

ORIGINAL

16 October 2019 Faxed
To: Special Agent Alphonso Arnold III
400 North Street
Harrisburg, PA 17120

RECEIVED

OCT 17 2019

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

From: Mr. Ross E. Schell

First I would like to inform you that since I paid Ppl off I am withdrawing my complaint as of tomorrow 10/17/19

Please record this. C-2019-3012244

Now on to some facts about this case. I do not know who was lying to who, in this case but I think Ppl lied to their lawyer about the payment arrangement that they made for me and I rejected it.

I am sending with this fax some papers as proof of this lying.

Past experience in my hearing both Ppl has lied in the hearings and so has their lawyers too. Even though I am withdrawing this complaint I still want action taking on this lying and the payment arrangement they force on me to pay even though I did not agree to it in the first place. They even put me on a budget agreement without me or my Wife agreeing to it. They are claiming thing over the phone that I did not say.

Thank You!

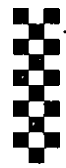
Ross E Schell
Ross E. Schell

444139

Contact Date	Contact Type	Remarks	User
2019-08-19	WUR Assessment	Rob Schell Spouse. Caller's Concern: Payment Assistance, Position Stated: Yes. Sat No. WUR Required: No. Provided PUC No. Interested in SO: Not on Phone.	MICHELLE WILLIAMS
2019-08-19	Credit - Payment Agreement	Rob Schell Spouse. Reviewed disputed payment plan terms. Confirmed 354.00 is due by 08/17/2019 to bring payment plan current before dispute expires. Next payment of 366.63 is due on 08/21/2019.	MICHELLE WILLIAMS
2019-08-19	Credit	Confirmed termination activity resumes after 08/17/2019.	MICHELLE WILLIAMS
2019-08-19	Miscellaneous	WATT CCC Formal Complaint - Ability To Pay. Work Item: 2448569 Created	HEATHER N BROWN
2019-08-19	Credit	Caller Ross Schell Spouse. Spouse with Ross Schell Spouse said wanted to change payment advised could not reviewed plan hung up lg	FLAXINE GRUBE
2019-08-19	Credit	Confirmed termination activity resumes after 08/17/2019.	FLAXINE GRUBE
2019-08-15	WUR Assessment	Ross Shell Spouse. Caller's Concern: Payment Assistance, Position Stated: Yes. Sat No. WUR Required: No. Provided PUC No. Interested in SO: Not on Phone.	SHAUNA-YVETTE MASSEY
2019-08-15	Credit	Caller Ross Shell Spouse. 767.55 to stop term and 334.63 by actual due date of 08/21 customer very frugal not sat	SHAUNA-YVETTE MASSEY
2019-08-15	Credit	Caller Ross Shell Spouse. customer is not sat edu that p a is automatic based on the cust prints and how they do previous p a options. cust stated he never wanted p a. edu he does not have to use it does have choice can do. Confirmed 354.00 is due by 08/17/2019 to bring payment plan current before dispute expires. Next pmt of 366.63 is due on 08/21/19 or	SHAUNA-YVETTE MASSEY
2019-08-15	Credit	Caller Ross Shell Spouse. edu that sup did call 08/13 at 10:36am. cust states that's a lie. edu cust term is not from receipt but the date on notice. edu that this is the same term from 07/02. missed a pmt so it began again. per cust definition they had 44 days and is in disputed term now giving more time. term due date will not be extended.	SHAUNA-YVETTE MASSEY
2019-08-15	Credit	Caller Ross Shell Spouse. cal that he says he did not receive disconnected by paper but by text. edu he stated at the beginning that he got all notifications. cust's saying he is suing the pic. edu that is who to call for more time or other assistance. edu we do not interfere with anything of p a: for they govern us. customer says he cannot pay til 08/23.	SHAUNA-YVETTE MASSEY
2019-08-15	Credit - Payment Agreement	Ross Shell Spouse. Reviewed disputed payment plan terms. Confirmed 354.00 is due by 08/17/2019 to bring payment plan current before dispute expires. Next payment of 366.63 is due on 08/21/2019.	SHAUNA-YVETTE MASSEY
2019-08-15	Credit	Confirmed termination activity resumes after 08/17/2019.	SHAUNA-YVETTE MASSEY
2019-08-13	Billing	Caller Back Office Ratepayer. ESC CALL BACK NO ANSWER LEFT MESSAGE TO CALL BACK IF FURTHER ASSISTANCE IS REQUIRED.	JEFFREY TINSLEY
2019-08-13	Recurring OnTrack Referral	You were Referred. Reminder call made. Call reminds the customer to check for application and submit back to agency in their county.	CSLET
2019-08-12	WUR Assessment	Ross Schell Spouse. Caller's Concern: Payment Assistance, Position Stated: Yes. Sat No. WUR Required: No. Provided PUC No.	DEVIN ADAMS
2019-08-12	Credit - Payment Agreement	Ross Schell Spouse. Reviewed disputed payment plan terms. Confirmed 354.00 is due by 08/17/2019 to bring payment plan current before dispute expires. Next payment of 366.63 is due on 08/21/2019.	DEVIN ADAMS
2019-08-12	Credit	Confirmed termination activity resumes after 08/17/2019.	DEVIN ADAMS
2019-08-12	Billing	Caller Ross Schell Spouse. note sent: advise 10 notice by mail req to speak with srx sup issue an call back@7178150824	RAESHAWN BROWN
2019-08-12	Billing	Caller Ross Schell Spouse. User Comments: Saw Ross Schell cal called inquiry term notice adv due schedule after 05/17/19 an pmt 354.00 due 08/19 to avoid shut off he req to make balance 598.38 on 08/23 advise 10 day suspend till 19th service can be cut he att'd we have not send paper notice by law advise 08/07 still only receiv text message advise 10 notice	RAESHAWN BROWN
2019-08-12	WUR Assessment	Ross Schell Spouse. Caller's Concern: Payment Assistance, Position Stated: Yes. Sat No. WUR Required: No. Provided PUC No. Interested in SO: No.	RAESHAWN BROWN
2019-08-12	Credit - Payment Agreement	Ross Schell Spouse. Reviewed disputed payment plan terms. Confirmed 354.00 is due by 08/17/2019 to bring payment plan current before dispute expires. Next payment of 366.63 is due on 08/21/2019.	RAESHAWN BROWN
2019-08-12	Credit	Confirmed termination activity resumes after 08/17/2019.	RAESHAWN BROWN
2019-08-08	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 3248596	CSLET
2019-08-07	Credit - Outbound Call		PAMELA HARVEY
2019-08-07	Credit	Caller Ross Schell Spouse. 10 day adv: spk w/r/s adv sd 767.55 scheduled term notice rp st'd he could not remember the amount due date for the pmt review pag info with rp.	PAMELA HARVEY
2019-08-07	Credit	Caller RAH SCHELL Spouse. User Comments: CCI STATED HE DIDNT SIGN UP FOR ALERTS...ADV HE IS TO ONLY RECEIVE OUTAGE ALERT WHICH HE DID SIGN UP FOR...ALSO INFORMED OF TERM NOTICE...REVIEWED PAG AND ADV FIRST PYMT WILL BE DUE 08/17 TO ACTIVATE pag and protect service...set	VIANCA MOFFETT
2019-08-07	WUR Assessment	RAH SCHELL Spouse. Caller's Concern: Payment Assistance, Position Stated: Yes. Sat Yes. WUR Required: No. Provided PUC No. Interested in SO: No.	VIANCA MOFFETT
2019-08-07	Credit - Payment Agreement	RAH SCHELL Spouse. Reviewed disputed payment plan terms. Confirmed 354.00 is due by 08/17/2019 to bring payment plan current before dispute expires. Next payment of 366.63 is due on 08/21/2019.	VIANCA MOFFETT

Account Contact History
Account: 901071010 Customer Name: TAMMY S SCHELL
From 7/11/2015 to 10/9/2019

Contact Date	Contact Type	Remarks	User
2019-10-08	Billing	Caller ross schell Spouse User Comments cust called bc he being charged for bb in which he said was never enrolled in (mvd cust from bb cust sat)	WANDA HAWES-BROWN
2019-10-08	WJR Assessment	ross schell Spouse Caller's Concern General Information Position Stated Yes. Sat Yes. WUR Required No Caller's Concern Payment Assistance Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	WANDA HAWES-BROWN
2019-10-08	Stop Budget Bill	Caller ross schell Spouse. BB stopped with NEXT bill. 48.94 will be deducted from the next bill. Emailed to rossbucs@verizon.net.	WANDA HAWES-BROWN
2019-09-25	Changed Payment Agreement	Scheduled date 9 25 2019 Amount 865.18 User ROSSBUCS Owner Yes. Confirmation Number 19082578	SELF SERVICE USER
2019-09-25	WEB Customer Initiated Payment	Scheduled date 9 25 2019 Amount 865.18 User ROSSBUCS Owner Yes. Confirmation Number 19092578	SELF SERVICE USER
2019-08-03	Miscellaneous	Caller ROSS SCHELL Spouse. CUST CALLED TO GET REASON FOR OUTAGE ADV CUST OUTAGE FOR 03 03 DOESNT STATED REASON CUST THEN DISCONNECTED CALL. UNABLE TO ASK IF SAT.	MILLER IESHA
2019-08-03	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note IVR Call Type 10 No Lights Comments none	IVR
2019-08-23	WEB Customer Initiated Payment	Scheduled date 8 23 2019 Amount 300.00 User ROSSBUCS Owner Yes. Confirmation Number 19082357	SELF SERVICE USER
2019-08-21	Financial Statement Added	SAID WIFE JUST STARTED A JOB MAKING 62 000 YR.. ALSO SAID HAS GRANDCHILDREN ON THE WEEKEND WANTED TO INCLUDE THEM. EXPL SINCE THEY ARE NOT PERM RESIDENTS WILL NOT INCLUDE. ASKED AGAIN IF WANTED TO GET LE RIGHT NOW SINCE IT APPEARED HE COULD PAY. WENT ON ABOUT OTHER COMPLAINTS HE HAS W JUDGES PUC ETC SAID THERE WERE LAWSUITS. I EXPL NO NEED TO DISCUSS P A THEN IF WANTS A HEARING. THEY WILL BE IN TOUCH WHEN IT IS SCHEDULED.	TAMI L ROLAND
2019-08-21	Credit	Called ROSS SCHELL TO ATTEMPT TO SETTLE PUC FORMAL. OFFERED TO PAY IN FULL IN SEPTEMBER BUT NOT TOTALLY SURE. EXPL COULD OFFER 6 MO P A TO PROTECT ACCT IN CASE CANNOT PAY OFF 0 194 MO. BEG SEPT DUE DATE. THEN ALL OF A SUDDEN HE SAID HE WILL WAIT FOR THE HEARING POSSIBLY PAY OFF BEFORE SCHEDULED THEN CANCEL.	TAMI L ROLAND
2019-08-21	Issued Duplicate Bill	send copy SAID DIDNT REC LAST BILL. EXPL MAILED 7 31 WENT ON ABOUT TROUBLE W MAIL	TAMI L ROLAND
2019-05-20	3-day call - Retecover	CUBCL024	CUBCL024
2019-08-20	Credit - Outbound Call		DEBRA BURKERT
2019-08-20	Credit	Caller Ross Schell Spouse. obc spk w spouse he alerted me that he filed with the PUC today. So I am unable to ask him for a payment. He mentioned that he had a garden hose taken from his yard by a PPL employee. He declined speaking with someone about his complaint.	DEBRA BURKERT
2019-08-20	Credit	Caller Ross Schell Spouse. Notes continued Adv cust the current bill 337.63 is due by 8 21 and the new bill will generate on 9 3.	SIMONE DAWSON
2019-08-20	Credit	Caller Ross Schell Spouse. Cust stated that he received a call from PPL but there wasn't anyone on the line. Adv cust it doesn't show that PPL called him but there is PUC mediation. Adv cust services will not be turned off and to continue paying the current bill until a decision is made. Cust says he can't make a payment until 8 22 and adv cust that is ok.	SIMONE DAWSON
2019-08-20	WUR Assessment	Ross Schell Spouse. Caller's Concern Account Balance Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	SIMONE DAWSON
2019-08-20	Credit	Caller Ross Schell Spouse User Comments PUC formal complaint is open while the complaint is open just needs to pay curr bill each month. curr bill is 331.51 due 8 21 19. p a terms wouldnt be valid right now because of the formal complaint only has to pay curr bill. sat's.	CHRISTINE M WYMAN
2019-08-20	WJR Assessment	Ross Schell Spouse Caller's Concern Account Balance Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	CHRISTINE M WYMAN
2019-08-20	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note IVR Call Type 10 No Lights Comments none	IVR
2019-08-20	Added Payment Agreement	IVR Term Date 08 27 2019 Med Cert - No Energy Assistance Yes Caller agrees to CU of 691.00 due on 08 26 2019 Installments of 29.00.	IVR
2019-08-20	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note IVR Call Type 10 No Lights Comments none	IVR
2019-08-20	SC - PUC Formal Complaint	The customer filed Formal Complaint Docket No. C-2019-3012244 - WATT ID: 2448369	E02623
2019-08-19	Credit	Caller Rob Schell Spouse User Comments Cust called with questions about his meter his usage Then the lawsuits he has against PPL. He has a termination for today. Tried to review PAG terms but he over talked me then eventually hung up.	MICHELLE WILLIAMS



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FACSIMILE TRANSMITTAL

To:	Fax: 7177870481
From:	Fax: 8882731503
Pages: 5 [Including cover page]	Date: October 16, 2019 1:51PM CST

Re:

None

Sent from Yahoo Mail on Android

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Reference #: 444853858