

31 August 2016

To: The Pa Public Utility Commission Secretary
400 North Street
Harrisburg, PA 17120

From: Ross E. Schell
203 Knollwood Drive
Harrisburg, PA 17109-5515
PH# 717-651-0824
Fax# same but call First.

To The Pa Public Utility Commission Secretary
C-2016-2552834

I am writing this as a request for a Petition interlocutory review. Why has Ms. Krupka, PPL's Attorney, evidence Exhibits 1,2,3 was summited at the hearing at 10:00 on 31 August 2016 over my objections?

The exhibits that PPL's Attorney summited has nothing to do with my complaint, of power going on and off. By summiting these documents Judge Watson has possibly prejudiced the case against me. Also the testimony given at the telephone hearing may prejudice the case against me if taken as the truth in full.

Even though they did not fully explain why my power is going on and off?


Ross E. Schell



Kimberly G. Krupka

33 S. Seventh Street, P.O. Box 4060
Allentown, PA 18105
610/820-5450 • 610/820-6006
kkrupka@grossmcginley.com

ATTORNEYS

MALCOLM J. GROSS
PAUL A. MCGINLEY
HOWARD S. STEVENS
DONALD LaBARRE, JR.
J. JACKSON EATON, III
MICHAEL A. HENRY
PATRICK J. REILLY
ANNE K. MANLEY
SUSAN ELLIS WILD*
VICTOR F. CAVACINI
THOMAS E. REILLY, JR.
STUART T. SHMOOKLER
JAMES A. RITTER
JOHN F. GROSS
ALLEN I. TULLAR
RAYMOND J. DeRAYMOND
THOMAS A. CAPEHART
KIMBERLY G. KRUPKA
KIMBERLY A. SPOTTS-KIMMEL
LOREN L. SPEZIALE*†
CHARLES J. FONZONE
JENNIFER L. WEED ‡•
SAMUEL E. COHEN-
ADRIAN K. COUSENS*
MICHAEL J. BLUM**
GRAIG M. SCHULTZ*
ZACHARY R. FOWLER
NICOLE J. O'HARA*
CHRISTOPHER W. GITTINGER
CONSTANCE K. NELSON
GRAEME E. HOGAN*
DANIEL A. PRESTOSH
SARAH K. HART*
SARAH M. JOLLY

Of Counsel:
THE HON. JOHN P. LAVELLE (Ret.)
MARIANNE S. LAVELLE

*Also admitted in NY
*Also admitted in NJ
*Also admitted in DC
*Also admitted in MD
*Also admitted in MA
*Also admitted in TX
*Also admitted in NM

Allentown Office:
33 S. Seventh Street
P.O. Box 4060
Allentown, PA 18105
Phone: 610/820-5450
Fax: 610/820-6006

Easton Office:
101 Larry Holmes Drive, Suite 202
Easton, PA 18042
Phone: 610/258-1506
Fax: 610/258-0701

Emmaus Office
111 East Harrison Street, Suite 2
Emmaus, PA 18049
Phone: 610/967-1030
Fax: 610/967-0622

Lehigh Office
415 Mahoning Street
Lehigh, PA 18235
Phone: 610/377-0500

August 23, 2016

FEDERAL EXPRESS

The Honorable Jeffrey A. Watson
Administrative Law Judge
Pennsylvania Public Utility Commission
Piatt Place
Suite 220
301 5th Avenue
Pittsburgh, PA 15222

**RE: Ross E. Schell v. PPL Electric Utilities Corporation
Docket No. C-2016-2552834**

Dear Judge Watson:

Enclosed please find in the above-referenced matters three (3) copies of PPL Hearing Exhibit Nos. 1, 2, and 3. I propose to introduce these documents into evidence at the Telephonic Hearing scheduled for Wednesday, August 31, 2016 at 10:00 AM.

I have Federal Expressed copies of these exhibits to the Complainant.

Very truly yours,

KIMBERLY G. KRUPKA

KGK:kmc
Enclosures

cc: Ross Schell (w. enc.); via Federal Express

Account Activity Statement

Date: 08/22/16
Page: 1

*** Account Information ***

Account Number: 9010-71010
Mail To: TAMMY S SCHELL
203 KNOLLWOOD DR
HARRISBURG PA 17109

Requested By: AMY S SCHELL
717)651-0824 Extension:

*** Current Account Status ***

Payment Agreement
Installment: \$0.00 Balance: \$0.00
Budget Bill Amortization
Installment: \$0.00 Balance: \$0.00
Current Rate: RS

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
8/23/2012	Payment		\$-977.23								
8/29/2012	ELECTRIC SERVICE		\$344.75								
8/29/2012	Regular Bill	09/19	\$51.75								
9/13/2012	Payment		\$-51.75				0000/0269	30726A	29	2963	
10/01/2012	ELECTRIC SERVICE		\$287.86								
10/01/2012	Regular Bill	10/22	\$287.86				0065/0125	33205A	33	2479	
10/24/2012	Payment		\$-287.86								
11/30/2012	ELECTRIC SERVICE		\$204.55								
11/30/2012	Regular Bill	11/20	\$204.55				0281/0003	34945A	29	1740	
12/27/2012	Late Payment Charge		\$2.56								
1/28/2012	Payment		\$-207.11								
1/29/2012	ELECTRIC SERVICE		\$241.03								
1/29/2012	Regular Bill	12/20	\$241.03				0759/0000	37009A	30	2064	
2/27/2012	Late Payment Charge		\$3.01								
2/31/2012	ELECTRIC SERVICE		\$264.92								
2/31/2012	Regular Bill	01/21	\$508.96	\$241.03			0885/0000	39359A	32	2350	
1/23/2013	Payment		\$-508.96								
1/30/2013	ELECTRIC SERVICE		\$261.19								
1/30/2013	Regular Bill	02/20	\$261.19				1012/0000	41667A	30	2308	
2/26/2013	Late Payment Charge		\$3.26								
2/28/2013	ELECTRIC SERVICE		\$270.48								
2/28/2013	Regular Bill	03/21	\$534.93	\$261.19			0973/0000	44062A	29	2395	
3/27/2013	Late Payment Charge		\$0.04								
3/27/2013	Late Payment Charge		\$6.64								
1/01/2013	ELECTRIC SERVICE		\$279.08								
1/01/2013	Regular Bill	04/22	\$820.69	\$534.93			0875/0000	46614A	32	2552	
5/01/2013	ELECTRIC SERVICE		\$225.83								
5/01/2013	Regular Bill	05/22	\$1046.52	\$820.69			0383/0012	48653A	30	2039	
3/22/2013	Payment		\$-540.83								

Bill Account: 09010-71010

Account Activity Statement

Date: 08/22/16

PPL Exhibit 1

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
5/31/2013	ELECTRIC SERVICE										
5/31/2013	Regular Bill	06/21	\$246.18 \$751.87	\$505.69			0156/0071	50888A	30	2235	
6/26/2013	Payment		\$-261.18								
7/01/2013	ELECTRIC SERVICE										
7/01/2013	Regular Bill	07/22	\$288.25 \$778.94	\$490.69			0002/0241	53357A	31	2469	
7/30/2013	Late Payment Charge		\$9.73								
7/31/2013	Payment		\$-303.00								
7/31/2013	ELECTRIC SERVICE										
7/31/2013	Regular Bill	08/21	\$312.26 \$797.93	\$475.94			0000/0386	55994A	30	2637	
8/29/2013	ELECTRIC SERVICE										
8/29/2013	Late Payment Charge		\$275.42 \$0.12								
8/29/2013	Late Payment Charge		\$9.85								
8/29/2013	Regular Bill	09/19	\$1083.32 \$797.93				0000/0198	58305A	29	2311	
9/25/2013	Payment		\$-300.00								
0/01/2013	ELECTRIC SERVICE										
0/01/2013	Regular Bill	10/22	\$307.62 \$1090.94	\$783.32			0090/0127	60783A	33	2478	
0/14/2013	Payment		\$-1090.94								
0/30/2013	ELECTRIC SERVICE										
0/30/2013	Regular Bill	11/20	\$227.75 \$227.75				0272/0033	62581A	29	1798	
1/20/2013	Payment		\$-227.75								
1/27/2013	ELECTRIC SERVICE										
1/27/2013	Regular Bill	12/18	\$200.41 \$200.41				0613/0000	64149A	28	1568	
2/26/2013	Late Payment Charge		\$2.51								
2/31/2013	ELECTRIC SERVICE										
2/31/2013	Regular Bill	01/21	\$298.76 \$501.68	\$200.41			1095/0000	66550A	34	2401	
1/15/2014	Payment		\$-200.41								
1/28/2014	Late Payment Charge		\$0.03								
1/28/2014	Late Payment Charge		\$3.73								
1/30/2014	ELECTRIC SERVICE										
1/30/2014	Regular Bill	02/20	\$302.18 \$607.21	\$301.27			1276/0000	68954A	30	2404	
2/26/2014	Late Payment Charge		\$7.51								
2/26/2014	Late Payment Charge		\$0.08								
2/28/2014	BUDGET BILLING										
2/28/2014	Regular Bill	03/21	\$270.00 \$884.80	\$607.21	\$298.59	\$28.59			29		
3/12/2014	Payment		\$-320.00								
3/31/2014	Late Payment Charge		\$3.59								
3/31/2014	Late Payment Charge		\$3.38								

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
3/31/2014	Late Payment Charge		\$0.09								
4/01/2014	BUDGET BILLING		\$270.00								
4/01/2014	Regular Bill	04/22	\$841.86	\$564.80	\$255.28	\$13.87			32		
4/09/2014	Payment		\$-292.00								
4/23/2014	Payment		\$-227.45								
5/01/2014	BUDGET BILLING		\$270.00								
5/01/2014	Regular Bill	05/22	\$592.41	\$322.41	\$237.72	\$-18.41			30		
5/08/2014	Payment		\$-50.00								
6/02/2014	BUDGET BILLING		\$270.00								
6/02/2014	Late Payment Charge		\$0.03								
6/02/2014	Late Payment Charge		\$6.76								
6/02/2014	Regular Bill	06/23	\$819.20	\$542.41	\$288.94	\$0.53			32		
6/20/2014	Payment		\$-819.20								
7/01/2014	BUDGET BILLING		\$270.00								
7/01/2014	Regular Bill	07/22	\$270.00	\$278.90	\$9.43				29		
7/29/2014	Late Payment Charge		\$3.38								
7/31/2014	BUDGET BILLING		\$270.00								
7/31/2014	Regular Bill	08/21	\$543.38	\$270.00	\$295.82	\$35.25			30		
8/29/2014	BUDGET BILLING		\$270.00								
8/29/2014	Regular Bill	09/19	\$813.38	\$543.38	\$261.66	\$26.91			29		
9/02/2014	Payment		\$-813.38								
10/01/2014	BUDGET BILLING		\$270.00								
10/01/2014	Regular Bill	10/22	\$270.00	\$252.34	\$9.25				33		
10/22/2014	Payment		\$-270.00								
11/30/2014	BUDGET BILLING		\$270.00								
11/30/2014	Regular Bill	11/20	\$270.00	\$202.59	\$58.16				29		
1/26/2014	Late Payment Charge		\$3.38								
2/01/2014	BUDGET BILLING		\$248.00								
2/01/2014	Regular Bill	12/22	\$521.38	\$270.00	\$217.18	\$-88.98			32		
2/30/2014	Late Payment Charge		\$6.48								
2/30/2014	Late Payment Charge		\$0.04								
2/31/2014	BUDGET BILLING		\$248.00								
2/31/2014	Regular Bill	01/21	\$775.90	\$521.38	\$243.85	\$-93.13			30		
1/29/2015	BUDGET BILLING		\$133.12								
1/29/2015	Regular Bill	02/19	\$909.02	\$775.90	\$226.25				29		
2/02/2015	Payment		\$-276.00								

Date: 08/22/16
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Account Activity Statement

Bill Account: 09010-71010

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
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1/27/2016	Late Payment Charge				\$17.05				
1/27/2016	Late Payment Charge				\$0.38				
2/01/2016	Special Agreement				\$-102.93				
2/01/2016	BUDGET BILLING				\$433.93				
2/01/2016	Regular Bill	02/22		\$1402.61	\$271.72				32
3/01/2016	Late Payment Charge				\$0.38				
3/01/2016	Late Payment Charge				\$21.19				
3/02/2016	CANCELED BUDGET BILLING				\$283.00				
3/02/2016	SPECIAL AGREEMENT - BB SETTLE				\$17.15				
3/02/2016	Canceled Bill	03/23		\$1751.16	\$260.21	\$-22.79			30
3/22/2016	Adjustment				\$-283.00				
3/22/2016	BUDGET BILLING				\$260.21				
3/22/2016	Regular Bill	04/12		\$1751.16	\$260.21				30
4/01/2016	ELECTRIC SERVICE				\$237.03				
4/01/2016	SPECIAL AGREEMENT - BB SETTLE				\$17.15				
4/01/2016	Regular Bill	04/22		\$1789.88		0494/0004	21071A	30	1798
5/02/2016	ELECTRIC SERVICE				\$221.63				
5/02/2016	SPECIAL AGREEMENT - BB SETTLE				\$17.15				
5/02/2016	Regular Bill	05/23		\$2304.27		0408/0007	01353A	31	1674
6/01/2016	ELECTRIC SERVICE				\$245.85				
6/01/2016	SPECIAL AGREEMENT - BB SETTLE				\$17.15				
6/01/2016	Regular Bill	06/22		\$2543.05		0169/0093	03224A	30	1871
7/01/2016	ELECTRIC SERVICE				\$293.30				
7/01/2016	SPECIAL AGREEMENT - BB SETTLE				\$17.15				
7/01/2016	Regular Bill	07/22		\$2806.05		0003/0272	05532A	30	2308
3/01/2016	ELECTRIC SERVICE				\$311.57				
3/01/2016	SPECIAL AGREEMENT - BB SETTLE				\$17.18				
3/01/2016	Regular Bill	08/22		\$3116.50		0000/0452	07991A	31	2459

Account Contact History
Account: 901071010 Customer Name: TAMMY S SCHELL
 From 5/24/2012 to 8/22/2016

Contact Date	Contact Type	Remarks	User
2016-07-06	Correspondence - General	Template Name Electric Choice brochure. Created By Nunez Marilyn Letter Edited No. CS Letters ID 1654581	CSLET
2016-07-06	Choice Inquiry	cont. to a lower rate to save on electric.	MARILYN NUNEZ
2016-07-06	Choice Inquiry	Told him about the standard offer program. He said his wife handles choice. Mailing Electric choice info to see about getting a lower rate. Verified cust has oil heat electric w/h - 50 gallon fast recovery w/h swimming pool dehumidifier central a/c and there are 3 ppl living there currently his 2 grandchildren are there for the summer. Can switch. cont	MARILYN NUNEZ
2016-07-06	PUC/Formal	Working WATT 1381543 Called cust to discuss his concerns. I Offered to place him on a new p a of 523 by 7 23 and then 12 instimnts of 213 but he couldn't agree to it. His other concerns is about the many momentary interruptions. He prefers to discuss this with the judge and prefers to go to the hearing. I emailed our attny that case is not settled.	MARILYN NUNEZ
2016-07-06	Financial Statement Added	WATT Billing - Business Accounts Other Work Item 1421745 Completed	MARILYN NUNEZ
2016-06-28	Miscellaneous	WATT ID 1421745 This should be a Bill Dispute Complaint however since there is an open complaint on the account it will not let me add another. AMB	BONNIE YOUSHOCK
2016-06-27	Miscellaneous	WATT Billing - Business Accounts Other Work Item 1421745 Created	AMY M BELLIZIA
2016-06-27	Miscellaneous	WATT Billing - Business Accounts Other Work Item 1421745 Created	AMY M BELLIZIA
2016-04-18	Miscellaneous	A contractor will perform a meter inspection at this premise between 04 18 16 and 05 30 16. Meter inspections are being performed as part of the meter replacement project. The goal of these inspections is to gather some general information on customers meters which will be used to update our customer service database in advance of meter deployment.	CSSDR044
2016-04-15	SC - PUC Formal Complaint	Received notice from the PUC that the customer filed Formal Complaint WATT ID 1381543.	E02623
2016-04-15	Miscellaneous	WATT ID 1381543 This Cust has 2 other pending Complaints WATTS 1368975 and 1374760. All the same items just filed at different times.	AMY M BELLIZIA
2016-04-15	Miscellaneous	WATT CCC Formal Complaint - Bill Dispute Work Item 1381543 Created	AMY M BELLIZIA
2016-04-05	Change Meter Only Issued	please change meter and send to SFC for testing. This is a PUC Formal case and cust is disputing usage. Please email me w the meter testing results. Thanks.	MARILYN NUNEZ
2016-04-05	PUC/Formal	Working WATT 1368975 2nd attempt. I called and I m for Ross Schell to give me a call to discuss the PUC Formal. If cust calls please transfer call to me. Thanks.	MARILYN NUNEZ
2016-04-05	Miscellaneous	WATT ID 1368975 Customer has another Complaint WATT 1374760 which is listed as Ability to Pay but should be Bill Dispute. Can not have 2 Bill Disputes on account at the same time though. AMB	AMY M BELLIZIA
2016-04-05	Miscellaneous	WATT ID 1374760 This should be a Bill Dispute but due to WATT 1368975 there can not be to Bill Dispute WATTs at the same time.	AMY M BELLIZIA
2016-04-05	Miscellaneous	WATT CCC Formal Complaint - Ability To Pay Work Item 1374760 Created	AMY M BELLIZIA
2016-03-30	Correspondence - General	Template Name Contact PPL Created By Nunez Marilyn Letter Edited Yes CS Letters ID 1519251	CSLET
2016-03-30	Maintain Bill Account	removed m a...same as premise address..	MARILYN NUNEZ
2016-03-30	PUC/Formal	Working WATT 1368975 I called I m for Ross Schell to call me re his PUC Formal complaint. If he calls please transfer to me. Also mailing contact letter.	MARILYN NUNEZ
2016-03-23	Miscellaneous	WATT CCC Formal Complaint - Bill Dispute Work Item 1368975 Created	AMY M BELLIZIA
2016-03-22	SC - PUC Formal Complaint	Received an email from the PUC that the customer filed Formal Complaint Docket No. C-2016-2635220. Paperwork to follow.	E02623
2016-03-22	Stop Budget Bill		MICHELE K SPOTTS
2016-03-15	Correspondence - General	Template Name Income Provided-No Change in Terms Created By Maisonet Ellen Letter Edited No CS Letters ID 1505967	CSLET
2016-03-15	Miscellaneous	WATT Collection - Agency Income Verification Work Item 1354988 Completed	ELLEN MAISONET
2016-03-15	Miscellaneous	WATT ID 1354988 Agency verified income on 3 15 16 does not reflect significant change in circumstance. Income increased since last financial statement. Sent no change in terms letter.	ELLEN MAISONET
2016-03-15	Financial Statement Added		ELLEN MAISONET

Contact Date	Contact Type	Remarks	User
2016-03-15	Miscellaneous	INCOME VERIFICATION 4 ADULTS SSI 1596 WAGES 3518	SASHA ROSS
2016-03-15	Miscellaneous	WATT Collection - Agency Income Verification Work Item 1364988 Created	SASHA ROSS
2016-03-14	SC - Income Verification	Income verification required.	E167962
2016-03-14	Added Payment Agreement	Caller Ross Schell Spouse Cust agrees No med cert No Offered OpHelp Y Cust does not agree to CU of 1 232.00 due on 03 14 2016 installments of 64.00 .	AMANDA R BACHMAN
2016-03-14	WEB Maintain Bill Account	Caller Ross Schell Spouse Updated primary phone from 717-681-4142 to 717-651-0824 .	AMANDA R BACHMAN
2016-03-11	Credit	Customer selected no option meets their needs Customer User ID ROSBUCS med cert No energy assistance Yes Password Verified	SELF SERVICE USER
2016-03-01	Winter Collection	Winter Collection Notice	
2016-02-01	Winter Collection	Winter Collection Notice	
2015-12-31	Winter Collection	Winter Collection Notice	
2015-11-05	Credit	Caller Ross Schell Spouse CSR Comments conf service is sched to be restored today main breaker off no exact time frame salis	HEATHER N BROWN
2015-11-05	WEB Maintain Bill Account	Caller Ross Schell Spouse Updated primary phone from 717-651-0824 to 717-681-4142 .	HEATHER N BROWN
2015-11-04	Payment Arrangement Letter Sent	Non-Catch-Up Activation PAG	
2015-11-04	Changed Payment Agreement	CTP-Reconnect Reco Pmt Amt 64.00 Caller name Ross Schell Relationship Spouse med cond Yes Confirmation Number 15110464	MEGAN L MCGRAW
2015-11-04	Cut In Issued	SYSTEM GENERATED ORDER BASED ON CUSTOMER PAYMENT	MEGAN L MCGRAW
2015-11-04	CSS WEB Interface Payment	CTP-Reconnect Reco Pmt Amt 64.00 Caller name Ross Schell Relationship Spouse med cond Yes Confirmation Number 15110464	MEGAN L MCGRAW
2015-11-04	WEB Maintain Bill Account	Caller TAMMY S SCHELL Updated email address from None to rosbuscs@verizon.net .	MEGAN L MCGRAW
2015-11-04	Added Payment Agreement	CTP-Reconnect Caller Ross Schell Spouse Term Date 11 04 2015 PFA Provided Yes med cond Yes Cust was provided Reco1 terms of 64.00 due on 11 10 2015 installments of 64.00. Offered OpHelp N CustDeclined Customer Understands Yes	MEGAN L MCGRAW
2015-11-04	Financial Statement Added		MEGAN L MCGRAW
2015-11-04	Cut Out for Non-Pay Maintained		MEGAN L MCGRAW
2015-10-29	Cut Out for Non-Pay Issued		CUMCLO24
2015-10-15	Correspondence - Collections	CUT DATE 2015-10-29 AMOUNT 255.00	
2015-08-06	WEB Customer Initiated Payment	Scheduled date 8 6 2015 Amount 255.00 User ROSBUCS Owner Yes. Confirmation Number: 15080628	SELF SERVICE USER
2015-07-16	Changed Payment Agreement	PA Pmt Amt 1 288.50 Customer User ID ROSBUCS med cert No Password Verified Confirmation Number 15071642	SELF SERVICE USER
2015-07-16	WEB Customer Initiated Payment	PA Pmt Amt 1 288.50 Customer User ID ROSBUCS med cert No Password Verified Confirmation Number 15071642	SELF SERVICE USER
2015-07-13	Added Payment Agreement	Customer User ID ROSBUCS Term Date 07 20 2015 med cert No Password Verified Confirmation Number 15071642 due on 07 19 2015 installments of 21.00 . Password Verified	SELF SERVICE USER
2015-07-09	3-day call - Ratepayer	CUBCL024	CUBCL024
2015-07-02	Correspondence - Collections	CUT DATE 2015-07-16 AMOUNT 1 013.50	
2015-06-01	3-day call - Ratepayer	CUBCL024	CUBCL024
2015-06-01	WEB Customer Initiated Payment	PA Pmt Amt 324.00 Confirmation Number 15080154	SELF SERVICE USER
2015-06-01	MPO	Customer User ID ROSBUCS Term Date 05 05 2015 med cert No energy assistance Yes Password Verified	SELF SERVICE USER
2015-05-26	Correspondence - Collections	CUT DATE 2015-05-05 AMOUNT 1 069.13	
2015-04-22	WEB Customer Initiated Payment	PA Pmt Amt 348.00 Confirmation Number 15042246	SELF SERVICE USER
2015-04-22	MPO	Customer User ID ROSBUCS Term Date 04 22 2015 med cert Yes energy assistance Yes Password Verified	SELF SERVICE USER
2015-04-20	Cut Out for Non-Pay Issued		CUMCLO24
2015-04-20	Planned Outage Letter	Prearranged Outage - Specific Rain Date ISSUED BY jsohn ISSUED DATE 2015-04-20 OUTAGE DATE 2015-05-12 OUTAGE TIME 9AM-10AM RAIN DATE 2015-05-14 RAIN TIME	
2015-04-20	Credit	CSR Comments s w rp-sp ross schell-res cust calling to see if we could extend DD till Wednesday I was unable to do that told cust if pmt wasn't made collections will resume and if he received a shut off before then to call us back. sat-y kh	KOURTNEY HAYES
2015-04-10	Disputed Payment Agreement	Caller Ross Schell-Res Spouse Term Date 04 14 2015 Cust agrees No med cert Yes Offered OpHelp N CustDeclined Cust does not agree to CU of 437.00 due on 04 13 2015 installments of 21.00 .	HERNANDEZ, KARINA

Contact Date	Contact Type	Remarks	User
2015-04-10	Financial Statement Added	Caller Ross Schell-Res Spouse Term Date 04 14 2015 med cert Yes	HERNANDEZ,KARINA
2015-04-10	SC - MED CERT - 3 DAY	Customer selected no option meets their needs Customer User ID ROSSBUGS Term Date 04 14 2015 med cert No energy assistance Yes Password Verified	E177125
2015-04-10	Credit	LIHEAP Deadline extension email	SELF SERVICE USER
2015-04-08	3-day call - Ratepayer	CUT DATE 2015-04-14 AMOUNT 895.93	CUBCL024
2015-04-02	LIHEAP	CSR Comments called to set p a inform we tried to set one already and we are asking 437.00 3 30 sat ov	CSLET
2015-04-01	Correspondence - Collections	CSR Comments s w Ross Schell-spouse want to set up agrmt. Adv need to pay 437 due 3 30. Cant agree. No change in income. Adv pay as much ofn risk of ipc coll. Cust understands. Declined puc	ORLANDO VARONA
2015-04-01	Credit	LIHEAP Informational Outbound Call	CLARISSA R MOORE
2015-03-30	Credit	Caller Ross Schell-spouse Spouse Cust agrees No med cert No Offered OpHelp Y Cust does not agree to CU of 437.00 due on 03 30 2015 installments of 21.00 . Customer Satisfied Understands Yes	CLARISSA R MOORE
2015-03-30	Added Payment Agreement	CSR Comments S W Ross Schell Spouse lives in the home called to see if there was an ext. available informed sorry no asked to rotate the account that he would be making payment on 3 23 15 SAT YES JM	CLARISSA R MOORE
2015-03-30	Financial Statement Added	CSR Comments conf terms of PA CB 21.00 adv of CU 154.00 due 3 9 then CB 21.00 283.91 due 3 23 adv no shut off and to make pmt asap to catch up on PA. rev d shut off recvd sd over income for lheap salis	MCALOOSE,JOSEPH
2015-03-16	Credit	LIHEAP Informational Outbound Call	HEATHER N BROWN
2015-03-04	Credit	Winter Collection Notice	IVR
2015-03-04	Added Payment Agreement	IVR Energy Assistance Yes Caller agrees to CU of 154.00 due on 03 09 2015 installments of 21.00.	CSSDR044
2015-03-04	Choice Inquiry	Privacy Release Mailing Privacy Release Default- OK to Release All	CSLET
2015-02-27	LIHEAP	LIHEAP Informational Outbound Call	SELF SERVICE USER
2015-02-26	Winter Collection	Winter Collection Notice	MADELINE DE LA ROSA
2015-01-30	WEB Customer Initiated Payment	Scheduled date 1 30 2015 Amount 276.00 User rosbuscs Owner Yes. Confirmation Number 15013075	
2015-01-19	Credit	CSR Comments Dauphin County temp out of Opthelp funds MD	
2015-01-19	Payment Arrangement Letter Sent	Non-Catch-Up Activation PAG	
2015-01-19	Added Payment Agreement	Caller Ross Schell res Spouse Cust agrees Yes med cert No Offered Energy Assistance Yes energy assistance Yes Cust agrees to NCU of 276.00 due on 02 08 2015 installments of 21.00 . Customer Satisfied Understands Yes	MADELINE DE LA ROSA
2015-01-19	Financial Statement Added	Winter Collection Notice	MADELINE DE LA ROSA
2014-12-31	Winter Collection	LIHEAP Collection Notice	CUBSI006
2014-11-24	Removed from Collections - Deferred BB Balance	LIHEAP email sent	CUBSI006
2014-11-21	Removed from Collections - Deferred BB Balance	LIHEAP Reminder Call 11 10 to 11 21	CSLET
2014-11-19	LIHEAP	LIHEAP email sent	CSLET
2014-11-07	LIHEAP	LIHEAP Reminder Call 11 10 to 11 21	SELF SERVICE USER
2014-10-22	WEB Customer Initiated Payment	Scheduled date 10 22 2014 Amount 270.00 User ROSSBUGS Owner Yes. Confirmation Number 14102293	SELF SERVICE USER
2014-09-02	WEB Customer Initiated Payment	Scheduled date 9 2 2014 Amount 813.38 User ROSSBUGS Owner Yes. Confirmation Number 14090219	SELF SERVICE USER
2014-08-19	Payment Arrangement Letter Sent	Non-Catch-Up Activation PAG	
2014-08-19	Added Payment Agreement	Customer User ID ROSSBUGS Term Date 08 21 2014 med cert No energy assistance Yes Cust agrees to NCU of 293.00 due on 09 08 2014 installments of 20.00 . Password Verified	SELF SERVICE USER
2014-08-19	Financial Statement Added	CUBCL024	SELF SERVICE USER
2014-08-15	3-day call - Ratepayer	CUT DATE 2014-08-21 AMOUNT 270.00	CUBCL024
2014-08-11	Correspondence - Collections	Cond 1 Cond 2 Cond 3 Cond 4 Note IVR Call Type 10 No	
2014-07-11	Electric Outage - Issuance	Lights Comments none	IVR
2014-06-20	WEB Customer Initiated Payment	Scheduled date 6 20 2014 Amount 819.20 User ROSSBUGS Owner Yes. Confirmation Number 14062054	SELF SERVICE USER
2014-06-18	Credit	CSR Comments ross schell called to let us know that he will be making pay of 542.41 by 6 23 advised no guarantee. sat s w Ross Schell sp cust offered to pay the full o d amt of 542.41 on 6 18 cust has a remaining bal of 276.79 that would need to be pd by 7 18 to stop term sat	ANTONIA R SINATORE
2014-06-09	Issued Collection Arrangement	PAYMENT AGREEMENT HAS BEEN UPDATED TO KEPT	WENDY M MERKEL
2014-05-30	Changed Payment Agreement	CUT DATE 2014-06-11 AMOUNT 542.41	CUBCL109
2014-05-30	Correspondence - Collections		

Contact Date	Contact Type	Contact	Remarks	User
2014-05-21	Electric Outage - Issuance	Cond 1	Cond 4	WCT
2014-05-08	WEB Customer Initiated Payment	Cond 2	Cond 3	SELF SERVICE USER
2014-04-25	SC - GRACE EXTENSION	Cond 1	Cond 4	e02472
2014-04-23	WEB Customer Initiated Payment	Cond 2	Cond 3	SELF SERVICE USER
2014-04-09	WEB Customer Initiated Payment	Cond 1	Cond 4	SELF SERVICE USER
2014-04-01	Credit	Cond 2	Cond 3	VANESSA LESLIE
2014-04-01	Disputed Payment Agreement	Cond 1	Cond 4	VANESSA LESLIE
2014-04-01	Financial Statement Added	Cond 2	Cond 3	VANESSA LESLIE
2014-03-28	Correspondence - Collections	Cond 1	Cond 4	SELF SERVICE USER
2014-03-12	WEB Customer Initiated Payment	Cond 2	Cond 3	SELF SERVICE USER
2014-02-26	Payment Arrangement Letter Sent	Cond 1	Cond 4	SELF SERVICE USER
2014-02-26	Added Payment Agreement	Cond 2	Cond 3	SELF SERVICE USER
2014-02-26	Correspondence - Budget Billing	Cond 1	Cond 4	SELF SERVICE USER
2014-02-26	Start Budget Billing	Cond 2	Cond 3	SELF SERVICE USER
2014-02-26	Financial Statement Added	Cond 1	Cond 4	KRISTEN M KELLY
2014-02-26	WEB Inquiry	Cond 2	Cond 3	ALEXIS CONDON
2014-02-26	Credit	Cond 1	Cond 4	CSLET
2014-02-12	Correspondence - General	Cond 2	Cond 3	e163369
2014-02-11	SC - RECURRING REFERRAL TO OTRK	Cond 1	Cond 4	SELF SERVICE USER
2014-01-28	Winter Collection	Cond 2	Cond 3	IVR
2014-01-15	WEB Customer Initiated Payment	Cond 1	Cond 4	CS IVR_B
2014-01-03	Winter Collection	Cond 2	Cond 3	IVR
2013-12-01	Electric Outage - Issuance	Cond 1	Cond 4	IVR
2013-12-01	IVR Account Balance Cust Inquiry	Cond 2	Cond 3	CSLET
2013-12-02	myPPL Alerts - IVR	Cond 1	Cond 4	IVR
2013-12-01	myPPL Alerts - IVR	Cond 2	Cond 3	IVR
2013-12-01	Electric Outage - Issuance	Cond 1	Cond 4	IVR
2013-11-22	LIHEAP	Cond 2	Cond 3	SELF SERVICE USER
2013-11-19	WEB Customer Initiated Payment	Cond 1	Cond 4	CSLET
2013-11-11	LIHEAP	Cond 2	Cond 3	SELF SERVICE USER
2013-10-11	WEB Customer Initiated Payment	Cond 1	Cond 4	SELF SERVICE USER
2013-09-25	WEB Customer Initiated Payment	Cond 2	Cond 3	SELF SERVICE USER
2013-09-11	Payment Arrangement Letter Sent	Cond 1	Cond 4	KEVIN DIEHL
2013-09-11	Added Payment Agreement	Cond 2	Cond 3	KEVIN DIEHL
2013-09-11	Financial Statement Added	Cond 1	Cond 4	KEVIN DIEHL
2013-09-11	Changed Payment Agreement	Cond 2	Cond 3	CUMCLO24
2013-09-11	Cut Out for Non-Pay Issued	Cond 1	Cond 4	CSLET
2013-09-05	Correspondence - General	Cond 2	Cond 3	IVR
2013-09-04	SC - RECURRING REFERRAL TO OTRK	Cond 1	Cond 4	IVR

Contact Date	Contact Type	Remarks	User
2013-09-04	Added Payment Agreement	IVR Term Date 09 10 2013 Med Cert - No Energy Assistance Yes Caller agrees to CU of 336.00 due on 09 09 2013 installments of 15.00	IVR
2013-08-28	Correspondence - Collections	CUT DATE 2013-09-10 AMOUNT 797.93	SELF SERVICE USER
2013-07-31	WEB Customer Initiated Payment	PA Pmt Amt 303.00 Confirmation Number 13073113 Customer User ID ROSBUCS Term Date 08 09 2013 med cert No budget No energy assistance Yes Customer agrees to Catchup terms of 303.00 due on 08 07 2013 15.00 due each month thereafter.	SELF SERVICE USER
2013-07-31	Added Payment Agreement	CUT DATE 2013-08-08 AMOUNT 778.94	SELF SERVICE USER
2013-07-29	Correspondence - Collections	Scheduled date 6 26 2013 Amount 261.18 User ROSBUCS Owner Yes. Confirmation Number 13062676	SELF SERVICE USER
2013-06-26	WEB Customer Initiated Payment	Scheduled date 5 22 2013 Amount 540.83 User ROSBUCS Owner Yes. Confirmation Number 13052202	SELF SERVICE USER
2013-05-22	WEB Customer Initiated Payment	Caller Ross Schell Spouse med cert No CSR Comments slated unable to pay on 5 14 - submitted dd ext - he will make pymnt of 540.83 pn 5 22 to pay reinstatmnt amnt CB - sat	NAOMI I SAMPSON
2013-05-13	Credit	Spoke with Ross Schell placed a DueDateExtension suspend charge on account.	NAOMI I SAMPSON
2013-04-25	OnTrack Customer	On Track application mailed. Return envelope to CAC Harrisburg.	LINDA L PUGLIESE
2013-04-24	Correspondence - Collections	OTREFCU - ONTRACK REFERRAL LETTER SENT	SELF SERVICE USER
2013-04-24	SC - REFERRAL TO ONTRACK	Referred to Ontrack.	
2013-04-24	Payment Arrangement Letter Sent	Non-Catch-Up Activation PAG	
2013-04-24	Added Payment Agreement	Customer User ID ROSBUCS med cert No budget No energy assistance Yes Cust agrees to NCU of 300.00 due on 05 14 2013 installments of 15.00.	SELF SERVICE USER
2013-04-24	Financial Statement Added	14 2013	SELF SERVICE USER
2013-04-11	Credit	Caller ross SCHELL Spouse med cert No CSR Comments verified bal and past due.no shut off issued yet.ni p a at this time.explained consequences.sat	REBECCA L BALLINO
2013-03-26	Data Repair	Data Repair for BANKRUPTCY	CSSDR044
2013-01-23	WEB Customer Initiated Payment	Scheduled date 1 23 2013 Amount 508.96 User ROSBUCS Owner Yes. Confirmation Number 13012391	SELF SERVICE USER
2012-11-28	WEB Customer Initiated Payment	PA Pmt Amt 207.11 Customer User ID ROSBUCS med cert No Confirmation Number 12112848	SELF SERVICE USER
2012-10-24	WEB Customer Initiated Payment	PA Pmt Amt 287.86 Customer User ID ROSBUCS med cert No Confirmation Number 12102413	SELF SERVICE USER
2012-09-13	WEB Customer Initiated Payment	Scheduled date 9 13 2012 Amount 51.75 User ROSBUCS Owner Yes. Confirmation Number 12091358	SELF SERVICE USER
2012-08-23	WEB Customer Initiated Payment	Scheduled date 8 23 2012 Amount 977.23 User ROSBUCS Owner Yes. Confirmation Number 12082343	SELF SERVICE USER
2012-08-01	SC - MED CERT - 3 DAY	Customer User ID ROSBUCS Term Date 08 08 2012 med cert Yes	SELF SERVICE USER

Maintain Payment Agreement for Account 09010-71010

Agreement Edit Help

Start Date	Type	Status	Agreement Amount
03/14/16	Catch-Up	Refused	1,751.16
11/04/15	Reconnection	Defaulted	774.61
07/13/15	Catch-Up	Kept	1,013.50
04/10/15	Catch-Up	Expired	895.93
03/30/15	Catch-Up	Refused	895.93
03/04/15	Catch-Up	Refused	633.02
01/19/15	Non-Catch-Up	Defaulted	775.90
08/19/14	Non-Catch-Up	Kept	543.38
04/01/14	Catch-Up	Kept	564.80

Maintain Payment Agreement for Account 0900-71010

Agreement Edit Help

Start Date	Type	Status	Agreement Amount
07/07/14	Catch-Up	Kept	564.80
02/26/14	Non-Catch-Up	Defaulted	607.21
09/11/13	Non-Catch-Up	Kept	1,083.32
09/04/13	Catch-Up	Canceled	797.93
07/31/13	Catch-Up	Defaulted	778.94
04/24/13	Non-Catch-Up	Defaulted	820.69
07/03/12	Catch-Up	Defaulted	578.58
02/03/12	Catch-Up	Defaulted	936.47
09/28/11	Catch-Up	Defaulted	774.79

View...

Maintain Payment Agreement for Account 09010-71010			
Start Date	Type	Status	Agreement Amount
09/28/11	Catch-Up	Defaulted	774.79
09/06/11	Catch-Up	Defaulted	987.79
09/02/11	Catch-Up	Canceled	987.79
06/01/11	Non-Catch-Up	Defaulted	796.77
03/07/11	Non-Catch-Up	Defaulted	838.94
02/14/11	Catch-Up	Defaulted	583.65
06/10/10	Non-Catch-Up	Defaulted	818.65
01/05/10	Catch-Up	Kept	549.45
10/01/09	Catch-Up	Defaulted	639.65

View...

Maintain Payment Agreement for Account 09010-71010

Agreement Eds Help

Start Date	Type	Status	Agreement Amount
10/01/09	Catch-Up	Defaulted	639.65
07/02/09	Non-Catch-Up	Defaulted	641.27
10/01/08	Non-Catch-Up	Kept	513.44
08/02/07	Catch-Up	Kept	137.85
07/03/07	Catch-Up	Defaulted	264.85
04/02/07	Catch-Up	Defaulted	385.96
04/02/07	Catch-Up	Cancelled	385.96
03/12/07	Catch-Up	Defaulted	496.90
02/07/07	Catch-Up	Defaulted	584.05

View...

Start Date	Type	Status	Agreement Amount
02/07/07	Catch-Up	Defaulted	594.08
01/04/07	Catch-Up	Defaulted	594.08
06/30/06	Catch-Up	Defaulted	591.12
05/31/06	Non-Catch-Up	Defaulted	553.19
05/03/06	Catch-Up	Defaulted	583.60
04/06/06	Catch-Up	Defaulted	595.69
03/07/06	Catch-Up	Defaulted	621.05
01/05/06	Non-Catch-Up	Defaulted	784.37
10/10/05	Non-Catch-Up	Defaulted	623.66
		Defaulted	776.76

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Maintain Payment Agreement for Account 0901D-71010

Agreement Edit Help

Start Date	Type	Status	Agreement Amount
10/10/05	Non-Catch-Up	Defaulted	775.76
11/01/04	Non-Catch-Up	Defaulted	498.72
06/28/04	Catch-Up	Defaulted	403.24
01/29/04	Catch-Up	Defaulted	433.81
11/03/03	UpFront	Defaulted	288.54
08/05/03	Non-Catch-Up	Defaulted	649.20
05/16/03	Non-Catch-Up	Defaulted	638.05
11/04/02	Catch-Up	Kept	558.35
06/09/02	Catch-Up	Defaulted	672.88

View...

Agreement Edit Help

Start Date	Type	Status	Agreement Amount
11/03/03	UpFront	Defaulted	288.54
08/05/03	Non-Catch-Up	Defaulted	649.20
05/16/03	Non-Catch-Up	Defaulted	638.05
11/04/02	Catch-Up	Kept	558.35
08/09/02	Catch-Up	Defaulted	672.88
08/02/02	Catch-Up	Dispute Canceled	672.88
06/10/02	Non-Catch-Up	Defaulted	530.48
04/12/02	Catch-Up	Defaulted	491.09

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