OF UTILITY OR COMPANY (RESPONDENT)

Provide the full name of the utility or company about which you are complaining. The name of your utility or company is on your bill.

PPL Electric Utilities

3. TYPE OF UTILITY SERVICE

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- | | |
|--|--|
| <input checked="" type="checkbox"/> Electric | <input type="checkbox"/> Storm Water |
| <input type="checkbox"/> Gas | <input type="checkbox"/> Steam Heat |
| <input type="checkbox"/> Water | <input type="checkbox"/> Motor Carrier (taxi, moving company, limo) |
| <input type="checkbox"/> Wastewater/Sewer | <input type="checkbox"/> Telephone/Telecommunications (local, long distance) |

Note: The PUC does not regulate high-speed internet service, cell phones or cable TV.

4. REASON FOR COMPLAINT

What kind of problem are you having with the utility or company?

Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. **Your complaint may be dismissed without a hearing if you do not provide specific information.**

- The utility is threatening to shut off my service or has already shut off my service.
- I would like a payment agreement.
- Incorrect charges are on my bill. Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if you have them.
- I am having a reliability, safety or quality problem with my utility service. Explain the problem, including dates, times or places and any other relevant details that may be important.
- Other (explain). If you need additional space, use the space provided on Page 9. Please indicate the number of the question that you are answering."

5. REQUESTED RELIEF

How do you want your complaint to be resolved?

Explain what you want the PUC to order the utility or company to do. If you need additional space, use the space provided on Page 9. Please indicate the number of the question that you are answering.

This complaint is filed due to ongoing concerns with excessive electric billing, lack of confirmation of meter accuracy, and persistent failures in account administration by PPL Electric Utilities. The charges applied to this account reflect consumption levels that are far above prior usage and inconsistent with the property's normal electrical demand. No changes have occurred that would reasonably account for the increase.

PPL has not provided any evidence confirming that the meter is functioning correctly or that the recorded usage is accurate. Requests for documentation, including testing or verification records, have not been fulfilled. Without confirmation of meter performance, the validity of the billed amounts remains unverified.

Note: The PUC can decide that a customer was not billed correctly and can order billing refunds. The PUC can also fine a utility or company for not following rules and can order a utility or company to correct a problem with your service. Under state law, the PUC cannot decide whether a utility or company should pay customers for loss or damages. Damage claims may be sought in an appropriate civil court.

6. PROTECTION FROM ABUSE (PFA)/DOMESTIC VIOLENCE

Has a court granted you a PFA order or any other order which provides clear evidence of domestic violence against you that is currently in effect for your personal safety or welfare? The PUC needs this information to properly process your complaint so that your identity is not made public.

Has a court granted a PFA order or any other order for your personal safety or welfare?

Yes If your answer is "yes," attach a copy of the current PFA order to this Formal Complaint form. *Due to the confidential nature of the PFA, you cannot eFile your Formal Complaint. You will need to print out this form and mail it to the Secretary of the Commission.*

No

Note: You **MUST** answer this question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility AND your complaint is about a problem involving billing, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

7. PRIOR UTILITY CONTACT

a. Is this an appeal from a decision of the PUC's Bureau of Consumer Services (BCS)?

Yes

No

Note: If you answered yes, move to Section 8. No further contact with the utility or company is required. If you answered no, answer the question in Section 7 b. and answer the question in Section 7 c. if relevant.

b. If this is not an appeal from a BCS decision, have you spoken to a utility or company representative about this complaint?

Yes

No

Note: You **MUST** contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water or wastewater utility AND (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

c. If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why. If you need additional space, use the space provided on Page 9. Please indicate the number of the question that you are answering."

Note: Even if you are not required to contact the utility or company, you should always try to speak to a utility or company representative about your problem before you file a Formal Complaint with the PUC.

8. TWO OPTIONS TO FILE YOUR FORMAL COMPLAINT — CHOOSE ONE

OPTION 1

Electronically by eFile

One option is to create an account on the PUC's eFiling system, or, use your existing eFiling account. **This is the quickest and easiest way to receive, file and submit documents.**

eFiling permits consumers, utilities and attorneys to file certain documents electronically with the PUC without filing paper copies, serve documents electronically on other parties if they agree to such service, and to receive electronic service of documents from the PUC.

You agree to open and use an eFiling account - free of charge through the PUC's website. By selecting this method, you will electronically receive documents.

Visit <https://efiling.puc.pa.gov/> to learn more and create an eFiling account.

You will automatically receive eService with your eFiling account.

OPTION 2

Mail

Mail the completed form with your original signature and any attachments to this address and retain the tracking information as proof of submission:

**Secretary
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, Pennsylvania 17120**

If you select the option to mail your formal complaint, you are required to select the method by which you would like the PUC to communicate with you. You must choose one of the three options on the next page for ways you would like to receive documents.

9. THREE OPTIONS TO RECEIVE DOCUMENTS — CHOOSE ONE

It is **REQUIRED** to select **ONE** of the following options for receiving all hearing notices, orders and related documents from the PUC:

OPTION 1

eFILING: This is the **quickest and easiest way to receive all documents**. You agree to open and use an eFiling account - free of charge through the PUC's website. By selecting this method you will electronically receive documents. To create an eFiling account, visit <https://efiling.puc.pa.gov/>.

You will automatically receive eService with your eFiling account.

OPTION 2

FIRST CLASS MAIL: You agree to receive all documents by First Class Mail (using the address you provided on Page 1).

Check the box and initial here _____ if you are selecting **FIRST CLASS MAIL** service.

OPTION 3

EMAIL: You agree to receive all documents by email (using the email address you provided on page 1). Keep in mind, you will only be able to **receive documents** by email from the PUC. You will not be able to email documents to the Commission.

To **file documents**, you must submit them through an eFiling account or mail them. To create an eFiling account, visit <https://efiling.puc.pa.gov/>.

Check the box and initial here _____ if you are selecting **EMAIL** service.

Please Note: It is important to select **ONE** of the three options above.

IF AN OPTION IS NOT SELECTED, THIS MAY DELAY THE PROCESSING OF YOUR COMPLAINT.

10. LEGAL REPRESENTATION

If you are filing a **Formal Complaint** as an individual on your own behalf, you are **NOT** required to have a lawyer. You may represent yourself at the hearing.

If you are already represented by a lawyer **in this matter**, provide your lawyer's contact information, which is required. Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name _____
Street/P.O. Box _____ Apt# _____
City _____ State _____ Zip _____
Area Code/Phone Number _____
Email Address _____

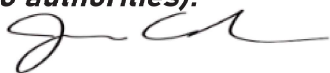
Note: Corporations, associations, partnerships, limited liability companies and political subdivisions are **required** to have a lawyer represent them at a hearing **and** to file any motions, answers, briefs or other legal pleadings.

11. VERIFICATION AND SIGNATURE

You must sign and date your complaint. If you eFile your complaint, you must print or type your name in the box provided below. Date the form. The PUC's eFiling system will accept an electronic signature. The eFiling system **will not accept** a complaint form without a signature and date.

Verification:

I Justin Cohen _____, **hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).**



4/16/2026

(Signature of Complainant)

(Date)

Title of authorized employee or officer (only applicable to corporations, associations, partnerships, limited liability companies or political subdivisions)

Note: If the Complainant is a corporation, association, partnership, limited liability company or political subdivision, the verification **must** be signed by an authorized officer or authorized employee. If the Formal Complaint is **not signed** by one of these individuals, the PUC **will not accept it.**

APPEALING A BCS DECISION?

If you are appealing a BCS decision: follow the directions in the cover letter you received from the PUC Secretary's Bureau with the formal complaint form. **ONLY** formal complaints appealing a BCS decision can be filed by fax, email or overnight delivery to meet filing deadlines. **All other formal complaints MUST be eFiled or mailed.**

QUESTIONS?

If you have any questions about filling out this form, please contact the **Secretary's Bureau at 717-772-7777.**

REMINDERS

- Save and keep a copy of your Formal Complaint for your records.
- You may add any additional information, such as copies of bills, as one (1) separate attachment to your complaint.
- To protect your personal information, please know that your complaint form and the utility's answer will not be published to the PUC's website.
- Check the Consumer Complaints Procedures Guide for checklists and tips to help you successfully follow the complaint-filing process.
(<https://www.puc.pa.gov/media/1492/consumer-complaints-procedures-guide-2021.pdf>)
- Once your complaint case moves to the PUC's Office of Administrative Law Judge, any filings you make should be marked **confidential** if you do not want them published to the website.

ADDITIONAL SPACE (IF NEEDED)

The account is also not properly maintained within PPL's system. The customer portal does not display accurate or complete information, limiting access to billing details and usage data. This has made it difficult to review charges and has created obstacles in managing payments.

Efforts to resolve the issue have not produced meaningful results. Communication has been inconsistent, and the matter has not been escalated for technical evaluation or investigation. No inspection or detailed review has been conducted.

Despite these issues, PPL continues to issue bills and seek payment. The combination of unsupported charges, system deficiencies, and lack of proper handling reflects a failure in both billing integrity and account management, warranting regulatory intervention.

I request that the PUC require PPL to confirm meter accuracy through formal testing and provide documentation supporting all billed usage. I also request that all account and portal deficiencies be corrected to ensure accurate access to billing information. If the charges cannot be substantiated, the account should be recalculated, unsupported amounts removed, and appropriate credits issued. Collection activity should be suspended while the dispute remains unresolved.

PPL did not provide a clear explanation or supporting documentation for the charges. Requests for meter verification were not fulfilled, and the account information in the portal remains inaccurate. The issue was not escalated for technical review, and billing continued despite the unresolved dispute and lack of confirmed accuracy.

PPL APPENDIX 8

Date Emails Sent: 4/17/2026
Serengeti Matter # [REDACTED]



PUC CUSTOMER COMPLAINT INFORMATION FORM

Docket No.: C-2026-3061847

Complainant: Justin Cohen

Date Served: 4/18/2026

Field Due: 4/29/2026

Answer Due: 5/7/2026

Type of Complaint: High Bill/Bill Dispute/Service Related (Customer Service)

Attorney: Post & Schell

Customer Account [REDACTED]

Attached please find a Formal Complaint filed with the Pa PUC against PPL Electric. Should you have any questions or concerns regarding this Complaint please contact Michelle Bartolomei at 610-774-4254 or mlbartolomei@pplweb.com

WATT ID: 4691469

Witness Expertise: _____

From: [PC,EServe](#)
To: [Klock, Kimberly A](#); [Bartolomei, Michelle Lynne](#)
Subject: PA PUC eServe Notice
Date: Thursday, April 16, 2026 4:43:37 PM

EXTERNAL email. STOP and THINK before responding, clicking on links, or opening attachments.

Dear Kimberly A Klock,

A(n) Formal Complaint has been served in this proceeding. This document is docketed at C-2026-3061847.

You may view this document at Cohen Formal

Complaint<[If you are unable to view the document through the provided link, please visit our main webpage at](https://urldefense.com/v3/__https://efiling.puc.pa.gov/Documents/Published/1923321__!!EqogLg!tzI-JgQCjysnt_3q-ZGI9fhoCVGltq6hK-9_KEqY4CsGQx8oOccvzvUsQ1j3RKsnp8TMp2uhhqW28MvuHrLc23ov$></p></div><div data-bbox=)

[https://urldefense.com/v3/__http://www.puc.pa.gov__!!EqogLg!tzI-JgQCjysnt_3q-ZGI9fhoCVGltq6hK-9_KEqY4CsGQx8oOccvzvUsQ1j3RKsnp8TMp2uhhqW28MvuHj205Mjb\\$](https://urldefense.com/v3/__http://www.puc.pa.gov__!!EqogLg!tzI-JgQCjysnt_3q-ZGI9fhoCVGltq6hK-9_KEqY4CsGQx8oOccvzvUsQ1j3RKsnp8TMp2uhhqW28MvuHj205Mjb$) and perform a document search using the docket number listed above.

You are receiving this email because you are a(n) Respondent for this case and have agreed to be served electronically by creating an eFiling account.

You have agreed that this notification constitutes valid service. Electronic service of any and all documents will be in place of paper service.

Thank You,
Public Utility Commission
Commonwealth of Pennsylvania

PUC has recently updated E-Service delivery E-Mail address to RA-PCESERVE@pa.gov. Please update your Address book and/or E-Mail rules accordingly.

*This auto generated email was sent from an unmonitored account. Any replies or responses will not be reviewed.



FORMAL COMPLAINT - FILLABLE FORM

Filing this form begins a legal proceeding and you will be a party to the case. If you do not wish to be a party to the case, consider filing an informal complaint.



Please complete this fillable form.

1. CUSTOMER (COMPLAINANT) INFORMATION

Provide your contact information and utility account number. *It is your responsibility to update the PUC with any changes to your address and to where you want documents sent to you.*

Name Justin Cohen

Street/P.O. Box 2980 Allesandro St Apt# 310

City Losa Angeles State CA Zip 90039

County _____

Telephone Number(s) Where We Can Contact You During the Day:

Home: _____ Mobile: [REDACTED]

Email Address [REDACTED]

Utility Account Number (from your bill) [REDACTED]

If your complaint involves utility service provided to a different address or in a different name than your mailing address, please list this information below.

Name 19 AMITY LLC

Street/P.O. Box 11 AMITY CT Apt# _____

City SCRANTON State PA Zip 18509

2. NAME OF UTILITY OR COMPANY (RESPONDENT)

Provide the full name of the utility or company about which you are complaining. The name of your utility or company is on your bill.

PPL Electric Utilities

3. TYPE OF UTILITY SERVICE

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- | | |
|--|--|
| <input checked="" type="checkbox"/> Electric | <input type="checkbox"/> Storm Water |
| <input type="checkbox"/> Gas | <input type="checkbox"/> Steam Heat |
| <input type="checkbox"/> Water | <input type="checkbox"/> Motor Carrier (taxi, moving company, limo) |
| <input type="checkbox"/> Wastewater/Sewer | <input type="checkbox"/> Telephone/Telecommunications (local, long distance) |

Note: The PUC does not regulate high-speed internet service, cell phones or cable TV.

4. REASON FOR COMPLAINT

What kind of problem are you having with the utility or company?

Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. **Your complaint may be dismissed without a hearing if you do not provide specific information.**

- The utility is threatening to shut off my service or has already shut off my service.
- I would like a payment agreement.
- Incorrect charges are on my bill. Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if you have them.
- I am having a reliability, safety or quality problem with my utility service. Explain the problem, including dates, times or places and any other relevant details that may be important.
- Other (explain). If you need additional space, use the space provided on Page 9. Please indicate the number of the question that you are answering."

5. REQUESTED RELIEF

How do you want your complaint to be resolved?

Explain what you want the PUC to order the utility or company to do. If you need additional space, use the space provided on Page 9. Please indicate the number of the question that you are answering.

This complaint is filed due to concerns regarding excessive electric billing, lack of confirmation of meter accuracy, and ongoing deficiencies in account administration by PPL Electric Utilities. The charges applied reflect consumption levels that are significantly higher than previous usage and inconsistent with the property's normal electrical activity. There have been no changes in occupancy, equipment, or usage patterns that would justify the increase.

PPL has not provided any documentation verifying that the meter is functioning within acceptable accuracy standards. Requests for testing data, inspection reports, or any form of validation have not been satisfied. Without confirmation of meter reliability, the billed usage cannot be reasonably supported.

Note: The PUC can decide that a customer was not billed correctly and can order billing refunds. The PUC can also fine a utility or company for not following rules and can order a utility or company to correct a problem with your service. Under state law, the PUC cannot decide whether a utility or company should pay customers for loss or damages. Damage claims may be sought in an appropriate civil court.

6. PROTECTION FROM ABUSE (PFA)/DOMESTIC VIOLENCE

Has a court granted you a PFA order or any other order which provides clear evidence of domestic violence against you that is currently in effect for your personal safety or welfare? The PUC needs this information to properly process your complaint so that your identity is not made public.

Has a court granted a PFA order or any other order for your personal safety or welfare?

Yes If your answer is "yes," attach a copy of the current PFA order to this Formal Complaint form. *Due to the confidential nature of the PFA, you cannot eFile your Formal Complaint. You will need to print out this form and mail it to the Secretary of the Commission.*

No

Note: You **MUST** answer this question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility AND your complaint is about a problem involving billing, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

7. PRIOR UTILITY CONTACT

a. Is this an appeal from a decision of the PUC's Bureau of Consumer Services (BCS)?

Yes

No

Note: If you answered yes, move to Section 8. No further contact with the utility or company is required. If you answered no, answer the question in Section 7 b. and answer the question in Section 7 c. if relevant.

b. If this is not an appeal from a BCS decision, have you spoken to a utility or company representative about this complaint?

Yes

No

Note: You **MUST** contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water or wastewater utility AND (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

c. If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why. If you need additional space, use the space provided on Page 9. Please indicate the number of the question that you are answering."

Note: Even if you are not required to contact the utility or company, you should always try to speak to a utility or company representative about your problem before you file a Formal Complaint with the PUC.

8. TWO OPTIONS TO FILE YOUR FORMAL COMPLAINT — CHOOSE ONE

OPTION 1

Electronically by eFile

One option is to create an account on the PUC's eFiling system, or, use your existing eFiling account. **This is the quickest and easiest way to receive, file and submit documents.**

eFiling permits consumers, utilities and attorneys to file certain documents electronically with the PUC without filing paper copies, serve documents electronically on other parties if they agree to such service, and to receive electronic service of documents from the PUC.

You agree to open and use an eFiling account - free of charge through the PUC's website. By selecting this method, you will electronically receive documents.

Visit <https://efiling.puc.pa.gov/> to learn more and create an eFiling account.

You will automatically receive eService with your eFiling account.

OPTION 2

Mail

Mail the completed form with your original signature and any attachments to this address and retain the tracking information as proof of submission:

**Secretary
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, Pennsylvania 17120**

If you select the option to mail your formal complaint, you are required to select the method by which you would like the PUC to communicate with you. You must choose one of the three options on the next page for ways you would like to receive documents.

9. THREE OPTIONS TO RECEIVE DOCUMENTS — CHOOSE ONE

It is REQUIRED to select ONE of the following options for receiving all hearing notices, orders and related documents from the PUC:

OPTION 1
eFILING: This is the **quickest and easiest way to receive all documents**. You agree to open and use an eFiling account - free of charge through the PUC's website. By selecting this method you will electronically receive documents. To create an eFiling account, visit <https://efiling.puc.pa.gov/>.

You will automatically receive eService with your eFiling account.

OPTION 2
FIRST CLASS MAIL: You agree to receive all documents by First Class Mail (using the address you provided on Page 1).

Check the box and initial here _____ if you are selecting **FIRST CLASS MAIL** service.

OPTION 3
EMAIL: You agree to receive all documents by email (using the email address you provided on page 1). Keep in mind, you will only be able to **receive documents** by email from the PUC. You will not be able to email documents to the Commission.

To **file documents**, you must submit them through an eFiling account or mail them. To create an eFiling account, visit <https://efiling.puc.pa.gov/>.

Check the box and initial here _____ if you are selecting **EMAIL** service.

Please Note: It is important to select **ONE** of the three options above.
IF AN OPTION IS NOT SELECTED, THIS MAY DELAY THE PROCESSING OF YOUR COMPLAINT.

10. LEGAL REPRESENTATION

If you are filing a **Formal Complaint** as an individual on your own behalf, you are **NOT** required to have a lawyer. You may represent yourself at the hearing.

If you are already represented by a lawyer **in this matter**, provide your lawyer's contact information, which is required. Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name _____
Street/P.O. Box _____ Apt# _____
City _____ State _____ Zip _____
Area Code/Phone Number _____
Email Address _____

Note: Corporations, associations, partnerships, limited liability companies and political subdivisions are **required** to have a lawyer represent them at a hearing **and** to file any motions, answers, briefs or other legal pleadings.

11. VERIFICATION AND SIGNATURE

You must sign and date your complaint. If you eFile your complaint, you must print or type your name in the box provided below. Date the form. The PUC's eFiling system will accept an electronic signature. The eFiling system **will not accept** a complaint form without a signature and date.

Verification:

I Justin Cohen _____, **hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).**



(Signature of Complainant)

4/16/2026

(Date)

Title of authorized employee or officer (only applicable to corporations, associations, partnerships, limited liability companies or political subdivisions)

Note: If the Complainant is a corporation, association, partnership, limited liability company or political subdivision, the verification **must** be signed by an authorized officer or authorized employee. If the Formal Complaint is **not signed** by one of these individuals, the PUC **will not accept it.**

APPEALING A BCS DECISION?

If you are appealing a BCS decision: follow the directions in the cover letter you received from the PUC Secretary's Bureau with the formal complaint form. **ONLY** formal complaints appealing a BCS decision can be filed by fax, email or overnight delivery to meet filing deadlines. **All other formal complaints MUST be eFiled or mailed.**

QUESTIONS?

If you have any questions about filling out this form, please contact the **Secretary's Bureau at 717-772-7777.**

REMINDERS

- Save and keep a copy of your Formal Complaint for your records.
- You may add any additional information, such as copies of bills, as one (1) separate attachment to your complaint.
- To protect your personal information, please know that your complaint form and the utility's answer will not be published to the PUC's website.
- Check the Consumer Complaints Procedures Guide for checklists and tips to help you successfully follow the complaint-filing process.
(<https://www.puc.pa.gov/media/1492/consumer-complaints-procedures-guide-2021.pdf>)
- Once your complaint case moves to the PUC's Office of Administrative Law Judge, any filings you make should be marked **confidential** if you do not want them published to the website.

ADDITIONAL SPACE (IF NEEDED)

The account is also not properly maintained within PPL's system. Information available in the customer portal is incomplete and does not accurately reflect billing details or account status. This lack of system accuracy has limited access to essential information and created difficulties in reviewing charges and managing payments.

Efforts to resolve the issue have been unsuccessful. Communication has been inconsistent, and the matter has not been escalated for technical review or detailed evaluation. No inspection or analysis has been performed to address the discrepancy.

Despite these ongoing concerns, PPL continues to issue bills and pursue payment. The combination of unsupported charges, inaccurate account information, and lack of proper handling reflects a failure in both billing practices and account management, warranting regulatory intervention.

I request that the PUC require PPL to confirm meter accuracy through formal testing and provide documentation supporting all billed consumption. I also request that all account and portal discrepancies be corrected to ensure accurate and complete access to billing information. If the charges cannot be substantiated, the account should be recalculated, unsupported amounts removed, and appropriate credits issued. Collection activity should be suspended while the dispute is under review.

PPL has not provided a clear explanation or supporting documentation for the charges. Requests for meter verification were not fulfilled, and the account information in the portal remains inaccurate. The issue was not escalated for technical review, and billing continued despite the unresolved dispute and lack of confirmed accuracy.

PPL APPENDIX 9

Date Emails Sent: 4/17/2026
Serengeti Matter # [REDACTED]



PUC CUSTOMER COMPLAINT INFORMATION FORM

Docket No.: C-2026-3061848

Complainant: Justin Cohen

Date Served: 4/18/2026

Field Due: 4/29/2026

Answer Due: 5/7/2026

Type of Complaint: High Bill/Bill Dispute/Service Related (Customer Service)

Attorney: Post & Schell

Customer Account [REDACTED]

Attached please find a Formal Complaint filed with the Pa PUC against PPL Electric. Should you have any questions or concerns regarding this Complaint please contact Michelle Bartolomei at 610-774-4254 or mlbartolomei@pplweb.com

WATT ID: 4691477

Witness Expertise: _____

From: [PCEServe](#)
To: [Klock, Kimberly A](#); [Bartolomei, Michelle Lynne](#)
Subject: PA PUC eServe Notice
Date: Thursday, April 16, 2026 4:43:28 PM

EXTERNAL email. STOP and THINK before responding, clicking on links, or opening attachments.

Dear Kimberly A Klock,

A(n) Formal Complaint has been served in this proceeding. This document is docketed at C-2026-3061848.

You may view this document at Cohen Formal

Complaint-<[https://urldefense.com/v3/https://efiling.puc.pa.gov/Documents/Published/1923320_!!EqogLg!sv1Gqs1XmieK6rpHZJsMylReCYTOHCOpJgzbcics-zzAxIscNFIHAvJyVxkxN87M4wR1b3CIF0-fMAGw3sJvxysy\\$](https://urldefense.com/v3/https://efiling.puc.pa.gov/Documents/Published/1923320_!!EqogLg!sv1Gqs1XmieK6rpHZJsMylReCYTOHCOpJgzbcics-zzAxIscNFIHAvJyVxkxN87M4wR1b3CIF0-fMAGw3sJvxysy$)>

If you are unable to view the document through the provided link, please visit our main webpage at

[https://urldefense.com/v3/http://www.puc.pa.gov_!!EqogLg!sv1Gqs1XmieK6rpHZJsMylReCYTOHCOpJgzbcics-zzAxIscNFIHAvJyVxkxN87M4wR1b3CIF0-fMAGw3ld8Rexh\\$](https://urldefense.com/v3/http://www.puc.pa.gov_!!EqogLg!sv1Gqs1XmieK6rpHZJsMylReCYTOHCOpJgzbcics-zzAxIscNFIHAvJyVxkxN87M4wR1b3CIF0-fMAGw3ld8Rexh$)

and perform a document search using the docket number listed above.

You are receiving this email because you are a(n) Respondent for this case and have agreed to be served electronically by creating an eFiling account.

You have agreed that this notification constitutes valid service. Electronic service of any and all documents will be in place of paper service.

Thank You,
Public Utility Commission
Commonwealth of Pennsylvania

PUC has recently updated E-Service delivery E-Mail address to RA-PCESERVE@pa.gov. Please update your Address book and/or E-Mail rules accordingly.

*This auto generated email was sent from an unmonitored account. Any replies or responses will not be reviewed.



FORMAL COMPLAINT - FILLABLE FORM

Filing this form begins a legal proceeding and you will be a party to the case. If you do not wish to be a party to the case, consider filing an informal complaint.



Please complete this fillable form.

1. CUSTOMER (COMPLAINANT) INFORMATION

Provide your contact information and utility account number. *It is your responsibility to update the PUC with any changes to your address and to where you want documents sent to you.*

Name Justin Cohen

Street/P.O. Box 2980 Allesandro St Apt# 310

City Losa Angeles State CA Zip 90039

County _____

Telephone Number(s) Where We Can Contact You During the Day:

Home: _____ Mobile: [REDACTED]

Email Address [REDACTED]

Utility Account Number (from your bill) [REDACTED]

If your complaint involves utility service provided to a different address or in a different name than your mailing address, please list this information below.

Name 19 AMITY LLC

Street/P.O. Box 13 AMITY CT Apt# _____

City SCRANTON State PA Zip 18509

2. NAME OF UTILITY OR COMPANY (RESPONDENT)

Provide the full name of the utility or company about which you are complaining. The name of your utility or company is on your bill.

PPL Electric Utilities

3. TYPE OF UTILITY SERVICE

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- | | |
|--|--|
| <input checked="" type="checkbox"/> Electric | <input type="checkbox"/> Storm Water |
| <input type="checkbox"/> Gas | <input type="checkbox"/> Steam Heat |
| <input type="checkbox"/> Water | <input type="checkbox"/> Motor Carrier (taxi, moving company, limo) |
| <input type="checkbox"/> Wastewater/Sewer | <input type="checkbox"/> Telephone/Telecommunications (local, long distance) |

Note: The PUC does not regulate high-speed internet service, cell phones or cable TV.

4. REASON FOR COMPLAINT

What kind of problem are you having with the utility or company?

Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. **Your complaint may be dismissed without a hearing if you do not provide specific information.**

- The utility is threatening to shut off my service or has already shut off my service.
- I would like a payment agreement.
- Incorrect charges are on my bill. Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if you have them.
- I am having a reliability, safety or quality problem with my utility service. Explain the problem, including dates, times or places and any other relevant details that may be important.
- Other (explain). If you need additional space, use the space provided on Page 9. Please indicate the number of the question that you are answering."

5. REQUESTED RELIEF

How do you want your complaint to be resolved?

Explain what you want the PUC to order the utility or company to do. If you need additional space, use the space provided on Page 9. Please indicate the number of the question that you are answering.

This complaint is submitted due to concerns regarding abnormal electric charges, lack of verification of meter accuracy, and ongoing issues with account handling by PPL Electric Utilities. The usage reflected on recent bills is significantly higher than prior consumption and does not align with the property's typical electrical demand. There have been no changes in occupancy or equipment that would reasonably explain the increase.

PPL has not provided documentation confirming that the meter is accurately recording usage. Requests for supporting information, including testing or inspection records, have not been fulfilled. Without verification of meter performance, there is no reliable basis to support the billed consumption.

Note: The PUC can decide that a customer was not billed correctly and can order billing refunds. The PUC can also fine a utility or company for not following rules and can order a utility or company to correct a problem with your service. Under state law, the PUC cannot decide whether a utility or company should pay customers for loss or damages. Damage claims may be sought in an appropriate civil court.

6. PROTECTION FROM ABUSE (PFA)/DOMESTIC VIOLENCE

Has a court granted you a PFA order or any other order which provides clear evidence of domestic violence against you that is currently in effect for your personal safety or welfare? The PUC needs this information to properly process your complaint so that your identity is not made public.

Has a court granted a PFA order or any other order for your personal safety or welfare?

Yes If your answer is "yes," attach a copy of the current PFA order to this Formal Complaint form. *Due to the confidential nature of the PFA, you cannot eFile your Formal Complaint. You will need to print out this form and mail it to the Secretary of the Commission.*

No

Note: You **MUST** answer this question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility AND your complaint is about a problem involving billing, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

7. PRIOR UTILITY CONTACT

a. Is this an appeal from a decision of the PUC's Bureau of Consumer Services (BCS)?

Yes

No

Note: If you answered yes, move to Section 8. No further contact with the utility or company is required. If you answered no, answer the question in Section 7 b. and answer the question in Section 7 c. if relevant.

b. If this is not an appeal from a BCS decision, have you spoken to a utility or company representative about this complaint?

Yes

No

Note: You **MUST** contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water or wastewater utility AND (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

c. If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why. If you need additional space, use the space provided on Page 9. Please indicate the number of the question that you are answering."

Note: Even if you are not required to contact the utility or company, you should always try to speak to a utility or company representative about your problem before you file a Formal Complaint with the PUC.

8. TWO OPTIONS TO FILE YOUR FORMAL COMPLAINT — CHOOSE ONE

OPTION 1

Electronically by eFile

One option is to create an account on the PUC's eFiling system, or, use your existing eFiling account. **This is the quickest and easiest way to receive, file and submit documents.**

eFiling permits consumers, utilities and attorneys to file certain documents electronically with the PUC without filing paper copies, serve documents electronically on other parties if they agree to such service, and to receive electronic service of documents from the PUC.

You agree to open and use an eFiling account - free of charge through the PUC's website. By selecting this method, you will electronically receive documents.

Visit <https://efiling.puc.pa.gov/> to learn more and create an eFiling account.

You will automatically receive eService with your eFiling account.

OPTION 2

Mail

Mail the completed form with your original signature and any attachments to this address and retain the tracking information as proof of submission:

**Secretary
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, Pennsylvania 17120**

If you select the option to mail your formal complaint, you are required to select the method by which you would like the PUC to communicate with you. You must choose one of the three options on the next page for ways you would like to receive documents.

9. THREE OPTIONS TO RECEIVE DOCUMENTS — CHOOSE ONE

It is **REQUIRED** to select **ONE** of the following options for receiving all hearing notices, orders and related documents from the PUC:

OPTION 1

eFILING: This is the **quickest and easiest way to receive all documents**. You agree to open and use an eFiling account - free of charge through the PUC's website. By selecting this method you will electronically receive documents. To create an eFiling account, visit <https://efiling.puc.pa.gov/>.

You will automatically receive eService with your eFiling account.

OPTION 2

FIRST CLASS MAIL: You agree to receive all documents by First Class Mail (using the address you provided on Page 1).

Check the box and initial here _____ if you are selecting **FIRST CLASS MAIL** service.

OPTION 3

EMAIL: You agree to receive all documents by email (using the email address you provided on page 1). Keep in mind, you will only be able to **receive documents** by email from the PUC. You will not be able to email documents to the Commission.

To **file documents**, you must submit them through an eFiling account or mail them. To create an eFiling account, visit <https://efiling.puc.pa.gov/>.

Check the box and initial here _____ if you are selecting **EMAIL** service.

Please Note: It is important to select **ONE** of the three options above.

IF AN OPTION IS NOT SELECTED, THIS MAY DELAY THE PROCESSING OF YOUR COMPLAINT.

10. LEGAL REPRESENTATION

If you are filing a **Formal Complaint** as an individual on your own behalf, you are **NOT** required to have a lawyer. You may represent yourself at the hearing.

If you are already represented by a lawyer **in this matter**, provide your lawyer's contact information, which is required. Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name _____
Street/P.O. Box _____ Apt# _____
City _____ State _____ Zip _____
Area Code/Phone Number _____
Email Address _____


Note: Corporations, associations, partnerships, limited liability companies and political subdivisions are **required** to have a lawyer represent them at a hearing **and** to file any motions, answers, briefs or other legal pleadings.

11. VERIFICATION AND SIGNATURE

You must sign and date your complaint. If you eFile your complaint, you must print or type your name in the box provided below. Date the form. The PUC's eFiling system will accept an electronic signature. The eFiling system **will not accept** a complaint form without a signature and date.

Verification:

I Justin Cohen _____, **hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).**



(Signature of Complainant)

4/16/2026

(Date)

Title of authorized employee or officer (only applicable to corporations, associations, partnerships, limited liability companies or political subdivisions)

Note: If the Complainant is a corporation, association, partnership, limited liability company or political subdivision, the verification **must** be signed by an authorized officer or authorized employee. If the Formal Complaint is **not signed** by one of these individuals, the PUC **will not accept it.**

APPEALING A BCS DECISION?

If you are appealing a BCS decision: follow the directions in the cover letter you received from the PUC Secretary's Bureau with the formal complaint form. **ONLY** formal complaints appealing a BCS decision can be filed by fax, email or overnight delivery to meet filing deadlines. **All other formal complaints MUST be eFiled or mailed.**

QUESTIONS?

If you have any questions about filling out this form, please contact the **Secretary's Bureau at 717-772-7777.**

REMINDERS

- Save and keep a copy of your Formal Complaint for your records.
- You may add any additional information, such as copies of bills, as one (1) separate attachment to your complaint.
- To protect your personal information, please know that your complaint form and the utility's answer will not be published to the PUC's website.
- Check the Consumer Complaints Procedures Guide for checklists and tips to help you successfully follow the complaint-filing process.
(<https://www.puc.pa.gov/media/1492/consumer-complaints-procedures-guide-2021.pdf>)
- Once your complaint case moves to the PUC's Office of Administrative Law Judge, any filings you make should be marked **confidential** if you do not want them published to the website.

ADDITIONAL SPACE (IF NEEDED)

In addition, the account information within PPL's system is incomplete and not properly maintained. The customer portal does not display accurate billing data or account status, limiting access to essential information. This has made it difficult to review charges and has created challenges in managing payments.

Attempts to resolve the issue have not resulted in meaningful progress. Communication has been inconsistent, and the matter has not been escalated for technical review or further evaluation. No inspection or detailed analysis has been conducted.

Despite these unresolved concerns, PPL continues to issue bills and pursue payment. This combination of unsupported charges, system deficiencies, and lack of proper handling reflects a failure in both billing practices and account management, requiring regulatory intervention.

I request that the PUC require PPL to verify meter accuracy through formal testing and provide documentation supporting all billed usage. I also request that all system and portal inaccuracies be corrected to ensure full access to account information. If the charges cannot be validated, the account should be adjusted, unsupported amounts removed, and appropriate credits issued. Collection activity should be paused while the dispute remains under review.

PPL did not provide a clear explanation or supporting documentation for the charges. Requests for meter verification were not fulfilled, and the account information in the portal remains incomplete. The matter was not escalated for technical review, and billing continued despite the unresolved dispute and lack of confirmed accuracy.