

Docket No. C-2020-3017975

Hearing Date: 08/26/20

Respondent Exhibits

1 Account Activity Statements Acc. No. 8017122215

2 Account Contact History Acc. No. 8017122215

6 Account Activity Statements Acc. No. 8037122088

7 Account Contact History Acc. No. 8037122088

*** Account Information ***

*** Current Account Status ***

Account Number: 80171-22215
 Mail To: MICHAEL HAMAD
 132 MAIN ST
 KINGSTON PA 18704
 Requested By: MICHAEL HAMAD
 (570)283-3505 Extension:

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
09/22/2017	ELECTRIC SERVICE		\$96.29								
09/22/2017	Regular Bill	10/13	\$96.29				0088/0330	29893A	70	401	
10/09/2017	Payment		\$-96.29								
10/23/2017	ELECTRIC SERVICE		\$22.20								
10/23/2017	Regular Bill	11/13	\$22.20				0152/0085	29927A	31	34	
11/07/2017	Payment		\$-22.20								
11/21/2017	ELECTRIC SERVICE		\$19.47								
11/21/2017	Regular Bill	12/12	\$19.47				0575/0002	29940A	29	13	
11/29/2017	Payment		\$-19.47								
12/21/2017	ELECTRIC SERVICE		\$21.17								
12/21/2017	Regular Bill	01/11	\$21.17				0919/0000	29967A	30	27	
01/05/2018	Payment		\$-21.17								
01/25/2018	ELECTRIC SERVICE		\$3.92								
01/25/2018	ELECTRIC SERVICE		\$51.66								
01/25/2018	ELECTRIC SERVICE		\$5.27								
01/25/2018	Choice Energy, LLC		\$10.41								
01/25/2018	Regular Bill	02/15	\$71.26				0252/0000	299830	33	350	
02/09/2018	Payment		\$-71.26								
02/21/2018	ELECTRIC SERVICE		\$63.07								
02/21/2018	Regular Bill	03/14	\$63.07				0955/0000	30675A	29	358	
03/06/2018	Payment		\$-63.07								
03/23/2018	ELECTRIC SERVICE		\$74.82								
03/23/2018	ELECTRIC SERVICE		\$5.49								
03/23/2018	VERDE ENERGY USA		\$3.54								
03/23/2018	Regular Bill	04/13	\$83.85				0127/0000	307260	29	528	
04/02/2018	Payment		\$-83.85								
04/23/2018	ELECTRIC SERVICE		\$88.34								
04/23/2018	Regular Bill	05/14	\$88.34				0801/0004	31765A	32	562	
05/08/2018	Payment		\$-88.34								
05/22/2018	ELECTRIC SERVICE		\$49.17								
05/22/2018	Regular Bill	06/12	\$49.17				0180/0038	32012A	29	247	
				PPL/Hamad-000001							

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
06/07/2018	Payment		\$-49.17								
06/22/2018	ELECTRIC SERVICE		\$23.57								
06/22/2018	ELECTRIC SERVICE		\$14.97								
06/22/2018	Choice Energy, LLC		\$11.89								
06/22/2018	Regular Bill	07/13	\$50.43				0019/0055	32244A	30	232	
07/10/2018	Payment		\$-50.43								
07/24/2018	ELECTRIC SERVICE		\$28.58								
07/24/2018	Choice Energy, LLC		\$29.90								
07/24/2018	Regular Bill	08/14	\$58.48				0000/0253	32500A	32	256	
08/09/2018	Payment		\$-58.48								
08/23/2018	ELECTRIC SERVICE		\$28.26								
08/23/2018	Choice Energy, LLC		\$31.60								
08/23/2018	Regular Bill	09/13	\$59.86				0000/0256	32748A	29	248	
09/05/2018	Payment		\$-59.86								
09/24/2018	ELECTRIC SERVICE		\$26.50								
09/24/2018	Choice Energy, LLC		\$28.71								
09/24/2018	Regular Bill	10/15	\$55.21				0025/0191	32956A	31	208	
10/10/2018	Payment		\$-55.21								
10/24/2018	ELECTRIC SERVICE		\$20.17								
10/24/2018	Choice Energy, LLC		\$7.04								
10/24/2018	Regular Bill	11/14	\$27.21				0279/0037	33007A	31	51	
11/01/2018	Payment		\$-27.21								
11/26/2018	ELECTRIC SERVICE		\$23.26								
11/26/2018	Choice Energy, LLC		\$16.43								
11/26/2018	Regular Bill	12/17	\$39.69				0697/0000	00000A	29	119	
12/11/2018	Payment		\$-39.69								
12/21/2018	ELECTRIC SERVICE		\$29.00								
12/21/2018	Choice Energy, LLC		\$36.03								
12/21/2018	Regular Bill	01/11	\$65.03				1002/0000	00000A	30	261	
01/02/2019	Payment		\$-65.03								
01/25/2019	ELECTRIC SERVICE		\$26.18								
01/25/2019	Choice Energy, LLC		\$28.30								
01/25/2019	Regular Bill	02/19	\$54.48				1168/0000	00000A	34	205	
02/12/2019	Payment		\$-54.48								
02/25/2019	ELECTRIC SERVICE		\$24.35								
02/25/2019	Choice Energy, LLC		\$22.64								
02/25/2019	Regular Bill	03/18	\$46.99				1110/0000	00000A	30	164	
03/08/2019	Payment		\$-46.99								

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
03/25/2019	ELECTRIC SERVICE		\$24.05								
03/25/2019	Choice Energy, LLC		\$21.67								
03/25/2019	Regular Bill	04/15	\$45.72				0917/0000	00000A	28	157	
04/04/2019	Payment		\$-45.72								
04/24/2019	ELECTRIC SERVICE		\$22.01								
04/24/2019	ELECTRIC SERVICE		\$10.42								
04/24/2019	Choice Energy, LLC		\$9.11								
04/24/2019	Regular Bill	05/15	\$41.54				0351/0000	000000	32	170	
05/09/2019	Payment		\$-41.54								
05/23/2019	ELECTRIC SERVICE		\$42.67								
05/23/2019	Regular Bill	06/13	\$42.67				0237/0016	00000A	30	215	
06/06/2019	Payment		\$-42.67								
06/24/2019	ELECTRIC SERVICE		\$45.23								
06/24/2019	Regular Bill	07/15	\$45.23				0030/0072	00000A	32	228	
07/03/2019	Payment		\$-45.23								
07/24/2019	ELECTRIC SERVICE		\$76.50								
07/24/2019	Regular Bill	08/14	\$76.50				0000/0319	00000A	30	468	
08/08/2019	Payment		\$-76.50								
08/22/2019	ELECTRIC SERVICE		\$42.28								
08/22/2019	Regular Bill	09/12	\$42.28				0000/0254	00000A	29	193	
09/11/2019	Payment		\$-42.28								
09/23/2019	ELECTRIC SERVICE		\$32.42								
09/23/2019	Regular Bill	10/15	\$32.42				0031/0090	00000A	32	114	
10/08/2019	Payment		\$-32.42								
10/23/2019	ELECTRIC SERVICE		\$19.47								
10/23/2019	Regular Bill	11/13	\$19.47				0258/0033	00000A	30	10	
11/12/2019	Payment		\$-19.47								
11/21/2019	ELECTRIC SERVICE		\$31.19								
11/21/2019	Regular Bill	12/12	\$31.19				0638/0002	00000A	29	104	
12/11/2019	Payment		\$-31.19								
12/23/2019	ELECTRIC SERVICE		\$46.63								
12/23/2019	Regular Bill	01/15	\$46.63				1000/0000	00000A	32	227	
01/08/2020	Payment		\$-46.63								
01/23/2020	ELECTRIC SERVICE		\$38.76								
01/23/2020	Regular Bill	02/13	\$38.76				0952/0000	00000A	31	171	
02/04/2020	Payment		\$-38.76								

Bill Account: 80171-22215

Account Activity Statement

Date: 08/12/20

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PPL/Hamad-000003

02/24/2020	ELECTRIC SERVICE		\$28.07					
02/24/2020	Regular Bill	03/16	\$28.07	0998/0000	00000A	32		84

03/10/2020	Payment		\$-28.07					

03/24/2020	ELECTRIC SERVICE		\$21.20					
03/24/2020	Regular Bill	04/14	\$21.20	0683/0000	00000A	29		29

04/02/2020	Payment		\$-21.20					

04/23/2020	ELECTRIC SERVICE		\$20.77					
04/23/2020	Regular Bill	05/14	\$20.77	0589/0000	00000A	30		28

05/12/2020	Payment		\$-20.77					

05/22/2020	ELECTRIC SERVICE		\$36.10					
05/22/2020	Regular Bill	06/15	\$36.10	0349/0007	00000A	29		152

06/05/2020	Payment		\$-36.10					

06/23/2020	ELECTRIC SERVICE		\$78.76					
06/23/2020	Regular Bill	07/14	\$78.76	0036/0188	00000A	32		513

07/08/2020	Payment		\$-78.76					

07/23/2020	ELECTRIC SERVICE		\$112.18					
07/23/2020	Regular Bill	08/13	\$112.18	0000/0330	00000A	30		803

08/11/2020	Payment		\$-112.18					

EXHIBIT

08/26/20 Exp2 C-2020-3017975

Account Contact History Account: 8017122215 Customer Name: MICHAEL HAMAD From 5/14/2016 to 8/12/2020

Contact Date	Contact Type	Remarks	User
		Cond 1 Cond 2 Cond 3 Cond 4 Note e191066 Call Type 10 No	
2020-05-21	Electric Outage - Issuance	Lights Comments none	WCT
2020-03-09	WUR Assessment	MICHAEL HAMAD Ratepayer. Caller s Concern Power Outage. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	AGNEW NATASHA
2020-03-09	Credit	Caller MICHAEL HAMAD Ratepayer. Cust stated the power is out. Offered to report outage. Cust stated he will reset main breaker.	AGNEW NATASHA
		Cond 1 Cond 2 Cond 3 Cond 4 Note	
2020-03-09	Electric Outage - Issuance	OMS_CSS.services.contacts.privcontacts notification_PPL_CUSTOMER_CONTACT_VIEWPublishDocument USER_NAME Call Type 01 AMI Power Down Event Comments none	MTR
2020-02-11	PUC/Formal	Outbound to 570-283-3505 @ 2 39pm.. no answer no machine.. Unable to leave message.	HOLLY L HANKERSON
2020-02-10	SC - PUC Formal Complaint	The customer filed Formal Complaint Docket No. C-2020-3017975- WATT ID 2516054	E02623
2020-02-07	Miscellaneous	WATT CCC Formal Complaint - Foreign Wiring Act 54 Work Item 2516054 Created	DONNA BARRY
2020-01-14	Choice Inquiry	Caller MICHAEL HAMAD Ratepayer User Comments vfrd has PPL for that part of the bill- sat	GARRETT J GAREY
2020-01-14	WUR Assessment	MICHAEL HAMAD Ratepayer. Caller s Concern Suppliers - General Inquiries. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	GARRETT J GAREY
2019-12-17	SC - GRACE EXTENSION	BCS 3684732. DATE CLOSED 12 17 2019. VERBAL CLOSE CUSTOMER REQUESTED CASE CLOSURE STATING ISSUE HAS BEEN RESOLVED CASE DISMISSED.	E165934
2019-05-06	WUR Assessment	MICHAEL HAMAD Ratepayer. Caller s Concern Suppliers - General Inquiries. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	CARLA M MANN
2019-05-06	Choice Inquiry	Caller MICHAEL HAMAD Ratepayer User Comments wanted to know why he still has a supplier adv supplier was removed 4 5 so now his next bill will just be with ppl -sat	CARLA M MANN
2019-04-02	Customer Choice Drop	Supplier dropped on 2019-04-05 - Choice Energy LLC	
2019-04-02	Batch Enrollment		
2019-03-29	SC - GRACE EXTENSION	placed a PUC Informal suspend charge on account 80371-22088	e154505
2019-03-28	SC - PUC Informal Complaint	PUC MDIA BCS 3684732	CUCL143
2019-03-27	SC - PUC Informal Complaint	PUC MDIA BCS 3684772	CUCL143
2019-03-26	Special Situation	HIGH BILL ALERT	SUPP_HB
2019-02-26	Special Situation	HIGH BILL ALERT	SUPP_HB
2019-01-26	Special Situation	HIGH BILL ALERT	SUPP_HB
2018-12-22	Special Situation	HIGH BILL ALERT	SUPP_HB
2018-11-27	Special Situation	HIGH BILL ALERT	SUPP_HB
2018-11-12	RF Meter Replacement	Call Center Comment - 2018-11-12 - called to set apt to have meter installed meter was installed 11- 7-2018	CSSDR044
2018-11-07	Meter	Pre-sweep MEX TranGrid 53774N42487TranGrid LAT 41.316291 LONG -75.791897 BManf Bf-SrvSz Af-SrvSz_0_0_0	CSSDR044
2018-11-07	Change Meter Only Issued	This order was issued for Meter Vision OLD METER 63103724 OUT KWH 33043 OUT KW 0.8 DATE 2018-11-07 NEW METER 301089479 IN KWH 00000 IN KW 0.0	PAM0001
2018-11-07	RF Meter Replacement	RF Meter Installed at premise - 2018-11-07 - 63103724 Installed	CSSDR044
2018-11-06	Choice Inquiry	Caller MICHAEL HAMAD Ratepayer User Comments reviewed supplier price if he wants to come back to ppl call supplier see if any cancellation fees and once they drop him he will auto return back to ppl. sat	MICHELLE HALL
2018-11-06	WUR Assessment	MICHAEL HAMAD Ratepayer. Caller s Concern Other - Billing Payment. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No	MICHELLE HALL
2018-11-06	Maintain Bill Account	Caller MICHAEL HAMAD Ratepayer added - as alternate phone Declined to Provide	MARISE MCMILLIAN
2018-10-11	RF Meter Replacement	3 week Letter Sent - 2018-10-11 - 3 Week Letter Sent Mailed to 132 MAIN ST	CSSDR044
2018-09-25	Special Situation	HIGH BILL ALERT	SUPP_HB
2018-09-19	RF Meter Replacement	6 week Letter Sent - 2018-09-19 - 6 Week Letter Sent Mailed to Address 132 MAIN ST	CSSDR044
2018-09-06	RF Meter Replacement	Call Center Comment - 2018-11-01 - Wilkes-Barre Do Not Schedule Appointments Before 2018-11-01	CSSDR044
2018-08-24	Special Situation	HIGH BILL ALERT	SUPP_HB

Contact Date	Contact Type	Remarks	User
2018-05-31	Cust Choice 1 Bill	Supplier added on 2018-06-05 - Choice Energy LLC	
2018-05-31	Batch Enrollment		
2018-04-06	Miscellaneous	A contractor will perform a meter inspection at this premise. 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
2018-02-26	Choice Slamming	Caller MICHAEL HAMAD Ratepayer User Comments said he didn t switch provider to VERDE said wants to stay w PPL sent slamming info. Said he already told them he didn t switch. And confirmed Choice Energy was also dropped.. as of 2-26-18 he is back with PPL... AND REVIEWED 63.07 DUE BY 03 14 18 SATIS	SHERRI MORELL
2018-02-26	Correspondence - General	Template Name Master Utility Report Created By SHERRI MORELL Letter Edited No CS Letters ID 2471273	CSLET
2018-02-26	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2018-02-26	WUR Assessment	MICHAEL HAMAD Ratepayer. Caller s Concern EGS Issue - Supplier Already Removed. Position Stated Yes. Sat Yes. WUR Required Yes. Provided PUC No. Interested in SO No	SHERRI MORELL
2018-02-21	Customer Choice Drop	Supplier dropped on 2018-02-26 - VERDE Energy USA	
2018-02-21	Batch Enrollment		
2018-02-15	Cust Choice 1 Bill	Supplier added on 2018-02-21 - VERDE Energy USA	
2018-02-15	Batch Enrollment		
2018-02-15	Correspondence - General	Template Name Master Utility Report Created By TINA M WRIGHT Letter Edited No CS Letters ID 2458725	CSLET
2018-02-15	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2018-02-15	WUR Assessment	MICHAEL HAMAD Ratepayer. Caller s Concern EGS Issue - Supplier Already Removed. Position Stated Yes. Sat Yes. WUR Required Yes. Provided PUC No.	TINA M WRIGHT
2018-02-15	Choice Inquiry	Caller MICHAEL HAMAD Ratepayer User Comments this acct not with choice energy they were removed 01 02 18 you did choose the SOP will be about .069 vs .07463..sat	TINA M WRIGHT
2018-02-09	Choice Standard Offer	Caller MICHAEL HAMAD Ratepayer. i was working with 3 accts didn t notice this one was the only one that did have the chance for stand offer i called him right back - explained stand offer - he was interested and transferred him.	MICHELLE HALL
2018-02-09	Meter	Caller MICHAEL HAMAD Ratepayer. he has two apt 1 at this addr i gave him meter s - told him to find out what each meter service and then to callback and we willupdte each premise addr. sat	MICHELLE HALL
2018-02-09	Choice Standard Offer	Caller MICHAEL HAMAD Ratepayer CSR Comments Customer Accepted Standard Offer Supplier VERDE Energy USA No Preference Offer Code SOR1Q8	CONSTANCE MUIR
2018-02-09	Account Balance	Caller MICHAEL HAMAD Ratepayer User Comments reviewed amt of bill and pmt of 71.26 made today. sat	MICHELLE HALL
2018-02-09	WUR Assessment	MICHAEL HAMAD Ratepayer. Caller s Concern Other - Billing Payment. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Other - Miscellaneous. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO Yes	MICHELLE HALL
2018-02-05	Billing	Caller MICHAEL HAMAD Ratepayer User Comments explained that he is billed 3 components to his elec bill. adv as the usage increases his distribution cost will increase-sat	TANYA L PERSHALSKI
2018-02-05	WUR Assessment	MICHAEL HAMAD Ratepayer. Caller s Concern Billed Amounts. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO Yes	TANYA L PERSHALSKI
2018-02-05	Call Transfer	Caller MICHAEL HAMAD Ratepayer. rp thinksccrrt bl usage is to high trsfrd to energy ed t25 revwd spplr added to acct for 5 days sat	KAREN C RENARD
2018-01-29	Choice Inquiry	Caller MICHAEL HAMAD Ratepayer User Comments confirmed no supplier on the acct didnt offer SOP bc he was making sure he didnt have a supplier so i figured he wouldnt want the SOP	SUZANNE R CONKLIN
2018-01-29	WUR Assessment	MICHAEL HAMAD Ratepayer. Caller s Concern Supplier Pricing. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No	SUZANNE R CONKLIN
2018-01-29	Credit	Caller MICHAEL HAMAD Ratepayer User Comments rp MICHAEL HAMAD wanted to see why bill higher adv colder it becomes more usage sat-y ns	NEIL SAULLO
2018-01-29	WUR Assessment	MICHAEL HAMAD Ratepayer. Caller s Concern General Information. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No	NEIL SAULLO
2018-01-26	Special Situation	HIGH BILL ALERT	SUPP_HB
2018-01-22	Choice Inquiry	Caller MICHAEL HAMAD Ratepayer User Comments cus called about do not release info letter explained what this is and took him off list to release. Did not off SO cus does not want to shop. STAS	MEGAN RUMBALSKI
2018-01-22	WUR Assessment	MICHAEL HAMAD Ratepayer. Caller s Concern Supplier Pricing. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No	MEGAN RUMBALSKI
2018-01-22	Choice Inquiry	MICHAEL HAMAD Ratepayer. Updated Privacy Release to Withhold All	MEGAN RUMBALSKI
2018-01-02	Credit	Caller MICHAEL HAMAD Ratepayer. s w MICHAEL HAMAD-rp-Confirmed acct bal and dd. Sat.	TED BORNSTEIN JR

Contact Date	Contact Type	Remarks	User
2018-01-02	Choice Billing	Caller MICHAEL HAMAD Ratepayer User Comments s w MICHAEL HAMAD-rp-Confirmed cancellation w Choice Energy. Acct to default to POLR eff today 1 2. Sat.	TED BORNSTEIN JR
2018-01-02	WUR Assessment	MICHAEL HAMAD Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Other. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No	TED BORNSTEIN JR
2017-12-27	Customer Choice Drop	Supplier dropped on 2018-01-02 - Choice Energy LLC	
2017-12-27	Batch Enrollment		
2017-12-20	Cust Choice 1 Bill	Supplier added on 2017-12-27 - Choice Energy LLC	
2017-12-20	Batch Enrollment		
2017-11-15	Credit - Outbound Call	OB call to Lauren Powley 570-266-2371 to explain. LM adv if add l s to please call PPL left	DONNA M BROWER
2017-11-06	Connect/Disconnect	Caller MICHAEL HAMAD Ratepayer. vfrd no one has put service in their name- tld that ACT 54- sd that it will cost him 10-15K to fix- tld then this service will remain in his name until its fixed- SAT	GARRETT J GAREY
2017-11-04	Billing	Caller MICHAEL HAMAD Ratepayer Customer Satisfied Yes Customer Interested in SO No User Comments The owner of the account is calling to switch that name on the account to Lauren. I advised him that he will have to switch the name Monday. Balance of 22.20 due on 11 13.	LAWRENCE PRALOUR
2017-11-02	Correspondence - General	Template Name Fix Form Duplicate Created By Brower Donna M Letter Edited No CS Letters ID 2344502	CSLET
2017-11-02	Miscellaneous	WATT Generalist - Act 54 Call Back or Request for Info Work Item 1854340 Completed	DONNA M BROWER
2017-10-04	Credit	sw MICHAEL HAMAD. cust states cannot pay bill in full. adv cust not eligible for p a since he s the LL and he s not residing in the home. adv cust to pay what he can and call if he gets a shut off notice. sat.	APRIL A PETRAS
2017-09-17	Connect/Disconnect	Caller Nathaniel Godula Roommate. CCI to cancel service. ADV since service not in their name to speak with landlord to cancel service. Cust sat	KIRA MAXIM
2017-09-14	ACT 54	sw MICHAEL HAMAD ll when started adv 7 14 cannot change info until fw fixed and form sub..sat issued watt c b	DIANE L DYMOND
2017-09-06	Billing	Caller MICHAEL HAMAD Ratepayer. Continued Once the act 54 is resolved the landlord can call us back with confirmation from the electrician and we can switch the account to the correct the apartment the tenant will call in once we have confirmation to switch the apartment cust understands and SAT	WILSON,DARRIUS
2017-09-06	Billing	Caller MICHAEL HAMAD Ratepayer. Continued both meters 63103724 and 12230321 have a act 54 foreign wiring until that has been resolved we can not switch the names on the account it must stay in landlords name until it is resolved we cannot verify customers name for meter 98922970 because that is their personal account	WILSON,DARRIUS
2017-09-06	Billing	Caller MICHAEL HAMAD Ratepayer Customer Satisfied Yes User Comments Landlord called in to inform we have the incorrect services for a metter number 98922970 and a 63103724 also a third meter at location 12230321 confirmed the meters 63103724 and 12230321 are active in his name meter 63103724 is to be in tenants name not 98922970 confirmed	WILSON,DARRIUS
2017-09-05	ACT 54	THIS METER SERVES THE 2ND FL APT AND THE CEILING LIGHT LIVING ROOM LIGHT AND BATHROOM LIGHT IN THE 1ST FL APT. I CLEARLY EXPLAINED THIS TO MR HAMAD AND WHY IT NEEDS TO BE CORRECTED HE UNDERSTANDS AND NO APPOINTMENT NEEDED.	KEVIN G GEORGE
2017-09-05	Connect/Disconnect	Caller michael hamad Landlord. wanted to know if in tenant s name. Expd can t divulge. Rev d contact rep Kevin Gerge tried calling and left message. Gave contact rep s ph and transferred him to Kevin George contact rep.Kevin picked up and took call.	MARYANN P MUNLEY
2017-09-03	Billing	Caller MICHAEL HAMAD Ratepayer Customer Satisfied Yes Customer Interested in SO No User Comments R p called to get address changed. Adv r p to speak to a service rep on 9 5 during regular business hours.	RAKEEM MCCRAY
2017-09-01	Billing	Caller MICHAEL HAMAD Ratepayer. for the bill. cust wanted someone to go over what he needed to do . adv he needs to speak with someone in the service dept. adv to call back during normal business hours on tuesday 9 5 cust understood info provided	REYES CRUCETA,CINTHIA
2017-09-01	Billing	Caller MICHAEL HAMAD Ratepayer Customer Satisfied Yes User Comments cust called to verify if he was responsible for the bill at this address. adv that he is liable for the bill since there is issues with the wiring in the home. adv that he needs to have an electrician come out to the home to fix the wiring until then he is responsible.	REYES CRUCETA,CINTHIA
2017-08-31	Miscellaneous	WATT Generalist - Act 54 Call Back or Request for Info Work Item 1828965 Completed	SHERRY A SHAFFER
2017-08-31	Miscellaneous	WATT ID 1828965 complete	SHERRY A SHAFFER
2017-08-31	Connect/Disconnect	Caller MICHAEL HAMAD Ratepayer. vfrd his name on the acct eff 8 2- foreign notes on accts 80371-22088 80171-22215 confirmed he sw Kevin George was explained he still does not clearly understand states meter 12230321 should be under tenant NATONYA DIAZ expl cannot due to foreign tenant is at meter 9892297- opened WATT for call back	GARRETT J GAREY

Contact Date	Contact Type	Remarks	User
2017-08-31	Miscellaneous	please contact MICHAEL HAMAD @ 570 283 3505 best available 1 00 pm to 3 00 pm to review information again process of having foreign wiring fixed other accounts 79971-22083 80171-22215 80371-22088	GARRETT J GAREY
2017-08-31	Miscellaneous	WATT Generalist - Act 54 Call Back or Request for Info Work Item 1828965 Created	GARRETT J GAREY
2017-08-28	Correspondence - General	Template Name Foreign Wiring Confirmed - Owner Created By Brower Donna M Letter Edited Yes CS Letters ID 2208470	CSLET
2017-08-28	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2017-08-28	Correspondence - General	Template Name Foreign Wiring Confirmed - Owner Created By Brower Donna M Letter Edited Yes CS Letters ID 2207399	CSLET
2017-08-28	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2017-08-25	ACT 54	FW Confirmed on 08 17 2017. Found Ceiling fan and light living room light and bathroom light in 63 Oak St Apt 1 connected to this meter per field investigation by CCR Kevin George . Must remain in Owner s name Michael Hamad until corrected. Already in Owner name sending letter	DONNA M BROWER
2017-08-22	Miscellaneous	WATT No Bill - Never Billed Residential Work Item 1814472 Created	CSS
2017-08-21	ACT 54	F W WATT 1813089	KEVIN G GEORGE
2017-08-21	SC - GRACE EXTENSION	F W FOUND DURING INVESTIGATION OF ANOTHER UNIT HERE ON 8-17-17 FOUND CEILING FAN LIGHT IN KITCHEN LIVING ROOM LIGHTS AND BATHROOM LIGHTS IN 1ST FL APT DIAZ CONNECTED TO THIS METER. I SPOKE W PROPERTY OWNER MICHAEL HAMAD	KEVIN G GEORGE
2017-08-21	ACT 54	F W FOUND DURING INVESTIGATION OF ANOTH UNIT HERE ON 8-17-17 FOUND CEILING FAN LIGHT IN KITCHEN LIVING ROOM LIGHTS AND BATHROOM LIGHTS IN 1ST FL APT DIAZ CONNECTED TO THIS METER. I SPOKE W PROPERTY OWNER MICHAEL HAMAD	KEVIN G GEORGE
2017-08-21	SC - Foreign Wiring	f w	E28224
2017-08-01	Connect Issued	CTP-Applicant caller Nathaniel Godula CallerRelation Ratepayer date of connect 08 02 2017 new address 63 E OAK ST APT B PITTSTON PA 18640 DepositAmt 102 DepositReq Yes Pre Bal 0 Pre Bal Req No ID Req Yes Send AddName Letter No Send SecDep Letter Yes	SHERRY ANN MAKUTA
2017-08-01	Are You Moving Letter	Are You Moving Letter	
2017-07-14	Choice Inquiry	New Connect Privacy Release Default - OK to Release All	SYSTEM SYSTEM
2017-07-14	Connect Completed	ACCT-8017122215 Action Taken Unblocked Meter	MCCOY,RHONNEKA
2017-07-13	Connect Questions	TYPE OF CONNECT REQUEST METERED RATEPAYER OWNS THE PROPERTY Y RATEPAYER WILL OCCUPY THE PROPERTY N NON-RESIDENTIAL USE ASSOCIATED WITH THE PROPERTY NONE TYPE OF PROPERTY RENTAL RESIDENTIAL ELECTRIC HEAT N RESIDENTIAL USE ASSOCIATED WITH THE PROPERTY RESIDENTIAL USE WILL BE FOR THE RATEPAYERS SOLE BENEFIT	MCCOY,RHONNEKA
2017-07-13	Connect Issued	Electric CTP-Applicant caller MICHAEL HAMAD CallerRelation Ratepayer date of connect 07 14 2017 new address 63 E OAK ST APT B PITTSTON PA 18640 DepositAmt 0 DepositReq No Pre Bal 0 Pre Bal Req No ID Req No Send AddName Letter No Customer Satisfied Understands Yes	MCCOY,RHONNEKA

*** Account Information ***

*** Current Account Status ***

Account Number: 80371-22088
 Mail To: MICHAEL HAMAD
 132 MAIN ST
 KINGSTON PA 18704
 Requested By: MICHAEL HAMAD
 (570)283-3505 Extension:

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
08/25/2017	Transfer From Non-EDP		\$273.64								
09/22/2017	ELECTRIC SERVICE		\$31.32								
09/22/2017	Regular Bill	10/13	\$304.96				0086/0113	04024A	36	74	
10/11/2017	Payment		\$-304.96								
10/23/2017	ELECTRIC SERVICE		\$27.00								
10/23/2017	Regular Bill	11/13	\$27.00				0152/0085	04093A	31	69	
11/07/2017	Payment		\$-27.00								
11/21/2017	ELECTRIC SERVICE		\$27.42								
11/21/2017	Regular Bill	12/12	\$27.42				0575/0002	04164A	29	71	
11/29/2017	Payment		\$-27.42								
12/21/2017	ELECTRIC SERVICE		\$29.46								
12/21/2017	Regular Bill	01/11	\$29.46				0919/0000	04255A	30	91	
01/05/2018	Payment		\$-29.46								
01/25/2018	ELECTRIC SERVICE		\$5.51								
01/25/2018	ELECTRIC SERVICE		\$18.95								
01/25/2018	Choice Energy, LLC		\$52.07								
01/25/2018	Regular Bill	02/15	\$76.53				1201/0000	04360A	33	105	
02/09/2018	Payment		\$-76.53								
02/22/2018	ELECTRIC SERVICE		\$22.03								
02/22/2018	Choice Energy, LLC		\$26.57								
02/22/2018	Regular Bill	03/15	\$48.60				0955/0000	04441A	29	81	
03/06/2018	Payment		\$-48.60								
03/23/2018	ELECTRIC SERVICE		\$21.94								
03/23/2018	Choice Energy, LLC		\$26.57								
03/23/2018	Regular Bill	04/13	\$48.51				0889/0000	04520A	29	79	
04/02/2018	Payment		\$-48.51								
04/25/2018	ELECTRIC SERVICE		\$22.05								
04/25/2018	Choice Energy, LLC		\$26.57								
04/25/2018	Regular Bill	05/16	\$48.62				0801/0004	04602A	32	82	
05/08/2018	Payment		\$-48.62								
05/24/2018	ELECTRIC SERVICE		\$21.58								

PPL/Hamad-000021

PPL EXHIBIT 6

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
05/24/2018	Choice Energy, LLC		\$29.76								
05/24/2018	Regular Bill	06/14	\$51.34				0180/0038	04672A	29	70	
06/07/2018	Payment		\$-51.34								
06/22/2018	ELECTRIC SERVICE		\$5.73								
06/22/2018	ELECTRIC SERVICE		\$19.60								
06/22/2018	Choice Energy, LLC		\$1.91								
06/22/2018	Regular Bill	07/13	\$27.24				0027/0084	04739A	30	67	
07/10/2018	Payment		\$-27.24								
07/23/2018	ELECTRIC SERVICE		\$27.72								
07/23/2018	Regular Bill	08/13	\$27.72				0000/0253	04823A	32	84	
08/09/2018	Payment		\$-27.72								
08/21/2018	ELECTRIC SERVICE		\$26.64								
08/21/2018	Regular Bill	09/11	\$26.64				0000/0256	04898A	29	75	
09/05/2018	Payment		\$-26.64								
09/21/2018	ELECTRIC SERVICE		\$26.64								
09/21/2018	Regular Bill	10/12	\$26.64				0025/0191	04973A	31	75	
10/10/2018	Payment		\$-26.64								
10/22/2018	ELECTRIC SERVICE		\$26.66								
10/22/2018	Regular Bill	11/13	\$26.66				0279/0037	05044A	31	71	
11/01/2018	Payment		\$-26.66								
11/20/2018	ELECTRIC SERVICE		\$27.09								
11/20/2018	Regular Bill	12/11	\$27.09				0697/0000	00000A	29	74	
12/11/2018	Payment		\$-27.09								
12/20/2018	ELECTRIC SERVICE		\$26.24								
12/20/2018	Regular Bill	01/10	\$26.24				1002/0000	00000A	30	72	
01/02/2019	Payment		\$-26.24								
01/23/2019	ELECTRIC SERVICE		\$27.28								
01/23/2019	Regular Bill	02/13	\$27.28				1168/0000	00000A	34	84	
02/12/2019	Payment		\$-27.28								
02/22/2019	ELECTRIC SERVICE		\$26.60								
02/22/2019	Regular Bill	03/18	\$26.60				1110/0000	00000A	30	79	
03/08/2019	Payment		\$-26.60								
03/22/2019	ELECTRIC SERVICE		\$24.97								
03/22/2019	Regular Bill	04/15	\$24.97				0917/0000	00000A	28	65	
04/04/2019	Payment		\$-24.97								

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
04/23/2019	ELECTRIC SERVICE		\$24.82								
04/23/2019	Regular Bill	05/14	\$24.82				0507/0006	00000A	32	63	
05/09/2019	Payment		\$-24.82								
05/23/2019	ELECTRIC SERVICE		\$24.12								
05/23/2019	Regular Bill	06/13	\$24.12				0237/0016	00000A	30	57	
06/06/2019	Payment		\$-24.12								
06/24/2019	ELECTRIC SERVICE		\$25.60								
06/24/2019	Regular Bill	07/15	\$25.60				0030/0072	00000A	32	67	
07/03/2019	Payment		\$-25.60								
07/24/2019	ELECTRIC SERVICE		\$28.64								
07/24/2019	Regular Bill	08/14	\$28.64				0000/0319	00000A	30	84	
08/08/2019	Payment		\$-28.64								
08/22/2019	ELECTRIC SERVICE		\$27.69								
08/22/2019	Regular Bill	09/12	\$27.69				0000/0254	00000A	29	76	
09/11/2019	Payment		\$-27.69								
09/23/2019	ELECTRIC SERVICE		\$26.94								
09/23/2019	Regular Bill	10/15	\$26.94				0031/0090	00000A	32	70	
10/08/2019	Payment		\$-26.94								
10/23/2019	ELECTRIC SERVICE		\$21.73								
10/23/2019	Regular Bill	11/13	\$21.73				0258/0033	00000A	30	28	
11/12/2019	Payment		\$-21.73								
11/21/2019	ELECTRIC SERVICE		\$20.69								
11/21/2019	Regular Bill	12/12	\$20.69				0638/0002	00000A	29	20	
12/11/2019	Payment		\$-20.69								
12/23/2019	ELECTRIC SERVICE		\$27.58								
12/23/2019	Regular Bill	01/15	\$27.58				1000/0000	00000A	32	75	
01/08/2020	Payment		\$-27.58								
01/23/2020	ELECTRIC SERVICE		\$23.73								
01/23/2020	Regular Bill	02/13	\$23.73				0952/0000	00000A	31	50	
02/04/2020	Payment		\$-23.73								
02/24/2020	ELECTRIC SERVICE		\$24.96								
02/24/2020	Regular Bill	03/16	\$24.96				0998/0000	00000A	32	59	
03/10/2020	Payment		\$-24.96								
03/24/2020	ELECTRIC SERVICE		\$32.92								
03/24/2020	Regular Bill	04/14	\$32.92				0683/0000	00000A	29	123	

Bill Account: 80371-22088

Account Activity Statement

Date: 08/12/20

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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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04/02/2020	Payment		\$-32.92				
04/23/2020	ELECTRIC SERVICE		\$23.83				
04/23/2020	Regular Bill	05/14	\$23.83	0589/0000	00000A	30	53
05/12/2020	Payment		\$-23.83				
05/22/2020	ELECTRIC SERVICE		\$23.56				
05/22/2020	Regular Bill	06/15	\$23.56	0349/0007	00000A	29	50
06/05/2020	Payment		\$-23.56				
06/23/2020	ELECTRIC SERVICE		\$38.59				
06/23/2020	Regular Bill	07/14	\$38.59	0036/0188	00000A	32	177
07/08/2020	Payment		\$-38.59				
07/23/2020	ELECTRIC SERVICE		\$48.12				
07/23/2020	Regular Bill	08/13	\$48.12	0000/0330	00000A	30	261
08/11/2020	Payment		\$-48.12				

Account Contact History
Account: 8037122088 Customer Name: MICHAEL HAMAD
From 5/14/2016 to 8/12/2020

Contact Date	Contact Type	Remarks	User
2020-02-11	PUC/Formal	Outbound to 570-283-3505.. no answer no machine.. Unable to leave message.	HOLLY L HANKERSON
2020-02-10	SC - PUC Formal Complaint	The customer filed Formal Complaint Docket No. C-2020-3017975 - WATT ID 2516054.	E02623
2020-01-14	Choice Inquiry	Caller MICHAEL HAMAD Ratepayer User Comments cld to vfry supplier vfrd all 3 acct w PPL as supplier -not interested in SOP - sat	GARRETT J GAREY
2020-01-14	WUR Assessment	MICHAEL HAMAD Ratepayer. Caller s Concern Suppliers - General Inquiries. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	GARRETT J GAREY
2020-01-14	WUR Assessment	MICHAEL HAMAD Ratepayer. Caller s Concern Suppliers - General Inquiries. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO Not on phone.	SEPTEMBER BRITT
2020-01-14	Credit	Caller MICHAEL HAMAD Ratepayer. cci to check supplier adv ppl is supplier can shop sop 7 sat hung up before sop read	SEPTEMBER BRITT
2019-12-17	SC - GRACE EXTENSION	BCS 3684772. DATE CLOSED 12 17 2019. VERBAL CLOSE CUSTOMER REQUESTED CASE CLOSURE STATING ISSUE HAS BEEN RESOLVED CASE DISMISSED.	E165934
2019-11-21	Credit	Caller MICHAEL HAMAD Ratepayer User Comments adv cust that the call received was not from adv to be mindful. about providing the acct number over the phone. cust understands that these may be scam calls and to be careful	SHARITA MURRY
2019-11-21	WUR Assessment	MICHAEL HAMAD Ratepayer. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	SHARITA MURRY
2019-03-29	SC - PUC Informal Complaint	PUC MDIA BCS 3684772	e154505
2018-11-07	Meter	Pre-sweep MEX TranGrid 53774N42487 Bf-LAT 41.316303 Af-LAT 41.316313 Bf-LONG -75.791939 Af-LONG -75.791885 BManf Anchor MtRepair No Remed None Required Hrd2Access Dog Present Bf-SrvSz 100 Af-SrvSz 0_0_0_0_0	CSSDR044
2018-11-07	Change Meter Only Issued	This order was issued for Meter Vision OLD METER 12230321 OUT KWH 05090 OUT KW 0.7 DATE 2018-11-07 NEW METER 301089481 IN KWH 00000 IN KW 0.0	PAM0001
2018-11-07	RF Meter Replacement	RF Meter Installed at premise - 2018-11-07 - 12230321 Installed	CSSDR044
2018-11-06	WUR Assessment	MICHAEL HAMAD Ratepayer. Caller s Concern Other - Billing Payment. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No	MICHELLE HALL
2018-11-06	Miscellaneous	Caller MICHAEL HAMAD Ratepayer User Comments explained dist charge is cust chg and then billed for each kwh. sat	MICHELLE HALL
2018-11-06	Maintain Bill Account	Caller MICHAEL HAMAD Ratepayer added - as alternate phone Declined to Provide	MARISE MCMILLIAN
2018-10-11	RF Meter Replacement	3 week Letter Sent - 2018-10-11 - 3 Week Letter Sent Mailed to 132 MAIN ST	CSSDR044
2018-09-19	RF Meter Replacement	6 week Letter Sent - 2018-09-19 - 6 Week Letter Sent Mailed to Address 132 MAIN ST	CSSDR044
2018-09-06	RF Meter Replacement	Call Center Comment - 2018-11-01 - Wilkes-Barre Do Not Schedule Appointments Before 2018-11-01	CSSDR044
2018-05-25	Special Situation	HIGH BILL ALERT	SUPP_HB
2018-05-24	Customer Choice Drop	Supplier dropped on 2018-05-30 - Choice Energy LLC	
2018-05-24	Batch Enrollment		
2018-04-26	Special Situation	HIGH BILL ALERT	SUPP_HB
2018-04-06	Miscellaneous	A contractor will perform a meter inspection at this premise. 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
2018-03-24	Special Situation	HIGH BILL ALERT	SUPP_HB
2018-02-26	Choice Inquiry	Caller MICHAEL HAMAD Ratepayer User Comments confirmed the supplier on this acct Choice Energy satis	SHERRI MORELL
2018-02-26	WUR Assessment	MICHAEL HAMAD Ratepayer. Caller s Concern Other - Miscellaneous. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No	SHERRI MORELL
2018-02-23	Special Situation	HIGH BILL ALERT	SUPP_HB
2018-02-15	Correspondence - General	Template Name Master Utility Report Created By TINA M WRIGHT Letter Edited No CS Letters ID 2458731	CSLET
2018-02-15	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2018-02-15	WUR Assessment	MICHAEL HAMAD Ratepayer. Caller s Concern EGS Issue - PPL did NOT Remove Supplier. Position Stated Yes. Sat Yes. WUR Required Yes. Provided PUC No. Interested in SO No	TINA M WRIGHT

Contact Date	Contact Type	Remarks	User
2018-02-15	Choice Inquiry	Caller MICHAEL HAMAD Ratepayer User Comments adv Choice Energy LLC began 12 27 17 I can remove them but then you will be charged the term fee call them talk with a supervisor ask how you got enrolled paying almost 25 cents per kwh can call PUC OCA BBB..he will call them..sat	TINA M WRIGHT
2018-02-10	Credit	Caller MICHAEL HAMAD Ratepayer User Comments called wanted to confirm cancellation of service from Choice electric advised to call back on Monday	NIKKI ALLEN
2018-02-10	WUR Assessment	MICHAEL HAMAD Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No. Interested in SO No	NIKKI ALLEN
2018-02-09	Credit	Caller MICHAEL HAMAD Ratepayer. MICHAEL HAMAD Customer calling to see why CLEAN CHOICE wanna charge him a 750.00 cancellation fee Adv customer that he needs to call the supplier about the fee	QUENATIA DUMAS
2018-02-09	Choice Standard Offer	Caller MICHAEL HAMAD Ratepayer CSR Comments sw MICHAEL HAMAD wants to cancel Clean Choice Energy and complain to PUC because they are not charging the rate that he enrolled in and are telling him that he will have 150 cancellation fee for both accounts. cm	CONSTANCE MUIR
2018-02-09	Meter	Caller MICHAEL HAMAD Ratepayer. he has two apt 1 at this addr i gave him meter s - told him to find out what each meter service and then to callback and we will updt e each premise addr. sat	MICHELLE HALL
2018-02-09	Account Balance	Caller MICHAEL HAMAD Ratepayer User Comments reviewed amt of bill and pmt rec d today sat	MICHELLE HALL
2018-02-09	WUR Assessment	MICHAEL HAMAD Ratepayer. Caller s Concern Other - Billing Payment. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No	MICHELLE HALL
2018-02-05	Choice Slamming	Caller MICHAEL HAMAD Ratepayer User Comments revwd monthly spplr rate 52.07-adv rp paying way to much for paying 1.67 per kwh prvd OCA to file a complaint send slamming wur sat	KAREN C RENARD
2018-02-05	Correspondence - General	Template Name Master Utility Report Created By E165738 Letter Edited No CS Letters ID 2444527	CSLET
2018-02-05	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2018-02-05	WUR Assessment	MICHAEL HAMAD Ratepayer. Caller s Concern EGS Issue - PPL did NOT Remove Supplier. Position Stated Yes. Sat Yes. WUR Required Yes. Provided PUC No. Interested in SO No	KAREN C RENARD
2018-02-05	SC - GRACE EXTENSION	Caller MICHAEL HAMAD Ratepayer. holding for slamming	E158258
2018-02-05	Correspondence - General	Template Name Master Utility Report Created By E158258 Letter Edited No CS Letters ID 2444488	CSLET
2018-02-05	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2018-02-05	Choice Inquiry	Caller MICHAEL HAMAD Ratepayer User Comments adv choice energy is billing him 52.07 as a monthly charge which is higher than what we would charge adv he would need to pay 76.53 due 2 15 he thought they were PPL sent slamming-sat	TANYA L PERSHALSKI
2018-02-05	WUR Assessment	MICHAEL HAMAD Ratepayer. Caller s Concern EGS Issue - PPL did NOT Remove Supplier. Position Stated Yes. Sat Yes. WUR Required Yes. Provided PUC No. Interested in SO No	TANYA L PERSHALSKI
2018-01-29	Choice Inquiry	Caller MICHAEL HAMAD Ratepayer User Comments states he sw supplier today and they are sending cancellation -adv he can check back on 2 2 to see if cancellation was recvd	SUZANNE R CONKLIN
2018-01-29	WUR Assessment	MICHAEL HAMAD Ratepayer. Caller s Concern Supplier Pricing. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No	SUZANNE R CONKLIN
2018-01-29	Credit	Caller MICHAEL HAMAD Ratepayer User Comments rp MICHAEL HAMAD wanted to know why bill is high adv choice charging mthly charge of 52.07 will cl them sat-y ns	NEIL SAULLO
2018-01-29	WUR Assessment	MICHAEL HAMAD Ratepayer. Caller s Concern General Information. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No	NEIL SAULLO
2018-01-26	Special Situation	HIGH BILL ALERT	SUPP_HB
2018-01-02	WUR Assessment	MICHAEL HAMAD Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Other. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No	TED BORNSTEIN JR
2018-01-02	Choice Billing	Caller MICHAEL HAMAD Ratepayer. s w MICHAEL HAMAD-rp-States wants to cancel Choice Energy and have PPL only. Informed will need to contact supp confirm no cancel fee and request to cancel. Acct will default to POLR 3 bus days after supp notifies and conf letter will be sent. Sat	TED BORNSTEIN JR
2018-01-02	Credit	Caller MICHAEL HAMAD Ratepayer User Comments s w MICHAEL HAMAD-rp-Confirmed acct bal and dd. Sat.	TED BORNSTEIN JR
2017-12-20	Cust Choice 1 Bill	Supplier added on 2017-12-27 - Choice Energy LLC	
2017-12-20	Batch Enrollment		
2017-10-04	Credit	sw MICHAEL HAMAD. cust states cannot pay bill in full. adv cust not eligible for p a since he s the LL and he s not residing in the home. adv cust to pay what he can and call if he gets a shut off notice. sat.	APRIL A PETRAS
2017-09-28	ACT 54	Caller MICHAEL HAMAD Ratepayer. advd has to stay in his name until fw is fixed	STEPHANIE K KOLINOFSKY

Contact Date	Contact Type	Remarks	User
2017-09-27	Billing	Caller MICHAEL HAMAD Ratepayer. CUST STATES THERE IS TWO METERS AT THIS PREMISE. THE TENANT NEEDS TO HAVE BOTH IN HER NAME.	SHAMICA HENNIX
2017-09-25	Miscellaneous	Natonya called to state landlord told her she had to pay these bills - advised service is under his name and she is not required to pay bills until f w fixed - satisfied	JENNIFER L TOMEL
2017-09-25	Credit	Caller MICHAEL HAMAD Ratepayer Customer Satisfied Yes Customer Interested in SO HungUp User Comments he called in to find out if he could put the service back into his tenants name adv that he would need to contact the tenant and have them put in there name	ROBIN STONE
2017-09-15	Miscellaneous	I returned customers Atty s call yesterday 9 14 17 spoke with his asst Sue who took my as the Atty was in court.	KEVIN G GEORGE
2017-09-14	ACT 54	sw MICHAEL HAMAD ll when started adv 8 17 cannot change info until fw fixed and form sub..sat issued watt c b	DIANE L DYMOND
2017-09-06	Billing	Caller MICHAEL HAMAD Ratepayer. Continued Once the act 54 is resolved the landlord can call us back with confirmation from the electrician and we can switch the account to the correct the apartment the tenant will call in once we have confirmation to switch the apartment cust understands and SAT	WILSON,DARRIUS
2017-09-06	Billing	Caller MICHAEL HAMAD Ratepayer. both meters 63103724 and 12230321 have a act 54 foreign wiring until that has been resolved we can not switch the names on the account it must stay in landlords name until it is resolved we cannot verify customers name for meter 98922970 because that is their personal account	WILSON,DARRIUS
2017-09-06	Billing	Caller MICHAEL HAMAD Ratepayer Customer Satisfied Yes User Comments Landlord called in to inform we have the incorrect services for a metter number 98922970 and a 63103724 also a third meter at location 12230321 confirmed the meters 63103724 and 12230321 are active in his name meter 63103724 is to be in tenants name not 98922970 confirmed	WILSON,DARRIUS
2017-09-05	ACT 54	THIS METER 12230321 SERVES THE COMMON BASEMENT AND IS CORRECTLY IN HIS NAME HE UNDERSTANDS AND DOES NOT NEED AN APPOINTMENT.	KEVIN G GEORGE
2017-08-31	Miscellaneous	WATT Generalist - Act 54 Call Back or Request for Info Work Item 1828902 Completed	SHERRY A SHAFFER
2017-08-31	Miscellaneous	WATT ID 1828902 COMPLETE	SHERRY A SHAFFER
2017-08-31	Miscellaneous	WATT ID 1828902 please contact MICHAEL HAMAD @ 570 283 3505 best available 1 00 pm to 3 00 pm to review information again process of having foreign wiring fixed thank you	TERRI A QUARZENSKI
2017-08-31	Miscellaneous	sw MICHAEL HAMAD expl foreign notes on accts 80371-22088 80171-22215 confirmed he sw Kevin George was explained he still does not clearly understand states meter 12230321 should be under tenant NATONYA DIAZ expl cannot due to foreign tenant is at meter 9892297 cont...	TERRI A QUARZENSKI
2017-08-31	Miscellaneous	WATT Generalist - Act 54 Call Back or Request for Info Work Item 1828902 Created	TERRI A QUARZENSKI
2017-08-25	Correspondence - General	Template Name Foreign Wiring Confirmed - Owner Created By Brower Donna M Letter Edited Yes CS Letters ID 2205669	CSLET
2017-08-25	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2017-08-24	Choice Inquiry	New Connect Privacy Release Default - OK to Release All	SYSTEM SYSTEM
2017-08-24	ACT 54	FW Confirmed on 08 17 2017. Found Property owner has access to basement and uses electricity there which is connected to this meter per field investigation by CCR Kevin George . Must remain in Owner s name Michael Hamad until corrected.	DONNA M BROWER
2017-08-24	Connect Completed		DONNA M BROWER
2017-08-24	Connect Questions	TYPE OF CONNECT REQUEST METERED RATEPAYER OWNS THE PROPERTY Y RATEPAYER WILL OCCUPY THE PROPERTY N NON-RESIDENTIAL USE ASSOCIATED WITH THE PROPERTY NONE TYPE OF PROPERTY RENTAL RESIDENTIAL ELECTRIC HEAT N RESIDENTIAL USE ASSOCIATED WITH THE PROPERTY RESIDENTIAL USE WILL BE FOR THE RATEPAYERS SOLE BENEFIT	DONNA M BROWER
2017-08-24	Connect Issued	Electric FW Confirmed on 08 17 2017. Found Property owner has access to basement and uses electricity there which is connected to this meter per field investigation by CCR Kevin George . Must remain in Owner s name Michael Hamad until corrected.	DONNA M BROWER