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December 15th, 2023

Pennsylvania Utility Commission
Steve DeFrank, Chairman
400 North Street Keystone Bldg.
Harrisburg, PA 17120

RE: PPL Proposed Settlement

Dear Chairman DeFrank,

Simply put, the proposed settlement suggested by the PUC's Independent Bureau of Investigation and Enforcement does not go far enough to remedy the financial hardship that was borne by so many Pennsylvanians. It does not adequately address how many, if any, customers are being made whole by this proposal, and whether the customers who did the right thing and paid their overly high bill were given subsequent credits by PPL on their bills for overpaying.

For the following reasons, I believe the PUC Board of Commissioners should summarily reject this proposed settlement and send it back to allow for public input. The hardworking people in my area of Luzerne and Lackawanna counties, and all Pennsylvanians served by this utility simply deserve a more thorough resolution.

Starting on January 16th of this year, my district office was overwhelmed with phone calls from constituents regarding their unusually high PPL bills. Many stated it was an unexpected financial hardship, and they were not able get through to PPL by phone to address their serious concerns. I personally reached out to PPL Customer Service through multiple avenues, and weeks went by before I even received a response as a state elected official.

During my process of investigation into this matter, I was assured several times that the PUC would hold public hearings where the ratepayers could express their concerns, and accountability would be ensured for the 860,000 bills that were affected. Now months later, there is a proposed settlement that was entirely hashed out behind closed doors with no input from the public.

Thank you for your consideration regarding this important matter.

Sincerely,

A handwritten signature in blue ink that reads "Jim Haddock".

State Representative Jim Haddock
118th District: Luzerne and Lackawanna Counties

CC: Vice Chair Kimberly M. Barrow
Commissioner Ralph V. Yanora
Commissioner Kathryn L. Zerfuss
Commissioner John F. Coleman
Legislative Director JJ Livingston