

06 January 2017

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.

C-2016-2566320

To whom this may Concern

Petition of objection. To the summing of evidence by PPL'S  
Attorney on 5 January 2016.

1. It has nothing to do with my complaint. Which is about service quality and reliability.
2. It does show on page 1 of exhibit 3 the last payment arrangement they offered me. 1751.16 down Then 456 per month till payed up.
3. Exhibit 1 and 2 Prove that my bill has gone down since the new meter was installed.

Ross E. Schell

## Certificate Of Service

I do Herby Certify That I have This Day 06 January 2017 I Have Served a true And correct copy of the Petition of objection 06 January 2016 The person's and manner Set Forth Below.

Via Fax Petition of objection

Kimberly G. Krupka

33 S Seventh Street

P.O. box 4060

Allentown, PA 18105-4060

The Honorable Jeffery A. Watson

Piatt Place

Suite 220

301 5<sup>th</sup> Avenue

Pittsburg, Pa 15222 has cut off all contact with me

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 LaBARRÉ, JR.  
J. JACKSON EATON, III  
MICHAEL A. HENRY  
ANNE K. MANLEY  
SUSAN ELLIS WILD† •  
VICTOR F. CAVACINI  
THOMAS E. REILLY, JR.  
STUART T. SHMOOKLER  
JAMES A. RITTER  
JOHN F. GROSS  
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RAYMOND J. DeRAYMOND  
THOMAS A. CAPEHART  
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CHARLES J. FONZONE  
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JENNIFER L. WEED Δ •  
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Of Counsel:  
PATRICK J. REILLY  
THE HON. JOHN P. LAVELLE (Ret.)  
MARIANNE S. LAVELLE

\*Also admitted in NY  
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\*Also admitted in DC  
\*Also admitted in MD  
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Δ Also admitted in TX  
• Also admitted in NM

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

January 5, 2017

**FEDERAL EXPRESS**

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

**RE: Ross E. Schell v. PPL Electric Utilities Corporation**  
**Docket No. C-2016-2566320**

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 Thursday, January 12, 2017 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 E. Schell (w. enc.); via Federal Express

Account Activity Statement

Date: 01/04/17  
Page: 1

\*\*\* Account Information \*\*\*

Account Number: 09010-71010  
Mail To:  
TAMMY S SCHELL  
203 KNOLLWOOD DR  
HARRISBURG PA 17109

Requested By:  
TAMMY 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
01/23/2013	Payment		\$-508.96								
01/30/2013	ELECTRIC SERVICE		\$261.19								
01/30/2013	Regular Bill	02/20	\$261.19				1012/0000	41667A	30	2308	
02/26/2013	Late Payment Charge		\$3.26								
02/28/2013	ELECTRIC SERVICE		\$270.48								
02/28/2013	Regular Bill	03/21	\$534.93	\$261.19			0973/0000	44062A	29	2395	
03/27/2013	Late Payment Charge		\$0.04								
03/27/2013	Late Payment Charge		\$6.64								
04/01/2013	ELECTRIC SERVICE		\$279.08								
04/01/2013	Regular Bill	04/22	\$820.69	\$534.93			0875/0000	46614A	32	2552	
05/01/2013	ELECTRIC SERVICE		\$225.83								
05/01/2013	Regular Bill	05/22	\$1046.52	\$820.69			0383/0012	48653A	30	2039	
05/22/2013	Payment		\$-540.83								
05/31/2013	ELECTRIC SERVICE		\$246.18								
05/31/2013	Regular Bill	06/21	\$751.87	\$505.69			0156/0071	50888A	30	2235	
06/26/2013	Payment		\$-261.18								
07/01/2013	ELECTRIC SERVICE		\$288.25								
07/01/2013	Regular Bill	07/22	\$778.94	\$490.69			0002/0241	53357A	31	2469	
07/30/2013	Late Payment Charge		\$9.73								
07/31/2013	Payment		\$-303.00								
07/31/2013	ELECTRIC SERVICE		\$312.26								
07/31/2013	Regular Bill	08/21	\$797.93	\$475.94			0000/0386	55994A	30	2637	
08/29/2013	ELECTRIC SERVICE		\$275.42								
08/29/2013	Late Payment Charge		\$0.12								
08/29/2013	Late Payment Charge		\$9.85								
08/29/2013	Regular Bill	09/19	\$1083.32	\$797.93			0000/0198	58305A	29	2311	
09/25/2013	Payment		\$-300.00								
10/01/2013	ELECTRIC SERVICE		\$307.62								
10/01/2013	Regular Bill	10/22	\$1090.94	\$783.32			0090/0127	60783A	33	2478	
10/14/2013	Payment		\$-1090.94								
10/30/2013	ELECTRIC SERVICE		\$227.75								

Bill Account: 09010-71010

Account Activity Statement

Date: 01/04/17

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
10/30/2013	Regular Bill	11/20	\$227.75				0272/0033	62581A	29	1798	
11/20/2013	Payment		\$-227.75								
11/27/2013	ELECTRIC SERVICE Regular Bill	12/18	\$200.41				0613/0000	64149A	28	1568	
12/26/2013	Late Payment Charge		\$2.51								
12/31/2013	ELECTRIC SERVICE Regular Bill	01/21	\$298.76				1095/0000	66550A	34	2401	
12/31/2013	Regular Bill		\$501.68	\$200.41							
01/15/2014	Payment		\$-200.41								
01/28/2014	Late Payment Charge		\$0.03								
01/28/2014	Late Payment Charge		\$3.73								
01/30/2014	ELECTRIC SERVICE Regular Bill	02/20	\$302.18				1276/0000	68954A	30	2404	
01/30/2014	Regular Bill		\$607.21	\$301.27							
02/26/2014	Late Payment Charge		\$7.51								
02/26/2014	Late Payment Charge		\$0.08								
02/28/2014	BUDGET BILLING Regular Bill	03/21	\$270.00	\$607.21	\$298.59	\$28.59			29		
02/28/2014	Regular Bill		\$884.80								
03/12/2014	Payment		\$-320.00								
03/31/2014	Late Payment Charge		\$3.59								
03/31/2014	Late Payment Charge		\$3.38								
03/31/2014	Late Payment Charge		\$0.09								
04/01/2014	BUDGET BILLING Regular Bill	04/22	\$270.00	\$564.80	\$255.28	\$13.87			32		
04/01/2014	Regular Bill		\$841.86								
04/09/2014	Payment		\$-292.00								
04/23/2014	Payment		\$-227.45								
05/01/2014	BUDGET BILLING Regular Bill	05/22	\$270.00	\$322.41	\$237.72	\$-18.41			30		
05/01/2014	Regular Bill		\$592.41								
05/08/2014	Payment		\$-50.00								
06/02/2014	BUDGET BILLING		\$270.00								
06/02/2014	Late Payment Charge		\$0.03								
06/02/2014	Late Payment Charge		\$6.76								
06/02/2014	Regular Bill	06/23	\$819.20	\$542.41	\$288.94	\$0.53			32		
06/02/2014	Regular Bill		\$819.20								
06/20/2014	Payment		\$-819.20								
07/01/2014	BUDGET BILLING		\$270.00								
07/01/2014	Regular Bill	07/22	\$270.00	\$278.90	\$9.43				29		
07/01/2014	Regular Bill		\$270.00								
07/29/2014	Late Payment Charge		\$3.38								
07/31/2014	BUDGET BILLING		\$270.00								

Bill Account: 09010-71010

Account Activity Statement

Date: 01/04/17  
Page: 3

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
07/31/2014	Regular Bill	08/21	\$543.38	\$270.00	\$295.82	\$35.25			30		
08/29/2014	BUDGET BILLING		\$270.00								
08/29/2014	Regular Bill	09/19	\$813.38	\$543.38	\$261.66	\$26.91			29		
09/02/2014	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								
10/30/2014	BUDGET BILLING		\$270.00								
10/30/2014	Regular Bill	11/20	\$270.00		\$202.59	\$-58.16			29		
11/26/2014	Late Payment Charge		\$3.38								
12/01/2014	BUDGET BILLING		\$248.00								
12/01/2014	Regular Bill	12/22	\$521.38	\$270.00	\$217.18	\$-88.98			32		
12/30/2014	Late Payment Charge		\$6.48								
12/30/2014	Late Payment Charge		\$0.04								
12/31/2014	BUDGET BILLING		\$248.00								
12/31/2014	Regular Bill	01/21	\$775.90	\$521.38	\$243.85	\$-93.13			30		
01/29/2015	BUDGET BILLING		\$133.12								
01/29/2015	Regular Bill	02/19	\$909.02	\$775.90	\$226.25				29		
02/02/2015	Payment		\$-276.00								
02/27/2015	Late Payment Charge		\$0.08								
02/27/2015	Late Payment Charge		\$7.83								
03/02/2015	BUDGET BILLING		\$255.00								
03/02/2015	Regular Bill	03/23	\$895.93	\$633.02	\$276.77	\$21.77			32		
03/31/2015	BUDGET BILLING		\$255.00								
03/31/2015	Late Payment Charge		\$11.02								
03/31/2015	Late Payment Charge		\$0.18								
03/31/2015	Regular Bill	04/21	\$1162.13	\$895.93	\$230.60	\$-2.63			29		
04/22/2015	Payment		\$-348.00								
04/30/2015	BUDGET BILLING		\$255.00								
04/30/2015	Regular Bill	05/21	\$1069.13	\$814.13	\$242.37	\$-15.26			30		
05/27/2015	Late Payment Charge		\$13.13								
05/27/2015	Late Payment Charge		\$0.24								
06/01/2015	BUDGET BILLING		\$255.00								
06/01/2015	Regular Bill	06/22	\$1337.50	\$1069.13	\$294.21	\$23.95			32		
06/02/2015	Payment		\$-324.00								
06/30/2015	BUDGET BILLING		\$255.00								
06/30/2015	Regular Bill	07/21	\$1268.50	\$1013.50	\$284.75	\$53.70			29		

Bill Account: 09010-71010

Account Activity Statement

Date: 01/04/17  
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07/16/2015 Payment \$-1268.50

07/31/2015 BUDGET BILLING \$255.00 08/21 \$255.00 \$319.42 \$118.12 31

07/31/2015 Regular Bill \$255.00

08/06/2015 Payment \$-255.00

08/31/2015 BUDGET BILLING \$255.00 09/21 \$255.00 \$334.51 \$197.63 31

08/31/2015 Regular Bill \$255.00

09/29/2015 Late Payment Charge \$3.19

09/30/2015 BUDGET BILLING \$255.00 10/21 \$255.00 \$331.76 \$274.39 30

09/30/2015 Regular Bill \$513.19

10/27/2015 Late Payment Charge \$0.04

10/27/2015 Late Payment Charge \$6.38

10/30/2015 BUDGET BILLING \$255.00 11/20 \$513.19 \$286.26 \$305.65 30

10/30/2015 Regular Bill \$774.61

11/04/2015 Payment \$-64.00

11/05/2015 COMP FEE ELEC \$30.00

12/01/2015 BUDGET BILLING \$331.00 12/22 \$710.61 \$279.46 \$254.11 32

12/01/2015 Regular Bill \$1071.61

12/31/2015 BUDGET BILLING \$331.00 01/21 \$1402.61 \$239.10 \$162.21 30

12/31/2015 Regular Bill \$1402.61

01/27/2016 Late Payment Charge \$0.12

01/27/2016 Late Payment Charge \$0.38

01/27/2016 Late Payment Charge \$17.05

02/01/2016 Special Agreement \$-102.93 02/22 \$1751.16 \$1402.61 \$271.72 32

02/01/2016 BUDGET BILLING \$433.93

02/01/2016 Regular Bill \$1751.16

03/01/2016 Late Payment Charge \$21.19

03/01/2016 Late Payment Charge \$0.38

03/02/2016 CANCELED BUDGET BILLING \$283.00 03/23 \$2072.88 \$1751.16 \$260.21 \$-22.79 30

03/02/2016 SPECIAL AGREEMENT - BB SETTLE \$17.15

03/02/2016 Canceled Bill \$2072.88

03/22/2016 Adjustment \$-283.00

03/22/2016 BUDGET BILLING \$260.21 04/12 \$1751.16 \$260.21 30

03/22/2016 Regular Bill \$2050.09

04/01/2016 ELECTRIC SERVICE \$237.03 04/22 \$2304.27 \$1789.88 0494/0004 21071A 30 1798

04/01/2016 SPECIAL AGREEMENT - BB SETTLE \$17.15

04/01/2016 Regular Bill \$2304.27

05/02/2016 ELECTRIC SERVICE \$221.63

05/02/2016 SPECIAL AGREEMENT - BB SETTLE \$17.15

Bill Account: 09010-71010 Account Activity Statement Date: 01/04/17 Page: 5

DATE TRANSACTION TYPE DUE DATE TRANSACTION AMOUNT BALANCE FORWARD ACTUAL BILLED DEFERRED BALANCE DEG DAY H/C RDG/TYPE DAYS USED KWH BILLED KW

05/02/2016 Regular Bill 05/23 \$2543.05 \$2304.27 0408/0007 01353A 31 1674

06/01/2016 ELECTRIC SERVICE \$245.85

DATE	DESCRIPTION	DEBIT	CREDIT	BALANCE	ACCOUNT	AMOUNT	DATE	DEBIT	CREDIT	BALANCE
06/01/2016	REGULAR BILL		\$2806.05	\$2843.05	0169/0093	03224A	30			1871
07/01/2016	ELECTRIC SERVICE	\$293.30								
07/01/2016	SPECIAL AGREEMENT - BB SETTLE	\$17.15								
07/01/2016	REGULAR BILL	\$316.50		\$2806.05	0003/0272	05532A	30			2308
08/01/2016	ELECTRIC SERVICE	\$311.57								
08/01/2016	SPECIAL AGREEMENT - BB SETTLE	\$17.18								
08/01/2016	REGULAR BILL	\$3445.25		\$3116.50	0000/0452	07991A	31			2459
08/30/2016	ELECTRIC SERVICE	\$252.68								
08/30/2016	REGULAR BILL	\$3697.93		\$3445.25	0000/0402	09963A	29			1972
09/29/2016	ELECTRIC SERVICE	\$238.78								
09/29/2016	REGULAR BILL	\$3936.71		\$3697.93	0017/0235	11820A	30			1857
10/31/2016	ELECTRIC SERVICE	\$178.43								
10/31/2016	REGULAR BILL	\$4115.14		\$3936.71	0248/0021	13176A	32			1356
11/30/2016	ELECTRIC SERVICE	\$182.18								
11/30/2016	REGULAR BILL	\$4297.32		\$4115.14	0579/0000	14563A	30			1387
12/30/2016	ELECTRIC SERVICE	\$207.24								
12/30/2016	REGULAR BILL	\$4504.56		\$4297.32	0895/0000	16164A	30			1601

**Account Contact History**  
**Account: 901071010 Customer Name: TAMMY S SCHELL**  
 From 10/6/2012 to 1/4/2017

Contact Date	Contact Type	Remarks	User
2016-12-07	Miscellaneous	WATT Field/FormalComplaint - Other Field Formal Work Item 1530260 Created	PATRICIA L MOORE
2016-11-04	PUC/Formal	Received Initial Decision for prior hearing on 10/19. Cust has 12 open PUC Formal for same issue Reliability of Service. There are a total of 11 WATT referral. I will put a copy of the INITIAL DECISION in WATT 1374760 for RPO.	MARILYN NUNEZ
2016-10-19	PUC/Formal	Hearing held today. Ratepayer Ross Schell did not call in.	MARILYN NUNEZ
2016-09-09	Miscellaneous	WATT Field/FormalComplaint - Reliability Work Item 1468224 Created	AMY M BELLIZIA
2016-07-06	Correspondence - General	Template Name Electric Choice brochure Created By Nunez Marilyn Letter Edited No CS Letters ID 1654591	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	Choice Inquiry	Working WATT 1381543 Calld cust to discuss his concerns. I Offered to place him on a new p a of 523 by 723 and then 12 instnments of 213 but he couldnt 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 atty that case is not settled.	MARILYN NUNEZ
2016-07-06	PUC/Formal	WATT Billing - Business Accounts Other Work Item 1421745 Completed	MARILYN NUNEZ
2016-07-06	Financial Statement Added	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
2016-06-28	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.	ED2623
2016-04-15	Miscellaneous	WATT ID 1381543 This Cust has 2 other pending Complaints WATT'S 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 WATT's 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-2016-2535220. Paperwork to follow.	ED2623
2016-03-22	Stop Budget Bill	Template Name Income Provided-No Change in Terms Created By Maisonet Ellen Letter Edited No CS Letters ID 1505967	MICHELE K SPOTTIS
2016-03-15	Correspondence - General	WATT Collection - Agency Income Verification Work Item 1364988 Completed	ELLEN MAISONET
2016-03-15	Miscellaneous	WATT ID 1364988 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	INCOME VERIFICATION 4 ADULTS SSI 1596 WAAGES 3518	ELLEN MAISONET
2016-03-15	Miscellaneous	WATT Collection - Agency Income Verification Work Item 1364988 Created	SASHA ROSS
2016-03-15	Miscellaneous	Income verification required.	SASHA ROSS
2016-03-14	SC - Income Verification	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.	ET67962
2016-03-14	Added Payment Agreement	Caller Ross Schell Spouse Updated primary phone from 717-681-4142 to 717-651-0824.	AMANDA R BACHMAN
2016-03-14	WEB Maintain Bill Account		AMANDA R BACHMAN

Contact Date	Contact Type	Remarks	User
2015-03-11	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 satis	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	CTP-Reconnect Reco Pmt Amt 64.00 Caller name Ross Schell Relationship Spouse med cond Yes Confirmation Non-Catch-Up Activation PAG	
2015-11-04	Changed Payment Agreement	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 Op-Help N CustDeclined Customer Understands Yes	MEGAN L MCGRAW
2015-11-04	Financial Statement Added		MEGAN L MCGRAW
2015-10-29	Cut Out for Non-Pay Issued		CUMCL024
2015-10-15	Correspondence - Collections	CUT DATE 2015-10-29 AMOUNT 255.00	SELF SERVICE USER
2015-08-06	WEB Customer Initiated Payment	Scheduled date 8 6 2015 Amount 255.00 User ROSBUCS Owner Yes. Confirmation Number 15090628	SELF SERVICE USER
2015-07-16	Changed Payment Agreement	PA Pmt Amt 1 268.50 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 1 268.50 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 energy assistance Yes Cust agrees to CU of 617.00 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	SELF SERVICE USER
2015-06-01	3-day call - Ratepayer	CUBCL024	CUBCL024
2015-06-01	WEB Customer Initiated Payment	PA Pmt Amt 324.00 Confirmation Number 15060154	SELF SERVICE USER
2015-05-26	Correspondence - Collections	Customer User ID ROSBUCS Term Date 06 05 2015 med cert No energy assistance Yes Password Verified	SELF SERVICE USER
2015-04-22	WEB Customer Initiated Payment	CUT DATE 2015-05-05 AMOUNT 1 069.13	SELF SERVICE USER
2015-04-20	MPO	PA Pmt Amt 348.00 Confirmation Number 15042246	SELF SERVICE USER
2015-04-20	Cut Out for Non-Pay Issued	Customer User ID ROSBUCS Term Date 04 22 2015 med cert Yes energy assistance Yes Password Verified	SELF SERVICE USER
2015-04-20	Planned Outage Letter	Prearranged Outage - Specific Rain Date ISSUED BY sjohn ISSUED DATE 2015-04-20 OUTAGE DATE 2015-05-12 OUTAGE TIME 9AM-10AM RAIN DATE 2015-05-14 RAIN TIME	CUMCL024
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 saty 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 Op-Help N CustDeclined Cust does not agree to CU of 437.00 due on 04 13 2015 Installments of 21.00.	HERNANDEZ,KARINA
2015-04-10	Financial Statement Added		HERNANDEZ,KARINA
2015-04-10	SC - MED CERT - 3 DAY	Caller Ross Schell-Res Spouse Term Date 04 14 2015 med cert Yes	E177125
2015-04-10	Credit	Customer selected no option meets their needs Customer User ID ROSBUCS Term Date 04 14 2015 med cert No energy assistance Yes Password Verified	SELF SERVICE USER
2015-04-08	3-day call - Ratepayer	CUBCL024	CUBCL024
2015-04-02	LHHEAP	LHHEAP deadline extension email	CSLET
2015-04-01	Correspondence - Collections	CUT DATE 2015-04-14 AMOUNT 895.93	ORLANDO VARONA
2015-04-01	Credit	CSR Comments called to set p a inform we tried to set one already and we are asking 437.00 3 30 sat ov	
2015-03-30	Credit	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 fpc coil. Cust understands. Declined puc	CLARISSA R MOORE
2015-03-30	Added Payment Agreement	Caller Ross Schell-spouse Spouse Cust agrees No med cert No Offered Op-Help 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	Financial Statement Added		CLARISSA R MOORE
2015-03-16	Credit	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	MCALDOSE,JOSEPH

Contact Date	Contact Type	Remarks	User
2015-03-04	Credit	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 print asap to catch up on PA rev d shut off recvd sd over income for lheap satis	HEATHER N BROWN
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.	IVR
2015-03-04	Choice Inquiry	Privacy Release Mailing Privacy Release Default- OK to Release All	CSSDR044
2015-02-27	LHEAP	LHEAP Informational Outbound Call	CSLET
2015-02-26	Winter Collection	Winter Collection Notice	
2015-01-30	WEB Customer Initiated Payment	Scheduled date 1 30 2015 Amount 276.00 User rosbuscs Owner Yes. Confirmation Number 15013075	SELF SERVICE USER
2015-01-19	Credit	CSR Comments Dauphin County temp out of Ophelp funds MD	MADELINE DE LA ROSA
2015-01-19	Payment Arrangement Letter Sent	Non-Catch-Up Activation PAG	
2015-01-19	Added Payment Agreement	Caller Ross Schnell 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		
2014-12-31	Winter Collection	Winter Collection Notice	
2014-11-24	Removed from Collections - Deferred BB Balance		CUBSI006
2014-11-21	LHEAP		CUBSI006
2014-11-19	LHEAP		CSLET
2014-11-07	LHEAP	LHEAP Reminder Call 11 10 to 11 21	CSLET
2014-10-22	WEB Customer Initiated Payment	Scheduled date 10 22 2014 Amount 270.00 User ROSBUCS Owner Yes. Confirmation Number 14102293	SELF SERVICE USER
2014-09-02	WEB Customer Initiated Payment	Scheduled date 9 2 2014 Amount 813.38 User ROSBUCS 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 ROSBUCS 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		SELF SERVICE USER
2014-08-15	3-day call - Ratepayer	CUBCL024	CUBCL024
2014-08-11	Correspondence - Collections	CUT DATE 2014-08-21 AMOUNT 270.00	
2014-07-11	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note IVR Call Type 10 No Lights Comments none	IVR
2014-06-20	WEB Customer Initiated Payment	Scheduled date 6 20 2014 Amount 819.20 User ROSBUCS 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	Cond 1 Cond 2 Cond 3 Cond 4 Note e176582 Call Type 10 No Lights Comments reprinting no power @ residence	WCT
2014-05-21	Electric Outage - Issuance	Scheduled date 5 8 2014 Amount 50.00 User ROSBUCS Owner Yes. Confirmation Number 14050819	SELF SERVICE USER
2014-05-08	WEB Customer Initiated Payment	sw ross schell spouse. thought hb amt 292 was told to pay included the 15 installment for his p a. expnd bp p a. gave grace for c b. sat.	e02472
2014-04-25	SC - GRACE EXTENSION	Scheduled date 4 23 2014 Amount 227.45 User ROSBUCS Owner Yes. Confirmation Number 14042334	SELF SERVICE USER
2014-04-23	WEB Customer Initiated Payment	Scheduled date 4 9 2014 Amount 292.00 User ROSBUCS Owner Yes. Confirmation Number 14040908	SELF SERVICE USER
2014-04-09	WEB Customer Initiated Payment	CSR Comments sw rp adv if 1 of 3 OUR opts not done on before 4 11 could have pwr cut 4 12 sat vl	VANESSA LESLIE
2014-04-01	Credit	Caller ross schell-res Spouse Term Date 04 09 2014 Cust agrees No med cert Yes Offered Energy Assistance Yes energy assistance Yes Cust does not agree to CU of 292.00 due on 04 08 2014 Installments of 15.00.	VANESSA LESLIE
2014-04-01	Disputed Payment Agreement		VANESSA LESLIE
2014-04-01	Financial Statement Added	Caller ross schell-res Spouse Term Date 04 09 2014 med cert Yes	VANESSA LESLIE
2014-04-01	SC - MED CERT - 3 DAY	CUT DATE 2014-04-09 AMOUNT 564.80	VANESSA LESLIE
2014-03-28	Correspondence - Collections	Scheduled date 3 12 2014 Amount 320.00 User ROSBUCS Owner Yes. Confirmation Number 14031246	SELF SERVICE USER
2014-03-12	WEB Customer Initiated Payment	Non-Catch-Up Activation PAG	
2014-02-26	Payment Arrangement Letter Sent	Customer User ID ROSBUCS med cert No budget Yes energy assistance Yes Cust agrees to NCU of 320.00 due on 03 18 2014 Installments of 15.00.	SELF SERVICE USER
2014-02-26	Added Payment Agreement	bpsicr.doc	SELF SERVICE USER
2014-02-26	Correspondence - Budget Billing		SELF SERVICE USER
2014-02-26	Start Budget Billing		SELF SERVICE USER
2014-02-26	Financial Statement Added		KRISTEN M KELLY
2014-02-26	WEB Inquiry	sw nusb Ross Schnell locked out of web I unlocked profile did not require password reset cust logged in while I was still on the line SAT	ALEXIS CONDON
2014-02-26	Credit	Caller ROSS SCHELL Spouse CSR Comments was trying to make a pymt online says he is locked out for security reasons and needs to contact support xferd to 90125 sat ac	CSLET
2014-02-12	Correspondence - General	Template Name OnTrack Referral Created By CSLET Letter Edited No CS Letters ID 581632	
2014-02-11	SC - RECURRING REFERRAL TO OTRK	Referral to OnTrack from internal leads not from customer contact.	e163369

Contact Date	Contact Type	Remarks	User
2014-01-28	Winter Collection	Winter Collection Notice	
2014-01-15	WEB Customer Initiated Payment	PA Print Amt. 200.41 Customer User ID ROSBUCS med cert No Confirmation Number 14011530	SELF SERVICE USER
2014-01-03	Winter Collection	Winter Collection Notice	
2013-12-01	Electric Outage - Issuance	Cond 1 Lights Comments none	IVR
2013-12-01	IVR Account Balance Cust Inquiry	Cond 2 IVR Account Balance Inquiry	CS IVR_B
2013-12-02	myPPL Alerts - IVR	PPL Alerts Terms and Conditions	IVR
2013-12-01	myPPL Alerts - IVR	Enrolled- T Cs mailed	IVR
2013-12-01	Electric Outage - Issuance	Cond 1 Lights Comments none	IVR
2013-1-22	LHEAP	Cond 2 Lights Comments none	IVR
2013-1-19	WEB Customer Initiated Payment	LHEAP REMINDER CALL	CSLET
2013-1-11	LHEAP	Scheduled date 11 19 2013 Amount 227.75 User ROSBUCS Owner Yes. Confirmation Number 13111952	SELF SERVICE USER
2013-10-11	WEB Customer Initiated Payment	LHEAP Program Announcement Letter	CSLET
2013-09-25	WEB Customer Initiated Payment	Scheduled date 10 11 2013 Amount 1 090.94 User ROSBUCS Owner Yes. Confirmation Number 13101113	SELF SERVICE USER
2013-09-11	Payment Arrangement Letter Sent	Scheduled date 9 25 2013 Amount 300.00 User ROSBUCS Owner Yes. Confirmation Number 13092578	SELF SERVICE USER
2013-09-11	Added Payment Agreement	Non-Catch-Up Activation PAG	
2013-09-11	Financial Statement Added	Caller TAMMY S SCHELL Ratepayer Term Date 09 11 2013 Cust agrees Yes med cert No Offered Budget Billing Yes budget No Offered Energy Assistance Yes energy assistance Yes Cust agrees to NCU of 300.00 due on 10 01 2013 Installments of 15.00 . Customer Satisfied Understands Yes	KEVIN DIEHL
2013-09-11	Changed Payment Agreement	Spoke with TAMMY S SCHELL requested cancellation of agreement on account	KEVIN DIEHL
2013-09-11	Cut Out for Non-Pay Issued	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 271378	KEVIN DIEHL
2013-09-04	SC - RECURRING REFERRAL TO OTRAK	Referred to Ontrack.	CUMC024
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 Print Amt 303.00 Confirmation Number 13073113	SELF SERVICE USER
2013-07-31	Added Payment Agreement	Customer User ID ROSBUCS Term Date 08 08 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
2013-06-26	WEB Customer Initiated Payment	CUT DATE 2013-08-08 AMOUNT 778.94	SELF SERVICE USER
2013-05-22	Credit	Scheduled date 6 26 2013 Amount 261.18 User ROSBUCS Owner Yes. Confirmation Number 13062676	SELF SERVICE USER
2013-05-13	SC - Due Date Extension	Caller Ross Schell Spouse med cert No CSR Comments stated unable to pay on 5 14 - submitted dd ext - he will make print of 540.83 pn 5 22 to pay reinstatement amt CB - sat	NAOMI I SAMPSON
2013-04-25	OnTrack Customer	Spoke with Ross Schell placed a DueDateExtension suspend charge on account.	NAOMI I SAMPSON
2013-04-24	SC - REFERRAL TO ONTRACK	On Track application mailed. Return envelope to CAC Harrisburg.	LINDAL PUGLISE
2013-04-24	Payment Arrangement Letter Sent	OTREFCU - ONTRACK REFERRAL LETTER SENT	SELF SERVICE USER
2013-04-24	Added Payment Agreement	Non-Catch-Up Activation PAG	
2013-04-24	Financial Statement Added	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
2013-04-11	Credit	Caller ross SCHELL Spouse med cert No CSR Comments verified bal and past due no shul off issued yet.ri p a at this time explained consequences.sat	REBECCA L BALLINO
2013-03-26	Data Repair	Data Repair for BANKRUPCTCY	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

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

Add...  
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Maintain Payment Agreement for Account 09010-71010

Agreement Edit Help

Start Date	Type	Status	Agreement Amount
04/01/14	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	938.47
09/28/11	Catch-Up	Defaulted	774.79

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Maintain Payment Agreement for Account 09010-71010

Agreement Edit Help

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
08/01/11	Non-Catch-Up	Defaulted	796.77
03/07/11	Non-Catch-Up	Defaulted	838.94
02/14/11	Catch-Up	Defaulted	583.65
08/10/10	Non-Catch-Up	Defaulted	818.65
01/05/10	Catch-Up	Kept	549.45
10/01/09	Catch-Up	Defaulted	639.65

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Maintain Payment Agreement for Account 09010-71010

Agreement Edit 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	Canceled	385.96
03/12/07	Catch-Up	Defaulted	496.90
02/07/07	Catch-Up	Defaulted	504.05

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Maintain Payment Agreement for Account 09010-71010

Agreement Edit Help

Start Date	Type	Status	Agreement Amount
02/07/07	Catch-Up	Defaulted	504.05
01/04/07	Catch-Up	Defaulted	501.12
06/30/06	Catch-Up	Defaulted	553.19
05/31/06	Non-Catch-Up	Defaulted	583.60
05/03/06	Catch-Up	Defaulted	595.69
04/06/06	Catch-Up	Defaulted	621.05
03/07/06	Catch-Up	Defaulted	784.37
01/05/06	Non-Catch-Up	Defaulted	623.66
10/10/05	Non-Catch-Up	Defaulted	776.76

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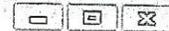
Maintain Payment Agreement for Account 09010-71010

Agreement Edit Help

Start Date	Type	Status	Agreement Amount
10/10/05	Non-Catch-Up	Defaulted	776.76
11/01/04	Non-Catch-Up	Defaulted	498.72
06/28/04	Catch-Up	Defaulted	409.24
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
08/09/02	Catch-Up	Defaulted	672.88

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Maintain Payment Agreement for Account 09010-71010



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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