

INDEX TO EXHIBITS

Docket No. C-2020-3021831

Hearing Date: November 10, 2020

PPL Exhibits:

- No. 1 (Account Activity Statement)
- No. 2 (Account Contact History)
- No. 4 (Account Activity Statement)
- No. 5 (Account Contact History)

Account Activity Statement

Date: 10/29/20  
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\*\*\* Account Information \*\*\*

\*\*\* Current Account Status \*\*\*

Account Number:  
09570-44076

Mail To:  
JOHN HEINRICH  
326 WHITE ST  
WEISSPORT

PA 18235

Payment Agreement  
Installment: \$0.00 Balance: \$0.00

Budget Bill Amortization  
Installment: \$0.00 Balance: \$0.00

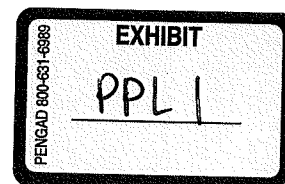
Requested By:  
JOHN HEINRICH  
(484)280-7883 Extension:

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 |
|------------|------------------|----------|--------------------|-----------------|---------------|------------------|-------------|----------|-----------|-----|-----------|
| 08/12/2019 | Transfer Debit   |          | \$4.71             |                 |               |                  |             |          |           |     |           |
| 08/12/2019 | Transfer Debit   |          | \$9.44             |                 |               |                  |             |          |           |     |           |
| 08/12/2019 | Transfer Debit   |          | \$0.18             |                 |               |                  |             |          |           |     |           |
| 08/12/2019 | Transfer Debit   |          | \$14.17            |                 |               |                  |             |          |           |     |           |
| 08/12/2019 | Transfer Debit   |          | \$10331.20         |                 |               |                  |             |          |           |     |           |
| 08/12/2019 | Transfer Debit   |          | \$504.00           |                 |               |                  |             |          |           |     |           |
| 08/12/2019 | Transfer Debit   |          | \$378.00           |                 |               |                  |             |          |           |     |           |
| 08/12/2019 | Transfer Debit   |          | \$378.00           |                 |               |                  |             |          |           |     |           |
| 08/12/2019 | Transfer Debit   |          | \$377.15           |                 |               |                  |             |          |           |     |           |
| 08/12/2019 | Transfer Debit   |          | \$591.53           |                 |               |                  |             |          |           |     |           |
| -----      |                  |          |                    |                 |               |                  |             |          |           |     |           |
| 08/22/2019 | ELECTRIC SERVICE |          | \$87.96            |                 |               |                  |             |          |           |     |           |
| 08/22/2019 | CANCELED DEPOSIT |          | \$214.50           |                 |               |                  |             |          |           |     |           |
| 08/22/2019 | Regular Bill     | 09/12    | \$12890.84         |                 |               |                  | 0000/0115   | 00000A   | 13        | 685 |           |
| -----      |                  |          |                    |                 |               |                  |             |          |           |     |           |
| 09/23/2019 | ELECTRIC SERVICE |          | \$133.91           |                 |               |                  |             |          |           |     |           |
| 09/23/2019 | CANCELED DEPOSIT |          | \$107.25           |                 |               |                  |             |          |           |     |           |
| 09/23/2019 | Regular Bill     | 10/15    | \$13132.00         | \$12890.84      |               |                  | 0031/0090   | 00000A   | 32        | 993 |           |
| -----      |                  |          |                    |                 |               |                  |             |          |           |     |           |
| 10/04/2019 | ELECTRIC SERVICE |          | \$39.22            |                 |               |                  |             |          |           |     |           |
| 10/04/2019 | Regular Bill     | 10/28    | \$12849.47         | \$12676.34      |               |                  | 0039/0033   | 000000   | 11        | 279 |           |
| -----      |                  |          |                    |                 |               |                  |             |          |           |     |           |
| 03/19/2020 | Charge Off       |          | \$-261.09          |                 |               |                  |             |          |           |     |           |
| 03/19/2020 | Charge Off       |          | \$-28.50           |                 |               |                  |             |          |           |     |           |
| 03/19/2020 | Charge Off       |          | \$-2228.68         |                 |               |                  |             |          |           |     |           |
| 03/19/2020 | Charge Off       |          | \$-10331.20        |                 |               |                  |             |          |           |     |           |

PPL/Heinrich-000001

PPL EXHIBIT 1

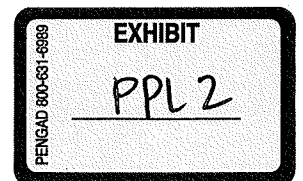


**Account Contact History**  
**Account: 957044076 Customer Name: JOHN HEINRICH**  
**From 7/31/2016 to 10/29/2020**

| Contact Date | Contact Type                           | Remarks  | User              |
|--------------|--|--|-------------------|
| 2020-09-10   | PUC/Formal                             | PUC Formal Completed Formal response for acct 3913914130 0957044076.balance dispute forwarded to OGC   | SHERRY A SHAFFER  |
| 2020-09-10   | Credit                                 | there is PUC formal complaint on account 3913914130 disputing this account balance The customer filed PUC Formal Complaint Docket No. C-2020-3021831- WATT ID 2594638  | SHERRY A SHAFFER  |
| 2020-07-14   | SC - GRACE EXTENSION                   | Received notice that the customer appealed the PUC decision for BCS 3727307. Necessary protections placed on the customer s account until 07 27 2020.  | E02623            |
| 2020-07-07   | SC - GRACE EXTENSION                   | Received notice that the customer appealed the PUC decision for BCS 3727307. Necessary protections placed on the customer s account until 07 27 2020.  | E02623            |
| 2020-03-02   | SC - GRACE EXTENSION                   | BCS 3727307 - Closed Date - 02 28 2020 - DECISION ISSUED CUSTOMER DID NOT PROVIDE NOTICE TO THE COMPANY TO DISCONTINUE SERVICE AT 7735 POHOPOCO DRIVE. CUSTOMER IS RESPONSIBLE FOR THE CHARGES COMPANY IS WITHIN THEIR RIGHT TO TRANSFER THAT BALANCE TO THE CUSTOMER S NEW SERVICE ADDRESS. CASE DISMISSED. | E02623            |
| 2019-10-03   | Connect Issued                         | CTP-Applicant caller Sharon Sponoski CallerRelation Ratepayer date of connect 10 04 2019 new address 326 WHITE ST WEISSPORT PA 18235 DepositAmt 388 DepositReq Yes Pre Bal 0 Pre Bal Req No ID Req No Send AddName Letter No Send SecDep Letter Yes  | KENDRA EHRICH     |
| 2019-10-03   | Are You Moving Letter                  | Are You Moving Letter  |                   |
| 2019-08-19   | SC - PUC Informal Complaint            | PUC MDIA BCS 3727307   | CUCL143           |
| 2019-08-15   | Connect/Disconnect                     | SHARON SPONOSKI confirmd active acct and balance xfr. mostly discuss prior acct where xfrd balance came from 39139-14130.sat   | LUKE D COLEMAN    |
| 2019-08-12   | Continuous Transfer Letter             | Continuous Transfer Letter   |                   |
| 2019-08-12   | Continuous Transfer                    | THIS ACCOUNT IS CURRENTLY IN A CONTINUOUS TRANSFER RELATIONSHIP. SEE THE MAINTAIN TRANSFER HISTORY WINDOW FOR DETAILS.   | SYSTEM SYSTEM     |
| 2019-08-09   | Electric Choice New Customer Kit       |  | CUBSO214          |
| 2019-08-09   | Choice Inquiry                         | New Connect Privacy Release Default - OK to Release All  | SYSTEM SYSTEM     |
| 2019-08-09   | myPPL Alerts - WEB                     | User E27795 agreed to T Cs-Enrolled  | SELF SERVICE USER |
| 2019-08-09   | Connect Completed                      |  | MARK T GAVURA     |
| 2019-08-08   | Password Required                      | Caller JOHN HEINRICH Ratepayer. PIN 4869   | MARK T GAVURA     |
| 2019-08-08   | Maintain Additional Account Names      |  | MARK T GAVURA     |
| 2019-08-08   | Authorization to Release Information   | Caller john heinrich Ratepayer Customer Interested in Standard Offer NO CSR Comments JOHN HEINRICH gave perm to spk to fiance - sharon sponoski  | MARK T GAVURA     |
| 2019-08-08   | Online Billing Account Update          | E-Bill process - Caller john heinrich Customer Satisfied Understands Yes offered paperless billing offered outage alerts via Email   | MARK T GAVURA     |
| 2019-08-08   | Service On - Dep Billed - Satisfied No | Service On - Dep Billed - Satisfied No   |                   |
| 2019-08-08   | Connect Questions                      | TYPE OF CONNECT REQUEST METERED RATEPAYER OWNS THE PROPERTY N RATEPAYER WILL OCCUPY THE PROPERTY Y NON-RESIDENTIAL USE ASSOCIATED WITH THE PROPERTY NONE TYPE OF PROPERTY RESIDENTIAL ELECTRIC HEAT Y RESIDENTIAL USE ASSOCIATED WITH THE PROPERTY RESIDENTIAL USE WILL BE FOR THE RATEPAYERS SOLE BENEFIT   | MARK T GAVURA     |
| 2019-08-08   | Connect Issued                         | Electric CTP-Applicant caller john heinrich CallerRelation Ratepayer date of connect 08 09 2019 new address 326 WHITE ST WEISSPORT PA 18235 DepositAmt 429 DepositReq Yes Pre Bal 0 Pre Bal Req No ID Req No Send AddName Letter No Send SecDep Letter Yes   | MARK T GAVURA     |

PPL/Heinrich-000002

PPL EXHIBIT 2



Account Activity Statement

Date: 10/29/20  
Page: 1

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

\*\*\* Current Account Status \*\*\*

Account Number:  
39139-14130

Mail To:  
JOHN HEINRICH  
7735 POHOPOCO DR, APT 2  
KUNKLETOWN PA 18058

Payment Agreement  
Installment: \$0.00 Balance: \$0.00

Requested By:  
JOHN HEINRICH  
(484)280-7883 Extension:

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 |
|------------|---------------------|----------|--------------------|-----------------|---------------|------------------|-------------|----------|-----------|------|-----------|
| 11/14/2016 | Transfer Debit      |          | \$77.50            |                 |               |                  |             |          |           |      |           |
| 11/14/2016 | Transfer Debit      |          | \$1.05             |                 |               |                  |             |          |           |      |           |
| 11/14/2016 | Transfer Debit      |          | \$68.55            |                 |               |                  |             |          |           |      |           |
| 11/14/2016 | Transfer Debit      |          | \$1.84             |                 |               |                  |             |          |           |      |           |
| 11/14/2016 | Transfer Debit      |          | \$0.01             |                 |               |                  |             |          |           |      |           |
| 11/14/2016 | Transfer Debit      |          | \$3.37             |                 |               |                  |             |          |           |      |           |
| 11/15/2016 | Late Payment Charge |          | \$0.63             |                 |               |                  |             |          |           |      |           |
| 11/18/2016 | ELECTRIC SERVICE    |          | \$218.33           |                 |               |                  |             |          |           |      |           |
| 11/18/2016 | Regular Bill        | 12/09    | \$421.36           | \$50.08         |               |                  | 0527/0004   | 22319A   | 30        | 1686 |           |
| 12/15/2016 | Late Payment Charge |          | \$0.01             |                 |               |                  |             |          |           |      |           |
| 12/15/2016 | Late Payment Charge |          | \$3.36             |                 |               |                  |             |          |           |      |           |
| 12/20/2016 | ELECTRIC SERVICE    |          | \$377.80           |                 |               |                  |             |          |           |      |           |
| 12/20/2016 | Regular Bill        | 01/10    | \$802.53           | \$421.36        |               |                  | 0988/0000   | 25332A   | 32        | 3013 |           |
| 01/17/2017 | Late Payment Charge |          | \$8.08             |                 |               |                  |             |          |           |      |           |
| 01/17/2017 | Late Payment Charge |          | \$0.05             |                 |               |                  |             |          |           |      |           |
| 01/20/2017 | ELECTRIC SERVICE    |          | \$507.55           |                 |               |                  |             |          |           |      |           |
| 01/20/2017 | Regular Bill        | 02/13    | \$1318.21          | \$802.53        |               |                  | 1040/0000   | 29417A   | 31        | 4085 |           |
| 02/17/2017 | ELECTRIC SERVICE    |          | \$457.90           |                 |               |                  |             |          |           |      |           |
| 02/17/2017 | Regular Bill        | 03/13    | \$1776.11          | \$1318.21       |               |                  | 0911/0000   | 33085A   | 28        | 3668 |           |
| 02/22/2017 | Late Payment Charge |          | \$0.15             |                 |               |                  |             |          |           |      |           |
| 02/22/2017 | Late Payment Charge |          | \$14.42            |                 |               |                  |             |          |           |      |           |
| 03/21/2017 | ELECTRIC SERVICE    |          | \$455.61           |                 |               |                  |             |          |           |      |           |
| 03/21/2017 | Regular Bill        | 04/11    | \$2246.29          | \$1776.11       |               |                  | 0915/0000   | 36734A   | 32        | 3649 |           |
| 04/18/2017 | Late Payment Charge |          | \$25.84            |                 |               |                  |             |          |           |      |           |
| 04/18/2017 | Late Payment Charge |          | \$0.33             |                 |               |                  |             |          |           |      |           |
| 04/20/2017 | ELECTRIC SERVICE    |          | \$335.33           |                 |               |                  |             |          |           |      |           |
| 04/20/2017 | Regular Bill        | 05/11    | \$2607.79          | \$2246.29       |               |                  | 0502/0007   | 39389A   | 30        | 2655 |           |
| 05/19/2017 | BUDGET BILLING      |          | \$197.93           |                 |               |                  |             |          |           |      |           |
| 05/19/2017 | Regular Bill        | 06/12    | \$2805.72          | \$2607.79       | \$197.93      |                  |             |          | 29        |      |           |
| 06/20/2017 | ELECTRIC SERVICE    |          | \$214.14           |                 |               |                  |             |          |           |      |           |
| 06/20/2017 | Regular Bill        | 07/11    | \$3019.86          | \$2805.72       |               |                  | 0083/0114   | 42478A   | 32        | 1576 |           |
| 07/20/2017 | BUDGET BILLING      |          | \$257.00           |                 |               |                  |             |          |           |      |           |
| 07/20/2017 | Late Payment Charge |          | \$32.71            |                 |               |                  |             |          |           |      |           |
| 07/20/2017 | Late Payment Charge |          | \$2.47             |                 |               |                  |             |          |           |      |           |

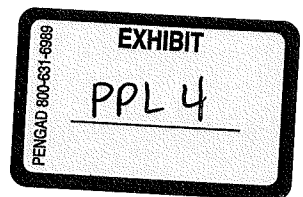
PPL/Heinrich-000009

PPL EXHIBIT 4

Bill Account: 39139-14130

Account Activity Statement

Date: 10/29/20



| DATE       | TRANSACTION TYPE    | DUE DATE | TRANSACTION AMOUNT | BALANCE FORWARD | ACTUAL BILLED | DEFERRED BALANCE | DEG DAY H/C | RDG/TYPE | DAYS USED | KWH | BILLED KW |
|------------|---------------------|----------|--------------------|-----------------|---------------|------------------|-------------|----------|-----------|-----|-----------|
| 07/20/2017 | Late Payment Charge |          | \$0.65             |                 |               |                  |             |          |           |     |           |
| 07/20/2017 | Regular Bill        | 08/10    | \$3312.69          | \$3019.86       | \$185.63      | \$-71.37         |             |          | 30        |     |           |
| 08/16/2017 | Late Payment Charge |          | \$5.68             |                 |               |                  |             |          |           |     |           |
| 08/16/2017 | Late Payment Charge |          | \$32.71            |                 |               |                  |             |          |           |     |           |
| 08/16/2017 | Late Payment Charge |          | \$1.10             |                 |               |                  |             |          |           |     |           |
| 08/18/2017 | BUDGET BILLING      |          | \$257.00           |                 |               |                  |             |          |           |     |           |
| 08/18/2017 | Regular Bill        | 09/08    | \$3609.18          | \$3312.69       | \$102.10      | \$-226.27        |             |          | 29        |     |           |
| 09/14/2017 | Late Payment Charge |          | \$1.59             |                 |               |                  |             |          |           |     |           |
| 09/14/2017 | Late Payment Charge |          | \$32.71            |                 |               |                  |             |          |           |     |           |
| 09/14/2017 | Late Payment Charge |          | \$8.89             |                 |               |                  |             |          |           |     |           |
| 09/20/2017 | BUDGET BILLING      |          | \$257.00           |                 |               |                  |             |          |           |     |           |
| 09/20/2017 | Regular Bill        | 10/11    | \$3909.37          | \$3609.18       | \$104.45      | \$-378.82        |             |          | 33        |     |           |
| 10/17/2017 | Late Payment Charge |          | \$2.13             |                 |               |                  |             |          |           |     |           |
| 10/17/2017 | Late Payment Charge |          | \$12.10            |                 |               |                  |             |          |           |     |           |
| 10/17/2017 | Late Payment Charge |          | \$32.71            |                 |               |                  |             |          |           |     |           |
| 10/19/2017 | BUDGET BILLING      |          | \$271.00           |                 |               |                  |             |          |           |     |           |
| 10/19/2017 | Regular Bill        | 11/09    | \$4227.31          | \$3909.37       | \$82.00       | \$-567.82        |             |          | 29        |     |           |
| 11/15/2017 | Late Payment Charge |          | \$2.72             |                 |               |                  |             |          |           |     |           |
| 11/15/2017 | Late Payment Charge |          | \$32.71            |                 |               |                  |             |          |           |     |           |
| 11/15/2017 | Late Payment Charge |          | \$15.49            |                 |               |                  |             |          |           |     |           |
| 11/17/2017 | BUDGET BILLING      |          | \$271.00           |                 |               |                  |             |          |           |     |           |
| 11/17/2017 | Regular Bill        | 12/08    | \$4549.23          | \$4227.31       | \$228.97      | \$-609.85        |             |          | 29        |     |           |
| 12/14/2017 | Late Payment Charge |          | \$32.71            |                 |               |                  |             |          |           |     |           |
| 12/14/2017 | Late Payment Charge |          | \$3.35             |                 |               |                  |             |          |           |     |           |
| 12/14/2017 | Late Payment Charge |          | \$18.88            |                 |               |                  |             |          |           |     |           |
| 12/19/2017 | BUDGET BILLING      |          | \$271.00           |                 |               |                  |             |          |           |     |           |
| 12/19/2017 | Regular Bill        | 01/09    | \$4875.17          | \$4549.23       | \$516.31      | \$-364.54        |             |          | 32        |     |           |
| 01/16/2018 | Late Payment Charge |          | \$4.04             |                 |               |                  |             |          |           |     |           |
| 01/16/2018 | Late Payment Charge |          | \$22.27            |                 |               |                  |             |          |           |     |           |
| 01/16/2018 | Late Payment Charge |          | \$32.71            |                 |               |                  |             |          |           |     |           |
| 01/19/2018 | BUDGET BILLING      |          | \$301.00           |                 |               |                  |             |          |           |     |           |
| 01/19/2018 | Regular Bill        | 02/09    | \$5235.19          | \$4875.17       | \$751.81      | \$86.27          |             |          | 31        |     |           |
| 02/15/2018 | Late Payment Charge |          | \$26.03            |                 |               |                  |             |          |           |     |           |
| 02/15/2018 | Late Payment Charge |          | \$32.71            |                 |               |                  |             |          |           |     |           |
| 02/15/2018 | Late Payment Charge |          | \$4.78             |                 |               |                  |             |          |           |     |           |
| 02/16/2018 | BUDGET BILLING      |          | \$301.00           |                 |               |                  |             |          |           |     |           |
| 02/16/2018 | Regular Bill        | 03/09    | \$5599.71          | \$5235.19       | \$536.77      | \$322.04         |             |          | 28        |     |           |
| 03/15/2018 | Late Payment Charge |          | \$5.58             |                 |               |                  |             |          |           |     |           |
| 03/15/2018 | Late Payment Charge |          | \$32.71            |                 |               |                  |             |          |           |     |           |
| 03/15/2018 | Late Payment Charge |          | \$29.79            |                 |               |                  |             |          |           |     |           |
| 03/20/2018 | BUDGET BILLING      |          | \$301.00           |                 |               |                  |             |          |           |     |           |

Bill Account: 39139-14130

Account Activity Statement  
PPL/Heinrich-000010

Date: 10/29/20

Page: 3

| DATE       | TRANSACTION TYPE              | DUE DATE | TRANSACTION AMOUNT | BALANCE FORWARD | ACTUAL BILLED | DEFERRED BALANCE | DEG DAY H/C | RDG/TYPE | DAYS USED | KWH | BILLED KW |
|------------|-------------------------------|----------|--------------------|-----------------|---------------|------------------|-------------|----------|-----------|-----|-----------|
| 03/20/2018 | Regular Bill                  | 04/10    | \$5968.79          | \$5599.71       | \$390.59      | \$411.63         |             |          | 32        |     |           |
| 04/17/2018 | Late Payment Charge           |          | \$32.71            |                 |               |                  |             |          |           |     |           |
| 04/17/2018 | Late Payment Charge           |          | \$33.55            |                 |               |                  |             |          |           |     |           |
| 04/17/2018 | Late Payment Charge           |          | \$6.43             |                 |               |                  |             |          |           |     |           |
| 04/19/2018 | BUDGET BILLING                |          | \$386.00           |                 |               |                  |             |          |           |     |           |
| 04/19/2018 | Regular Bill                  | 05/10    | \$6427.48          | \$5968.79       | \$461.62      | \$487.25         |             |          | 30        |     |           |
| 05/16/2018 | Late Payment Charge           |          | \$32.71            |                 |               |                  |             |          |           |     |           |
| 05/16/2018 | Late Payment Charge           |          | \$7.34             |                 |               |                  |             |          |           |     |           |
| 05/16/2018 | Late Payment Charge           |          | \$38.38            |                 |               |                  |             |          |           |     |           |
| 05/18/2018 | BUDGET BILLING                |          | \$386.00           |                 |               |                  |             |          |           |     |           |
| 05/18/2018 | Regular Bill                  | 06/08    | \$6891.91          | \$6427.48       | \$240.22      | \$341.47         |             |          | 29        |     |           |
| 06/14/2018 | Late Payment Charge           |          | \$8.32             |                 |               |                  |             |          |           |     |           |
| 06/14/2018 | Late Payment Charge           |          | \$43.21            |                 |               |                  |             |          |           |     |           |
| 06/14/2018 | Late Payment Charge           |          | \$32.71            |                 |               |                  |             |          |           |     |           |
| 06/19/2018 | Special Agreement             |          | \$-231.11          |                 |               |                  |             |          |           |     |           |
| 06/19/2018 | BUDGET BILLING                |          | \$617.11           |                 |               |                  |             |          |           |     |           |
| 06/19/2018 | Regular Bill                  | 07/10    | \$7362.15          | \$6891.91       | \$275.64      |                  |             |          | 32        |     |           |
| 07/17/2018 | Late Payment Charge           |          | \$32.71            |                 |               |                  |             |          |           |     |           |
| 07/17/2018 | Late Payment Charge           |          | \$9.37             |                 |               |                  |             |          |           |     |           |
| 07/17/2018 | Late Payment Charge           |          | \$48.04            |                 |               |                  |             |          |           |     |           |
| 07/19/2018 | BUDGET BILLING                |          | \$323.00           |                 |               |                  |             |          |           |     |           |
| 07/19/2018 | SPECIAL AGREEMENT - BB SETTLE |          | \$38.51            |                 |               |                  |             |          |           |     |           |
| 07/19/2018 | Regular Bill                  | 08/09    | \$7813.78          | \$7362.15       | \$185.47      | \$-137.53        |             |          | 30        |     |           |
| 08/15/2018 | Late Payment Charge           |          | \$10.50            |                 |               |                  |             |          |           |     |           |
| 08/15/2018 | Late Payment Charge           |          | \$52.08            |                 |               |                  |             |          |           |     |           |
| 08/15/2018 | Late Payment Charge           |          | \$32.71            |                 |               |                  |             |          |           |     |           |
| 08/17/2018 | BUDGET BILLING                |          | \$323.00           |                 |               |                  |             |          |           |     |           |
| 08/17/2018 | SPECIAL AGREEMENT - BB SETTLE |          | \$38.51            |                 |               |                  |             |          |           |     |           |
| 08/17/2018 | Regular Bill                  | 09/07    | \$8270.58          | \$7813.78       | \$182.98      | \$-277.55        |             |          | 29        |     |           |
| 09/13/2018 | Late Payment Charge           |          | \$56.12            |                 |               |                  |             |          |           |     |           |
| 09/13/2018 | Late Payment Charge           |          | \$32.71            |                 |               |                  |             |          |           |     |           |
| 09/13/2018 | Late Payment Charge           |          | \$11.69            |                 |               |                  |             |          |           |     |           |
| 09/19/2018 | BUDGET BILLING                |          | \$323.00           |                 |               |                  |             |          |           |     |           |
| 09/19/2018 | SPECIAL AGREEMENT - BB SETTLE |          | \$38.51            |                 |               |                  |             |          |           |     |           |
| 09/19/2018 | Regular Bill                  | 10/10    | \$8732.61          | \$8270.58       | \$192.57      | \$-407.98        |             |          | 33        |     |           |
| 10/16/2018 | Late Payment Charge           |          | \$32.71            |                 |               |                  |             |          |           |     |           |
| 10/16/2018 | Late Payment Charge           |          | \$12.95            |                 |               |                  |             |          |           |     |           |
| 10/16/2018 | Late Payment Charge           |          | \$60.16            |                 |               |                  |             |          |           |     |           |
| 10/18/2018 | BUDGET BILLING                |          | \$342.00           |                 |               |                  |             |          |           |     |           |
| 10/18/2018 | SPECIAL AGREEMENT - BB SETTLE |          | \$38.51            |                 |               |                  |             |          |           |     |           |
| 10/18/2018 | Regular Bill                  | 11/08    | \$9218.94          | \$8732.61       | \$188.75      | \$-561.23        |             |          | 29        |     |           |

PPL/Heinrich-000011

Account Activity Statement

Date: 10/29/20  
Page: 1

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

\*\*\* Current Account Status \*\*\*

Account Number:  
39139-14130

Mail To:  
JOHN HEINRICH  
7735 POHOPOCO DR, APT 2  
KUNKLETOWN PA 18058

Payment Agreement  
Installment: \$0.00 Balance: \$0.00

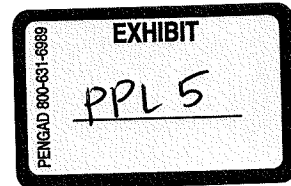
Requested By:  
JOHN HEINRICH  
(484)280-7883 Extension:

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 |
|------------|-------------------------------|----------|--------------------|-----------------|---------------|------------------|-------------|----------|-----------|-----|-----------|
| 11/14/2018 | Late Payment Charge           |          | \$64.44            |                 |               |                  |             |          |           |     |           |
| 11/14/2018 | Late Payment Charge           |          | \$32.71            |                 |               |                  |             |          |           |     |           |
| 11/14/2018 | Late Payment Charge           |          | \$14.27            |                 |               |                  |             |          |           |     |           |
| 11/16/2018 | BUDGET BILLING                |          | \$342.00           |                 |               |                  |             |          |           |     |           |
| 11/16/2018 | SPECIAL AGREEMENT - BB SETTLE |          | \$38.51            |                 |               |                  |             |          |           |     |           |
| 11/16/2018 | Regular Bill                  | 12/07    | \$9710.87          | \$9218.94       | \$324.44      | \$-578.79        |             |          | 29        |     |           |
| 12/13/2018 | Late Payment Charge           |          | \$32.71            |                 |               |                  |             |          |           |     |           |
| 12/13/2018 | Late Payment Charge           |          | \$68.72            |                 |               |                  |             |          |           |     |           |
| 12/13/2018 | Late Payment Charge           |          | \$15.67            |                 |               |                  |             |          |           |     |           |
| 12/18/2018 | BUDGET BILLING                |          | \$342.00           |                 |               |                  |             |          |           |     |           |
| 12/18/2018 | SPECIAL AGREEMENT - BB SETTLE |          | \$38.56            |                 |               |                  |             |          |           |     |           |
| 12/18/2018 | Regular Bill                  | 01/08    | \$10208.53         | \$9710.87       | \$534.26      | \$-386.53        |             |          | 32        |     |           |
| 01/15/2019 | Late Payment Charge           |          | \$32.71            |                 |               |                  |             |          |           |     |           |
| 01/15/2019 | Late Payment Charge           |          | \$17.14            |                 |               |                  |             |          |           |     |           |
| 01/15/2019 | Late Payment Charge           |          | \$73.00            |                 |               |                  |             |          |           |     |           |
| 02/01/2019 | Miscellaneous                 |          | \$-10331.38        |                 |               |                  |             |          |           |     |           |
| 02/01/2019 | Budget Bill Int Only          |          | \$-0.85            |                 |               |                  |             |          |           |     |           |
| 02/01/2019 | Transfer Debit                |          | \$10331.38         |                 |               |                  |             |          |           |     |           |
| 02/01/2019 | BUDGET BILLING                |          | \$378.00           |                 |               |                  |             |          |           |     |           |
| 02/01/2019 | Regular Bill                  | 02/25    | \$10708.53         |                 | \$683.92      | \$-80.61         |             |          | 34        |     |           |
| 02/20/2019 | Budget Bill Int Only          |          | \$-0.18            |                 |               |                  |             |          |           |     |           |
| 02/20/2019 | BUDGET BILLING                |          | \$378.00           |                 |               |                  |             |          |           |     |           |
| 02/20/2019 | Regular Bill                  | 03/13    | \$11086.35         |                 | \$735.45      | \$276.84         |             |          | 30        |     |           |
| 03/19/2019 | Late Payment Charge           |          | \$4.71             |                 |               |                  |             |          |           |     |           |
| 03/20/2019 | BUDGET BILLING                |          | \$378.00           |                 |               |                  |             |          |           |     |           |
| 03/20/2019 | Late Payment Charge           |          | \$9.44             |                 |               |                  |             |          |           |     |           |
| 03/20/2019 | Regular Bill                  | 04/10    | \$11478.50         | \$11086.35      | \$635.50      | \$534.34         |             |          | 28        |     |           |
| 04/16/2019 | Late Payment Charge           |          | \$0.18             |                 |               |                  |             |          |           |     |           |
| 04/16/2019 | Late Payment Charge           |          | \$14.17            |                 |               |                  |             |          |           |     |           |
| 04/18/2019 | BUDGET BILLING                |          | \$504.00           |                 |               |                  |             |          |           |     |           |
| 04/18/2019 | Regular Bill                  | 05/09    | \$11996.85         | \$11478.50      | \$516.22      | \$546.56         |             |          | 29        |     |           |
| 05/10/2019 | BUDGET BILLING                |          | \$591.53           |                 |               |                  |             |          |           |     |           |
| 05/10/2019 | Regular Bill                  | 06/03    | \$12588.38         | \$11996.85      | \$44.97       |                  |             |          | 6         |     |           |
| 08/12/2019 | Transfer                      |          | \$-12588.38        |                 |               |                  |             |          |           |     |           |

PPL/Heinrich-000012



**Account Contact History**  
**Account: 3913914130 Customer Name: JOHN HEINRICH**  
**From 7/31/2016 to 10/29/2020**

| Contact Date | Contact Type                          | Remarks   | User               |
|--------------|---------------------------------------|---|--------------------|
| 2020-09-10   | PUC/Formal                            | PUC Formal Completed Formal response for acct 3913914130 0957044076 .balance dispute forwarded to OGC   | SHERRY A SHAFFER   |
| 2020-09-10   | SC - PUC Formal Complaint             | The customer filed PUC Formal Complaint Docket No. C-2020-3021831- WATT ID 2594638  | E02623             |
| 2020-09-10   | Miscellaneous                         | WATT CCC Formal Complaint - Bill Dispute Work Item 2594638 Created  | APRIL TOU          |
| 2020-03-03   | Connect Issued                        | CTP-Customer caller KEVIN KOCH CallerRelation Ratepayer date of connect 03 04 2020 new address 7735 POHOPOCO DR APT 2 KUNKLETOWN PA 18058 DepositAmt 0 DepositReq No Pre Bal 0 Pre Bal Req No ID Req No Send AddName Letter No  | CIARA QUARTERMAN   |
| 2019-12-09   | Other - Winter Survey Order Completed | COMPLETION CODE Vacant ALT HEAT COMMENTS Action Taken Vacant  | MDT                |
| 2019-12-09   | Winter Survey Complete                | COMPLETION CODE Vacant ALT HEAT COMMENTS Action Taken Vacant  | CUMSO063           |
| 2019-11-08   | Other - Winter Survey Order Issued    | THIS IS THE FIRST WINTER SURVEY ORDER FOR THIS SEASON ON THIS ACCOUNT. PLEASE VERIFY THE STATUS OF THE PREMISE AND ANY ALTERNATE HEATING SOURCE.  | SYSTEM SYSTEM      |
| 2019-11-06   | Winter Survey Letter                  | Winter Survey   |                    |
| 2019-11-04   | Winter Survey Call                    | CUBCL060  | CUBCL060           |
| 2019-11-01   | Winter Survey Letter                  | Winter Survey   |                    |
| 2019-10-31   | Credit - Winter Survey                | CUBCL071  | CUBCL071           |
| 2019-10-14   | Miscellaneous                         | Caller Back Office Ratepayer. RTN MAIL final acct   | KIMBERLY WAMPOLE   |
| 2019-08-15   | Account Balance                       | Caller Sharon Spoonoski Spouse eff dates 10 07 16-04 24 19 final acct balance 12 588.38 customer orignly claimed moved in march but Puc mediation was requestd on 05-08-17. cust inf she called to cancel in either march or June. advsd we do not show any call to disc service and show no reduction in usage .advsd no paymnts were made on this acct. sat | LUKE D COLEMAN     |
| 2019-08-15   | Correspondence - General              | Template Name Master Utility Report Created By LUKE D COLEMAN Letter Edited No CS Letters ID 3259276  | CSLET              |
| 2019-08-15   | SC - GRACE EXTENSION                  | Suspend Charge automatically added by CSLET   | CSLET              |
| 2019-08-15   | WUR Assessment                        | Sharon Spoonoski Spouse Caller s Concern Transferred Balance. Position Stated Yes. Sat Yes WUR Required Yes. Caller s Concern Account End Date. Position Stated Yes. Sat Yes WUR Required Yes. Provided PUC Yes.  | LUKE D COLEMAN     |
| 2019-08-08   | Miscellaneous                         | WATT Generalist - Escalated Call Back - Iqor Charlotte Work Item 2440100 Completed  | NICHOLAS KOLOSIK   |
| 2019-08-08   | Miscellaneous                         | WATT ID 2440100 super call back no response   | NICHOLAS KOLOSIK   |
| 2019-08-07   | Credit                                | Caller JOHN HEINRICH Ratepayer User Comments issued sup call back   | SHEKINAH WILLIAMS  |
| 2019-08-07   | WUR Assessment                        | JOHN HEINRICH Ratepayer. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.  | SHEKINAH WILLIAMS  |
| 2019-08-07   | Miscellaneous                         | CUST STATES HE MOVED OUT OF HOME MARCH 2017 WANTS TO DISPUTE BILL FOR YEARS STATED HE MOVED OUT THE HOME AND SHOULDNT BE RESPONSIBLE FOR BILL ADVISED CUST I DIDN T SEE ANY DISCONNECT CALL WANTS CALL PULLED   | SHEKINAH WILLIAMS  |
| 2019-08-07   | Miscellaneous                         | WATT Generalist - Escalated Call Back - Iqor Charlotte Work Item 2440100 Created  | SHEKINAH WILLIAMS  |
| 2019-08-07   | Call Transfer                         | Caller SHARON PANOSKI Other User Comments TRANSFER TO BILLING CUST STATED HER AND FIANCE HAVEN T LIVE AT RESIDENT SINCE 2016 THEY WANT TO TALK ABOUT DISPUTING BILL TRANSFER TO 90021   | NATASHA WILLIAMS   |
| 2019-07-23   | Special Situation                     | Caller Back Office Ratepayer. Ratepayer. Working returned mail - if customer calls please obtain correct mailing address  | ANTONIA R SINATORE |
| 2019-06-11   | Correspondence - Collections          | Final Bill Reminder   |                    |
| 2019-05-17   | Special Situation                     | Caller JOHN HEINRICH Ratepayer. Working returned mail - if customer calls please obtain correct mailing address   | AMANDA R BACHMAN   |
| 2019-05-10   | Credit - Outbound Call                | Outbound Dialer A call attempt was made and received no answer  | IVR                |
| 2019-05-10   | Billing                               | Working Complete Disconnect Wfms completed disconnect 4 24 R 20349 5.4 day of cut.  | JULIE GIUMENTO     |
| 2019-05-10   | Disconnect Completed                  |   | BATCH              |
| 2019-05-09   | Disconnect Issued                     |   | BATCH              |
| 2019-05-08   | Credit - Outbound Call                | Outbound Dialer A call attempt was made and received no answer  | IVR                |
| 2019-05-08   | Credit - Outbound Call                | Outbound Dialer A call attempt was made and received no answer  | IVR                |
| 2019-04-30   | Credit - Outbound Call                | Outbound Dialer A call attempt was made and received no answer  | IVR                |
| 2019-04-24   | Credit - Outbound Call                | Outbound Dialer A call attempt was made and received no answer  | IVR                |
| 2019-04-19   | Credit - Outbound Call                | Outbound Dialer A call attempt was made and received no answer  | IVR                |
| 2019-04-18   | Cut Out for Non-Pay Issued            |   | CUMCL024           |
| 2019-04-17   | Credit - Outbound Call                | Outbound Dialer A call attempt was made and received no answer  | IVR                |
| 2019-04-11   | Credit - Outbound Call                | Outbound Dialer A call attempt was made and received no answer  | IVR                |
| 2019-04-09   | Credit - Outbound Call                | Outbound Dialer A call attempt was made and received no answer  | IVR                |
| 2019-03-22   | Credit - Outbound Call                | Outbound Dialer A call attempt was made and received no answer  | IVR                |

| Contact Date | Contact Type                 | Remarks  | User               |
|--------------|------------------------------|--|--------------------|
| 2019-03-22   | Correspondence - General     | Template Name Master Utility Report Created by JULIE A KRZYWIEC Letter Edited No CS Letters ID 3062260   | CSLET              |
| 2019-03-22   | SC - GRACE EXTENSION         | Suspend Charge automatically added by CSLET  | CSLET              |
| 2019-03-22   | Connect/Disconnect           | Caller Sharon Sponoski Roommate User Comments fiance said they have not lived at this location for 3 years- just recvd a text message. Said she called to stop svc here 3 yrs ago no record of req expl we would not have isssd disc for her since in Johns name and she is fiance. Advised we need to s w John she will have him call us after work | JULIE A KRZYWIEC   |
| 2019-03-22   | WUR Assessment               | Sharon Sponoski Roommate. Caller s Concern Service Turn-On Date. Position Stated Yes. Sat No. WUR Required Yes Provided PUC No.  | JULIE A KRZYWIEC   |
| 2019-03-22   | Credit                       | Caller sharian sponoski Other. call in stating she was receiving text mess. from ppl for acct ending in 14130 pert. to shutoff notice retr. phone number from cust it pull this acct up. verify name of cller by sharian sponoski statd she has no electricity in her name. Transfer cust to strt stop.  | GEORGINA EVANS     |
| 2019-03-21   | Correspondence - Collections | CUT DATE 2019-04-04 AMOUNT 11 086.35   |                    |
| 2019-03-18   | Data Repair                  | Data Repair DR_IR149873A - UPDATE N A TO 671   | HOLLY BAKER        |
| 2019-03-15   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR                |
| 2019-02-14   | Special Situation            | Caller Back Office Ratepayer. Caller Back Office Ratepayer. RETURNED MAIL - PLEASE VERIFY MAILING ADDRESS  | ANTONIA R SINATORE |
| 2019-02-06   | Data Repair                  | DUPLICATE BILL Update dt_due dt_extn to on bill_info_hdr   | CSSDR044           |
| 2019-02-04   | Miscellaneous                | WATT No Bill - No Bill Residential Work Item 2321366 Completed   | MARITZA RODRIGUEZ  |
| 2019-02-04   | Miscellaneous                | WATT Billing - Rejected Bill Work Item 2326654 Completed   | KATHLEEN A KRAYER  |
| 2019-02-04   | Miscellaneous                | WATT ID 2326654 Verified and sent for printing and mailing   | KATHLEEN A KRAYER  |
| 2019-02-04   | Pull Bill                    | Verified and sent for printing and mailing   | GAAL BS            |
| 2019-02-01   | Changed Payment Agreement    | PAYMENT AGREEMENT HAS BEEN UPDATED TO KEPT   | CUSCL109           |
| 2019-02-02   | Miscellaneous                | WATT Billing - Rejected Bill Work Item 2326654 Created   | CSS                |
| 2019-02-01   | Billing                      | WATT ID 2321366 Worked too many active debits wfm entered 1 21 19 reading  | MARITZA RODRIGUEZ  |
| 2019-01-31   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR                |
| 2019-01-25   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR                |
| 2019-01-24   | Miscellaneous                | WATT No Bill - No Bill Residential Work Item 2321366 Created   | CSS                |
| 2019-01-21   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR                |
| 2019-01-17   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR                |
| 2019-01-16   | Winter Collection            | Winter Collection Notice   |                    |
| 2019-01-11   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR                |
| 2019-01-07   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR                |
| 2019-01-03   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR                |
| 2019-01-02   | Meter                        | Pre-sweep MEX TranGrid 6085/N27275TranGrid LAT 40.894728 LONG -75.548355 BManf Bf-SrvSz Af-SrvSz 100_100   | CSSDR044           |
| 2019-01-02   | Change Meter Only Issued     | This order was issued for Meter Vision OLD METER 85694449 OUT KWH 10901 OUT KW 11.600 DATE 2019-01-02 NEW METER 301193341 IN KWH 00000 IN KW 0.0   | PAM0001            |
| 2019-01-02   | RF Meter Replacement         | RF Meter Installed at premise - 2019-01-02 - 85694449 Installed  | CSSDR044           |
| 2018-12-27   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR                |
| 2018-12-27   | Data Repair                  | IM036612 Data repair to auto complete active debit wfm   | CSSDR044           |
| 2018-12-21   | Credit - Outbound Call       |  | JOSEPH DUPREE      |
| 2018-12-19   | RF Meter Replacement         | 3 week Letter Sent - 2018-12-19 - 3 Week Letter Sent Mailed to 7735 POHOPOCO DR APT 2  | CSSDR044           |
| 2018-12-11   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR                |
| 2018-12-07   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR                |
| 2018-12-05   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR                |
| 2018-11-29   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR                |
| 2018-11-28   | RF Meter Replacement         | 6 week Letter Sent - 2018-11-28 - 6 Week Letter Sent Mailed to Address 7735 POHOPOCO DR APT 2  | CSSDR044           |
| 2018-11-27   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR                |
| 2018-11-26   | Winter Collection            | Winter Collection Notice   |                    |
| 2018-11-27   | RF Meter Replacement         | Call Center Comment - 2019-01-29 - Panther Valley-Owingsburg Do Not Schedule Appointments Before 2019-01-29  | CSSDR044           |
| 2018-11-21   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR                |
| 2018-11-20   | Data Repair                  | IM036612 Data repair to auto complete active debit wfm   | CSSDR044           |
| 2018-11-15   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR                |
| 2018-11-13   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR                |
| 2018-11-09   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR                |
| 2018-11-07   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR                |
| 2018-11-05   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR                |
| 2018-11-01   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR                |
| 2018-10-26   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR                |

PPL/Heinrich-000014

| Contact Date | Contact Type                 | Remarks  | User               |
|--------------|------------------------------|--|--------------------|
| 2018-10-25   | Cut Out for Non-Pay Issued   |  | CUMCL024           |
| 2018-10-23   | Data Repair                  | IM036612 Data repair to auto complete active debit wfm   | CSSDR044           |
| 2018-10-22   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR                |
| 2018-10-18   | Credit                       | Caller Back Office Ratepayer. unidf tm re past due .she adv JOHN HEINRICH has not lived at service location for 2 years.   | ROSEMARY VEGA      |
| 2018-10-18   | Credit - Outbound Call       |  | ROSEMARY VEGA      |
| 2018-10-16   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR                |
| 2018-10-12   | Correspondence - Collections | CUT DATE 2018-10-25 AMOUNT 8 732.61  |                    |
| 2018-10-12   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR                |
| 2018-10-08   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR                |
| 2018-10-04   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR                |
| 2018-10-02   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR                |
| 2018-09-28   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR                |
| 2018-09-24   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR                |
| 2018-09-22   | Data Repair                  | IM036612 Data repair to auto complete active debit wfm   | CSSDR044           |
| 2018-09-20   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR                |
| 2018-09-18   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR                |
| 2018-09-18   | Cut Out for Non-Pay Issued   |  | CUMCL024           |
| 2018-09-10   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR                |
| 2018-09-06   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR                |
| 2018-08-31   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR                |
| 2018-08-30   | Correspondence - Collections | CUT DATE 2018-09-17 AMOUNT 7 813.78  |                    |
| 2018-08-30   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR                |
| 2018-08-28   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR                |
| 2018-08-24   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR                |
| 2018-08-21   | Data Repair                  | IM036612 Data repair to auto complete active debit wfm   | CSSDR044           |
| 2018-08-20   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR                |
| 2018-08-16   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR                |
| 2018-08-14   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR                |
| 2018-08-10   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR                |
| 2018-08-08   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR                |
| 2018-08-06   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR                |
| 2018-08-02   | Cut Out for Non-Pay Issued   |  | CUMCL024           |
| 2018-07-31   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR                |
| 2018-07-27   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR                |
| 2018-07-25   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR                |
| 2018-07-20   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR                |
| 2018-07-19   | Correspondence - Collections | CUT DATE 2018-08-02 AMOUNT 7 362.15  |                    |
| 2018-07-19   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR                |
| 2018-07-17   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR                |
| 2018-07-13   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR                |
| 2018-07-09   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR                |
| 2018-06-21   | Cut Out for Non-Pay Issued   |  | CUMCL024           |
| 2018-06-20   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR                |
| 2018-06-18   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR                |
| 2018-06-07   | Correspondence - Collections | CUT DATE 2018-06-21 AMOUNT 8 427.48  |                    |
| 2018-05-24   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR                |
| 2018-05-18   | 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           |
| 2018-05-16   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR                |
| 2018-05-10   | Cut Out for Non-Pay Issued   |  | CUMCL024           |
| 2018-05-10   | Special Situation            | Caller Back Office Ratepayer. working return mail. ten day shut off mailed 4/27/18 ret'd. not deliverable as addressed unable to forward   | LORI DRIES         |
| 2018-05-10   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR                |
| 2018-05-02   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR                |
| 2018-04-30   | Special Situation            | Caller Back Office Ratepayer. Caller Back Office Ratepayer. RETURNED MAIL - PLEASE VERIFY MAILING ADDRESS RETURNED - NOT DELIVERABLE AT ADDRESS  | ANTONIA R SINATORE |

PPL/Heinrich-000015

| Contact Date | Contact Type                 | Remarks  | User              |
|--------------|------------------------------|--|-------------------|
| 2018-04-30   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR               |
| 2018-04-27   | Correspondence - Collections | CUT DATE 2018-05-10 AMOUNT 5 968.79  |                   |
| 2018-04-26   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR               |
| 2018-04-12   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR               |
| 2018-04-06   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR               |
| 2018-04-04   | Credit                       | Caller Back Office Ratepayer. OBCOLL No answer John Heinrich hung up   | VALERIE LEGATH    |
| 2018-04-04   | Credit - Outbound Call       |  | VALERIE LEGATH    |
| 2018-04-02   | Cut Out for Non-Pay Issued   |  | CUMCL024          |
| 2018-03-28   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR               |
| 2018-03-22   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR               |
| 2018-03-19   | Correspondence - Collections | CUT DATE 2018-04-02 AMOUNT 5 599.71  |                   |
| 2018-03-19   | Data Repair                  | Data Repair DR IR146002A - UPDATE N A TO 671   | RICHARD H HOFFMAN |
| 2018-03-14   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR               |
| 2018-03-12   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR               |
| 2018-03-08   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR               |
| 2018-02-26   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR               |
| 2018-02-20   | Winter Collection            | Winter Collection Notice   |                   |
| 2018-02-20   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR               |
| 2018-02-13   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR               |
| 2018-02-01   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR               |
| 2018-01-30   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR               |
| 2018-01-26   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR               |
| 2018-01-24   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR               |
| 2018-01-22   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR               |
| 2018-01-18   | Winter Collection            | Winter Collection Notice   |                   |
| 2018-01-18   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR               |
| 2018-01-18   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR               |
| 2018-01-12   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR               |
| 2018-01-10   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR               |
| 2018-01-08   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR               |
| 2018-01-02   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR               |
| 2017-12-28   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR               |
| 2017-12-26   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR               |
| 2017-12-20   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR               |
| 2017-12-18   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR               |
| 2017-12-14   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR               |
| 2017-12-08   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR               |
| 2017-12-06   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR               |
| 2017-12-04   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR               |
| 2017-11-30   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR               |
| 2017-11-30   | Data Repair                  | IR145107 DR FOR WINTER COLLECTIONS CHG ENTRY DT 2017-11-16   | RICHARD H HOFFMAN |
| 2017-11-28   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR               |
| 2017-11-27   | Winter Collection            | Winter Collection Notice   |                   |
| 2017-11-22   | Credit - Outbound Call       | Caller Back Office Ratepayer. obc unifd said is wrong number dont see any recent contact since june but pymnt has not been made since acct has been transfered questionable therfor left number on acct. | GLORIBETH ACOSTA  |
| 2017-11-22   | Credit - Outbound Call       |  | GLORIBETH ACOSTA  |
| 2017-11-02   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR               |
| 2017-10-31   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR               |
| 2017-10-27   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR               |
| 2017-10-26   | Cut Out for Non-Pay Issued   |  | CUMCL024          |
| 2017-10-25   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR               |
| 2017-10-23   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR               |
| 2017-10-19   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR               |
| 2017-10-13   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR               |
| 2017-10-12   | Correspondence - Collections | CUT DATE 2017-10-26 AMOUNT 3 909.37  |                   |
| 2017-10-11   | Credit - Outbound Call       | Outbound Dialer A call attempt was made and received no answer   | IVR               |
| 2017-09-14   | Cut Out for Non-Pay Issued   |  | CUMCL024          |
| 2017-08-30   | Correspondence - Collections | CUT DATE 2017-09-14 AMOUNT 3 312.69  |                   |

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| Contact Date | Contact Type                    | Remarks   | User                  |
|--------------|---------------------------------|---|-----------------------|
| 2017-08-03   | Cut Out for Non-Pay Issued      |   | CUMCL024              |
| 2017-07-19   | Correspondence - Collections    | CUT DATE 2017-08-02 AMOUNT 3 019.66   |                       |
| 2017-06-30   | Miscellaneous                   | WATT CSS - PUC Payment Agreement Residential Work Item 1684927 Completed  | WANDA RIVERA-GONZALEZ |
| 2017-06-30   | SC - PUC Mediation              | BCS 3523619 Date Closed 05 26 2017 RESOLUTION LEVEL 1 BB 247.00 47.00 294.00 BEGINNING JULY 2017 Due Date   | E180729               |
| 2017-06-30   | Added Payment Agreement         | BCS 3523619 Date Closed 05 26 2017 RESOLUTION LEVEL 1 BB 247.00 47.00 294.00 BEGINNING JULY 2017 Due Date   | WANDA RIVERA-GONZALEZ |
| 2017-06-30   | Correspondence - Budget Billing | bbpuc.doc   |                       |
| 2017-06-30   | Start Budget Billing/Collection | BCS 3523619 Date Closed 05 26 2017 RESOLUTION LEVEL 1 BB 247.00 47.00 294.00 BEGINNING JULY 2017 Due Date   | WANDA RIVERA-GONZALEZ |
| 2017-06-30   | Changed Payment Agreement       | BCS 3523619 Date Closed 05 26 2017 RESOLUTION LEVEL 1 BB 247.00 47.00 294.00 BEGINNING JULY 2017 Due Date   | WANDA RIVERA-GONZALEZ |
| 2017-06-30   | Financial Statement Added       |   | WANDA RIVERA-GONZALEZ |
| 2017-06-30   | Miscellaneous                   | WATT ID 1684927 BCS 3523619 Date Closed 05 26 2017 RESOLUTION LEVEL 1 BB 247.00 47.00 294.00 BEGINNING JULY 2017 Due Date   | WANDA RIVERA-GONZALEZ |
| 2017-06-08   | OnTrack - Ineligible            | OT agency ceo cust. app recv d cust. is ineligible due to having no income as stated on app ill ceo   | LAURA LUCAS           |
| 2017-05-27   | Miscellaneous                   | WATT CSS - PUC Payment Agreement Residential Work Item 1684927 Created  | PUCMED                |
| 2017-05-09   | Reoccurring OnTrack Referral    | You were Referred. Reminder call made. Call reminds the customer to check for application and submit back.  | CSLET                 |
| 2017-05-08   | Stop Budget Bill                |   | CUMBB302              |
| 2017-05-08   | SC - PUC Mediation              | PUC MDIA BCS 3523619  | CUCL143               |
| 2017-05-08   | SC - GRACE EXTENSION            | Caller Sharon Spinosky Roommate customer provided PUC case number of 3523619  | E179214               |
| 2017-05-08   | Credit                          | Caller Sharon Spinosky Roommate Customer Satisfied Yes Customer Interested in SO No User Comments called stated she called PUC and was given a case number of 35236319 adv will need to pay currently monthly usage. They also referred her back to PPL for an OT referral adv one was sent Friday and she should be rec it soon. place grace ext on account      | CHRISTINA KLEM        |
| 2017-05-08   | Credit                          | Caller Sharon Heinrich Spouse. caller needs Ontrack application PUC 3523619   | RONALD BROSI          |
| 2017-05-08   | Correspondence - General        | Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 2029675  | CSLET                 |
| 2017-05-05   | Miscellaneous                   | Caller Sharon Sponoski Roommate sw Sharon Sponoski she adv OT app was n recvd - snt dup. copy - she req. additional time to make pymnt - adv her unable to do so as 10 day hold has been given - provided her ph for ophelp to apply for additional assistance - sat  | NAOMI I SAMPSON       |
| 2017-05-05   | SC - RECURRING REFERRAL TO OTRK | please resend app   | e172234               |
| 2017-05-02   | Reoccurring OnTrack Referral    | You were Referred. Reminder call made. Call reminds the customer to check for application and submit back.  | CSLET                 |
| 2017-04-28   | Correspondence - General        | Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 2020595  | CSLET                 |
| 2017-04-27   | Credit                          | Caller SHARON S. Other. ASKED ABOUT BPC-ADVISED-LEHIGHTON WAL-MART STORES INC 02169 1204 BLAKESLEE DRIVE EAST 18235 .....UNDERSTANDS.   | TARA HAYNES           |
| 2017-04-27   | SC - Income Verification        | Income verification required.   | E184902               |
| 2017-04-27   | SC - RECURRING REFERRAL TO OTRK | Referred to Ontrack.  | E184902               |
| 2017-04-27   | Disputed Payment Agreement      | Caller SHARON S. Other Term Date 04 27 2017 Cust agrees No med cert Yes Offered Budget Billing Yes Offered LIHEAP N OtherReason OpHelp Y OnTrack Y budget Yes Cust does not agree to CU of 1 038.00 due on 04 27 2017 Pmt2 416.50 due 5 11 2017 Total Pmt 1038 due 5 7 2017 installments  | TARA HAYNES           |
| 2017-04-27   | Correspondence - Budget Billing | bbstcsr.doc   |                       |
| 2017-04-27   | Start Budget Billing            | Caller SHARON S. Other Term Date 04 27 2017 Cust agrees No med cert Yes Offered Budget Billing Yes Offered LIHEAP N OtherReason OpHelp Y OnTrack Y budget Yes Cust does not agree to CU of 1 038.00 due on 04 27 2017 Pmt2 416.50 due 5 11 2017 Total Pmt 1038 due 5 7 2017 installments  | TARA HAYNES           |
| 2017-04-27   | SC - MED CERT - 3 DAY           | IVR Med Cert - Yes Shut Off Date - 04-27-2017   | IVR                   |
| 2017-04-26   | Credit                          | Caller JOHN HEINRICH Ratepayer CSR Comments JOHN HEINRICH r p - ci to add gf s name on acct - rev acct info adv of shut off today - offered P A to protect acct - r p st that s why wants name added to acct - no time to deal with - adv conseq r p still refused P A - xter to billing as req   | LOIS WHITENIGHT       |
| 2017-04-26   | Credit                          | Caller JOHN HEINRICH Ratepayer. WANTS TO ADD HIS GF TO ACCT B C HE DOES NOT WANT TO HANDLE HIS ACCT DID EXPL IS SCHEDULED FOR TERM BUT SAID SHE S THE PERSON WHO HANDLES IT ALL EXPL FOR HER TO SPEAK W US SHE DOESNT NEED TO BE ON THE ACCT B C SHE LIVES IN THE HOME EXPL THE LAST TIME WE SPOKE W HER WAS ON 4 3 SHE HASNT CALLED SINCE WILL HAVE HER CALL IN. | MADELINE REINHART     |
| 2017-04-26   | Credit                          | Caller JOHN HEINRICH Ratepayer. SW JOHN HEINRICH r p - ci to put girlfriend on acct - adv of pend term today But cust refused P A - said at work we need to talk to girlfriend - xter to billing to add name on acct  | LOIS WHITENIGHT       |
| 2017-04-25   | Cut Out for Non-Pay Issued      |   | CUMCL024              |
| 2017-04-06   | Correspondence - Collections    | CUT DATE 2017-04-20 AMOUNT 1 776.11   |                       |

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| Contact Date | Contact Type                    | Remarks   | User          |
|--------------|---------------------------------|---|---------------|
| 2017-04-03   | Credit                          | Caller Sharon Sponoski Other. dup sat   | MIA DEARMIN   |
| 2017-04-03   | Credit                          | Caller Sharon Sponoski Other CSR Comments Can't cancel pa in system to start another pa. Adv to have rp call in and add fiance to acct so that she can also receive alerts. Also that rp sw Billing for this. | MIA DEARMIN   |
| 2017-04-03   | Credit                          | Caller Sharon Sponoski Other CSR Comments Fiance stated also that a payment could be made on 4/6/17 200.00 and then make payments each week on acct after for unspecified amt.                                | MIA DEARMIN   |
| 2017-04-03   | Credit                          | Caller Sharon Sponoski Other. Adv rp and fiance to sw High Bill Energy Ed about the bill being so high.   | MIA DEARMIN   |
| 2017-04-03   | Credit                          | Caller Sharon Sponoski Other CSR Comments dup   | MIA DEARMIN   |
| 2017-04-03   | Credit                          | Caller Sharon Sponoski Other CSR Comments Fiance of rp did fill out paperwork for LIHEAP and handed in on 3/30/17. Fiance is not getting bill   | MIA DEARMIN   |
| 2017-04-03   | Credit                          | Caller Sharon Sponoski Other. Fiance will sw rp about setting up an online profile for the acct. sat  | MIA DEARMIN   |
| 2017-04-03   | Maintain Bill Account           | new number added to sw Sharon Sponoski who pays the bills for rp  | MIA DEARMIN   |
| 2017-03-21   | Reoccurring OnTrack Referral    | You were Referred. Reminder call made. Call reminds the customer to check for application and submit back.  | CSLET         |
| 2017-03-16   | Correspondence - General        | Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 1969022  | CSLET         |
| 2017-03-15   | SC - REFERRAL TO ONTRACK        | Referred to Ontrack.  | IVR           |
| 2017-03-15   | Payment Arrangement Letter Sent | Non-Catch-Up Activation PAG   | IVR           |
| 2017-03-15   | Added Payment Agreement         | IVR Energy Assistance Yes Caller does not agree to NCU of \$13.00 due on 03/22/2017 installments of \$5.00.   | IVR           |
| 2017-03-15   | Financial Statement Added       |   | IVR           |
| 2017-02-22   | Winter Collection               | Winter Collection Notice  |               |
| 2017-01-23   | Credit - Outbound Call          | Outbound Dialer A call attempt was made and received no answer  | IVR           |
| 2017-01-19   | Winter Collection               | Winter Collection Notice  |               |
| 2017-01-19   | Credit - Outbound Call          | Outbound Dialer A call attempt was made and received no answer  | IVR           |
| 2017-01-17   | Credit - Outbound Call          | Outbound Dialer A call attempt was made and received no answer  | IVR           |
| 2017-01-13   | Credit - Outbound Call          | Outbound Dialer A call attempt was made and received no answer  | IVR           |
| 2017-01-03   | Credit - Outbound Call          | Outbound Dialer A call attempt was made and received no answer  | IVR           |
| 2016-12-28   | Credit - Outbound Call          | Outbound Dialer A call attempt was made and received no answer  | IVR           |
| 2016-12-22   | Credit - Outbound Call          | Outbound Dialer A call attempt was made and received no answer  | IVR           |
| 2016-12-19   | Winter Collection               | Winter Collection Notice  |               |
| 2016-12-08   | Credit - Outbound Call          | Outbound Dialer A call attempt was made and received no answer  | IVR           |
| 2016-12-05   | Credit - Outbound Call          |   | DIANE PAGAN   |
| 2016-11-29   | Credit - Outbound Call          | Outbound Dialer A call attempt was made and received no answer  | IVR           |
| 2016-11-14   | Continuous Transfer Letter      | Continuous Transfer Letter  |               |
| 2016-11-14   | Continuous Transfer             | THIS ACCOUNT IS CURRENTLY IN A CONTINUOUS TRANSFER RELATIONSHIP. SEE THE MAINTAIN TRANSFER HISTORY WINDOW FOR DETAILS.  | SYSTEM SYSTEM |
| 2016-10-07   | Choice Inquiry                  | New Connect Privacy Release Default - OK to Release All   | SYSTEM SYSTEM |

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