

Docket No.: C-2020-3020715

Hearing Date: December 10, 2020

Complainant Exhibits:

Exhibit 1 - Liberty Power Documents

Exhibit 2 - Hourly Usage Data

Exhibit 3 - OnTrack Documents

Exhibit 4 - OnTrack 2019 Information

Exhibit 5 - Net Metering Information

Respondent Exhibits:

Exhibit 1 - Account Statement

Exhibit 2 - Account Contact History

Exhibit 3 - BCS Decision

Exhibit 4 - Net Metering Tariff Pages

Exhibit 5 - OnTrack Program Description

Exhibit 6 - Billing and Crediting Spreadsheet

Exhibit 7 - Meter Test Results

Exhibit 8 - OnTrack Application

Subsection F: (Cont.)

We also believe that by not letting us get a dual meter installed they were being deceptive. According to Exhibit 4 we should of had the option to have our own dual meter installed. Also we hadn't received - from PPL this information upon moving or at any time after we moved here. When the PPL Meter replacement guy was here on 3/5/2020 we told him before he changed the meter that the meter looked to be working fine but he could tell by our home that our bill wasn't right. He told me that it looked like something wasn't right on PPL corporate side not the meter. The meter ended up being fine like he said but the bill didn't make sense.

Your Honor Judge Cheski's:

12/3/2020

I, Keith Graham and Jennifer Graham believe that PPL violated the listed PUC Codes listed below and we have included various documents to support our claims.

Violations:

Title 52 Chapter 54

54.43 (G)

Subsections (E) and F

Also questions about section 54.6 section 1 (b) and 1

Are we considered a CAP customer or a Green Power Customer?

Title 52.43 subsection (E):

According to Brenda @ PPL full credit is not and was not given to Ontrack customers. We believe that PPL denied us our earned solar credits because we were "CAP" ontrack customers. She further more interrupted and prevented us from being able to pick our supplier forcing us to have PPL as our supplier.

Subsection (F):

We believe that PPL was being deceptive by counting the size of the household and using that to explain abnormal usage. We also believe that they were deceptive in setting up a call with Solar City. By not allowing us to change suppliers also.

Dear Judge Cheskis

Please See Attached exhibits to
See violations, Discrimination and
Deception.

1. Title 52 chapter 54

54.43 (1)

Subsection (E) and (F)

Questions about 54.6 section 1(b) and 1
CAP or Greenpower Customer?

56.12(5) I. Actual meter readings

* Full Credit ^{for solar} is not given to CAP
Customers via PPL Brenda, it is her
discretion To decide and give US Solar
Credit.

* Solar City (telsa) will not talk via Anyways
without Court order, due to deception
of Solar. Also it is believed we are
Charged to send our Solar to PPL.

* How Does flow rate affect The bill?

* Why we Cannot Change our generator?

Dear Judge Cheskis

Please see Attached exhibits to see violations, Discrimination and Deception.

1. Title 52 chapter 54

54.43 (1)

Subsection (E) and (F)

Questions about 54.6 section 1(b) and 1
CAP or Greenpower Customer?

56.12(5) I. Actual meter readings

* Full Credit ^{for solar} is not given to CAP Customers via PPL Brenda, it is her discretion to decide and give US Solar Credit.

* Solar City (telsa) will not talk via Anyways without Court order, due to deception of Solar. Also it is believed we are charged to send our solar to PPL.

* How Does flow rate affect The bill?

* Why we Cannot change our generator?

SolarCity | PPA

Customer Name and Address



Installation Location
4 Stine Avenue
Carlisle, PA 17013

Date
8/20/2016

Here are the key terms of your Power Purchase Agreement

\$0

System installation cost

12.30¢

Electricity rate per kWh

Initial here

20yrs

Agreement Term

Initial here

The SolarCity Promise

- We guarantee that if you sell your Home, the buyer will qualify to assume your Agreement.
- We warrant all of our roofing work.
- We restore your roof at the end of the Agreement.
- We warrant, insure, maintain and repair the System.
- We fix or pay for any damage we may cause to your property.
- We provide 24/7 web-enabled monitoring at no additional cost.
- The rate you pay us will never increase by more than 2.90% per year.
- The pricing in this Agreement is valid for 30 days after 8/20/2016.

Initial here

Initial here

Your SolarCity Power Purchase Agreement Details

Amount due at contract signing
\$0

Est. amount due at installation
\$0

Est. amount due at building inspection
\$0

Est. first year production
10,894 kWh

Your Choices at the End of the Initial Term:

- SolarCity will remove the System at no cost to you.
- You can upgrade to a new System with the latest solar technology under a new contract.
- You may purchase the System from SolarCity for its fair market value as specified in the Agreement.
- You may renew this Agreement for up to ten (10) years in two (2) five (5) year increments.

Options for System Purchase:

- At certain times, as specified in the Agreement, you may purchase the System.
- These options apply during the 20 year term of our Agreement and not beyond that term.

3055 Clearview Way, San Mateo, CA 94402 | 888.765.2489 | solarcity.com

2095277

Power Purchase Agreement, version 9.2.1, June 24, 2016
 SAPC/SEFA Compliant
 Contractors License PA HIC077343
 Document generated on 8/20/2016
 Copyright 2008-2015 SolarCity Corporation, All Rights Reserved



Sept 19 - 1,099.980
Oct 19 - 966.380
Nov 19 - 674.230
Dec 19 - 594.540 kwh

9,873 kwh
Year

Jan 2020 - 389.210
Feb 2020 - 474.420
March 2020 - 574.140 kwh

11,310
3Mths

Year 1
Total
to be
transferred

Sept 18 - 1,100.280
Oct 18 - 940.110
Nov 18 - 640.440
Dec 18 - 520.430
Jan 19 - 389.210
Feb 19 - 474.420
March 19 - 574.140
April 19 - 674.230
May 19 - 774.040
June 19 - 873.850
July 19 - 973.660
Aug 19 - 1,073.470
Sept 19 - 1,173.280
Oct 19 - 1,273.090
Nov 19 - 1,372.900
Dec 19 - 1,472.710
Jan 20 - 1,572.520
Feb 20 - 1,672.330
March 20 - 1,772.140
April 20 - 1,871.950
May 20 - 1,971.760
June 20 - 2,071.570
July 20 - 2,171.380
Aug 20 - 2,271.190
Sept 20 - 2,371.000
Oct 20 - 2,470.810
Nov 20 - 2,570.620
Dec 20 - 2,670.430
Jan 21 - 2,770.240
Feb 21 - 2,870.050
March 21 - 2,969.860
April 21 - 3,069.670
May 21 - 3,169.480
June 21 - 3,269.290
July 21 - 3,369.100
Aug 21 - 3,468.910
Sept 21 - 3,568.720
Oct 21 - 3,668.530
Nov 21 - 3,768.340
Dec 21 - 3,868.150
Jan 22 - 3,967.960
Feb 22 - 4,067.770
March 22 - 4,167.580
April 22 - 4,267.390
May 22 - 4,367.200
June 22 - 4,467.010
July 22 - 4,566.820
Aug 22 - 4,666.630
Sept 22 - 4,766.440
Oct 22 - 4,866.250
Nov 22 - 4,966.060
Dec 22 - 5,065.870
Jan 23 - 5,165.680
Feb 23 - 5,265.490
March 23 - 5,365.300
April 23 - 5,465.110
May 23 - 5,564.920
June 23 - 5,664.730
July 23 - 5,764.540
Aug 23 - 5,864.350
Sept 23 - 5,964.160
Oct 23 - 6,063.970
Nov 23 - 6,163.780
Dec 23 - 6,263.590
Jan 24 - 6,363.400
Feb 24 - 6,463.210
March 24 - 6,563.020
April 24 - 6,662.830
May 24 - 6,762.640
June 24 - 6,862.450
July 24 - 6,962.260
Aug 24 - 7,062.070
Sept 24 - 7,161.880
Oct 24 - 7,261.690
Nov 24 - 7,361.500
Dec 24 - 7,461.310
Jan 25 - 7,561.120
Feb 25 - 7,660.930
March 25 - 7,760.740
April 25 - 7,860.550
May 25 - 7,960.360
June 25 - 8,060.170
July 25 - 8,159.980
Aug 25 - 8,259.790
Sept 25 - 8,359.600
Oct 25 - 8,459.410
Nov 25 - 8,559.220
Dec 25 - 8,659.030
Jan 26 - 8,758.840
Feb 26 - 8,858.650
March 26 - 8,958.460
April 26 - 9,058.270
May 26 - 9,158.080
June 26 - 9,257.890
July 26 - 9,357.700
Aug 26 - 9,457.510
Sept 26 - 9,557.320
Oct 26 - 9,657.130
Nov 26 - 9,756.940
Dec 26 - 9,856.750
Jan 27 - 9,956.560
Feb 27 - 10,056.370
March 27 - 10,156.180
April 27 - 10,255.990
May 27 - 10,355.800
June 27 - 10,455.610
July 27 - 10,555.420
Aug 27 - 10,655.230
Sept 27 - 10,755.040
Oct 27 - 10,854.850
Nov 27 - 10,954.660
Dec 27 - 11,054.470
Jan 28 - 11,154.280
Feb 28 - 11,254.090
March 28 - 11,353.900
April 28 - 11,453.710
May 28 - 11,553.520
June 28 - 11,653.330
July 28 - 11,753.140
Aug 28 - 11,852.950
Sept 28 - 11,952.760
Oct 28 - 12,052.570
Nov 28 - 12,152.380
Dec 28 - 12,252.190
Jan 29 - 12,352.000
Feb 29 - 12,451.810
March 29 - 12,551.620
April 29 - 12,651.430
May 29 - 12,751.240
June 29 - 12,851.050
July 29 - 12,950.860
Aug 29 - 13,050.670
Sept 29 - 13,150.480
Oct 29 - 13,250.290
Nov 29 - 13,350.100
Dec 29 - 13,449.910
Jan 30 - 13,549.720
Feb 30 - 13,649.530
March 30 - 13,749.340
April 30 - 13,849.150
May 30 - 13,948.960
June 30 - 14,048.770
July 30 - 14,148.580
Aug 30 - 14,248.390
Sept 30 - 14,348.200
Oct 30 - 14,448.010
Nov 30 - 14,547.820
Dec 30 - 14,647.630
Jan 31 - 14,747.440
Feb 31 - 14,847.250
March 31 - 14,947.060
April 31 - 15,046.870
May 31 - 15,146.680
June 31 - 15,246.490
July 31 - 15,346.300
Aug 31 - 15,446.110
Sept 31 - 15,545.920
Oct 31 - 15,645.730
Nov 31 - 15,745.540
Dec 31 - 15,845.350
Jan 32 - 15,945.160
Feb 32 - 16,044.970
March 32 - 16,144.780
April 32 - 16,244.590
May 32 - 16,344.400
June 32 - 16,444.210
July 32 - 16,544.020
Aug 32 - 16,643.830
Sept 32 - 16,743.640
Oct 32 - 16,843.450
Nov 32 - 16,943.260
Dec 32 - 17,043.070
Jan 33 - 17,142.880
Feb 33 - 17,242.690
March 33 - 17,342.500
April 33 - 17,442.310
May 33 - 17,542.120
June 33 - 17,641.930
July 33 - 17,741.740
Aug 33 - 17,841.550
Sept 33 - 17,941.360
Oct 33 - 18,041.170
Nov 33 - 18,140.980
Dec 33 - 18,240.790
Jan 34 - 18,340.600
Feb 34 - 18,440.410
March 34 - 18,540.220
April 34 - 18,640.030
May 34 - 18,739.840
June 34 - 18,839.650
July 34 - 18,939.460
Aug 34 - 19,039.270
Sept 34 - 19,139.080
Oct 34 - 19,238.890
Nov 34 - 19,338.700
Dec 34 - 19,438.510
Jan 35 - 19,538.320
Feb 35 - 19,638.130
March 35 - 19,737.940
April 35 - 19,837.750
May 35 - 19,937.560
June 35 - 20,037.370
July 35 - 20,137.180
Aug 35 - 20,236.990
Sept 35 - 20,336.800
Oct 35 - 20,436.610
Nov 35 - 20,536.420
Dec 35 - 20,636.230
Jan 36 - 20,736.040
Feb 36 - 20,835.850
March 36 - 20,935.660
April 36 - 21,035.470
May 36 - 21,135.280
June 36 - 21,235.090
July 36 - 21,334.900
Aug 36 - 21,434.710
Sept 36 - 21,534.520
Oct 36 - 21,634.330
Nov 36 - 21,734.140
Dec 36 - 21,833.950
Jan 37 - 21,933.760
Feb 37 - 22,033.570
March 37 - 22,133.380
April 37 - 22,233.190
May 37 - 22,333.000
June 37 - 22,432.810
July 37 - 22,532.620
Aug 37 - 22,632.430
Sept 37 - 22,732.240
Oct 37 - 22,832.050
Nov 37 - 22,931.860
Dec 37 - 23,031.670
Jan 38 - 23,131.480
Feb 38 - 23,231.290
March 38 - 23,331.100
April 38 - 23,430.910
May 38 - 23,530.720
June 38 - 23,630.530
July 38 - 23,730.340
Aug 38 - 23,830.150
Sept 38 - 23,929.960
Oct 38 - 24,029.770
Nov 38 - 24,129.580
Dec 38 - 24,229.390
Jan 39 - 24,329.200
Feb 39 - 24,429.010
March 39 - 24,528.820
April 39 - 24,628.630
May 39 - 24,728.440
June 39 - 24,828.250
July 39 - 24,928.060
Aug 39 - 25,027.870
Sept 39 - 25,127.680
Oct 39 - 25,227.490
Nov 39 - 25,327.300
Dec 39 - 25,427.110
Jan 40 - 25,526.920
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March 40 - 25,726.540
April 40 - 25,826.350
May 40 - 25,926.160
June 40 - 26,025.970
July 40 - 26,125.780
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Sept 40 - 26,325.400
Oct 40 - 26,425.210
Nov 40 - 26,525.020
Dec 40 - 26,624.830
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Feb 41 - 26,824.450
March 41 - 26,924.260
April 41 - 27,024.070
May 41 - 27,123.880
June 41 - 27,223.690
July 41 - 27,323.500
Aug 41 - 27,423.310
Sept 41 - 27,523.120
Oct 41 - 27,622.930
Nov 41 - 27,722.740
Dec 41 - 27,822.550
Jan 42 - 27,922.360
Feb 42 - 28,022.170
March 42 - 28,121.980
April 42 - 28,221.790
May 42 - 28,321.600
June 42 - 28,421.410
July 42 - 28,521.220
Aug 42 - 28,621.030
Sept 42 - 28,720.840
Oct 42 - 28,820.650
Nov 42 - 28,920.460
Dec 42 - 29,020.270
Jan 43 - 29,120.080
Feb 43 - 29,219.890
March 43 - 29,319.700
April 43 - 29,419.510
May 43 - 29,519.320
June 43 - 29,619.130
July 43 - 29,718.940
Aug 43 - 29,818.750
Sept 43 - 29,918.560
Oct 43 - 30,018.370
Nov 43 - 30,118.180
Dec 43 - 30,217.990
Jan 44 - 30,317.800
Feb 44 - 30,417.610
March 44 - 30,517.420
April 44 - 30,617.230
May 44 - 30,717.040
June 44 - 30,816.850
July 44 - 30,916.660
Aug 44 - 31,016.470
Sept 44 - 31,116.280
Oct 44 - 31,216.090
Nov 44 - 31,315.900
Dec 44 - 31,415.710
Jan 45 - 31,515.520
Feb 45 - 31,615.330
March 45 - 31,715.140
April 45 - 31,814.950
May 45 - 31,914.760
June 45 - 32,014.570
July 45 - 32,114.380
Aug 45 - 32,214.190
Sept 45 - 32,314.000
Oct 45 - 32,413.810
Nov 45 - 32,513.620
Dec 45 - 32,613.430
Jan 46 - 32,713.240
Feb 46 - 32,813.050
March 46 - 32,912.860
April 46 - 33,012.670
May 46 - 33,112.480
June 46 - 33,212.290
July 46 - 33,312.100
Aug 46 - 33,411.910
Sept 46 - 33,511.720
Oct 46 - 33,611.530
Nov 46 - 33,711.340
Dec 46 - 33,811.150
Jan 47 - 33,910.960
Feb 47 - 34,010.770
March 47 - 34,110.580
April 47 - 34,210.390
May 47 - 34,310.200
June 47 - 34,410.010
July 47 - 34,509.820
Aug 47 - 34,609.630
Sept 47 - 34,709.440
Oct 47 - 34,809.250
Nov 47 - 34,909.060
Dec 47 - 35,008.870
Jan 48 - 35,108.680
Feb 48 - 35,208.490
March 48 - 35,308.300
April 48 - 35,408.110
May 48 - 35,507.920
June 48 - 35,607.730
July 48 - 35,707.540
Aug 48 - 35,807.350
Sept 48 - 35,907.160
Oct 48 - 36,006.970
Nov 48 - 36,106.780
Dec 48 - 36,206.590
Jan 49 - 36,306.400
Feb 49 - 36,406.210
March 49 - 36,506.020
April 49 - 36,605.830
May 49 - 36,705.640
June 49 - 36,805.450
July 49 - 36,905.260
Aug 49 - 37,005.070
Sept 49 - 37,104.880
Oct 49 - 37,204.690
Nov 49 - 37,304.500
Dec 49 - 37,404.310
Jan 50 - 37,504.120
Feb 50 - 37,603.930
March 50 - 37,703.740
April 50 - 37,803.550
May 50 - 37,903.360
June 50 - 38,003.170
July 50 - 38,102.980
Aug 50 - 38,202.790
Sept 50 - 38,302.600
Oct 50 - 38,402.410
Nov 50 - 38,502.220
Dec 50 - 38,602.030
Jan 51 - 38,701.840
Feb 51 - 38,801.650
March 51 - 38,901.460
April 51 - 39,001.270
May 51 - 39,101.080
June 51 - 39,200.890
July 51 - 39,300.700
Aug 51 - 39,400.510
Sept 51 - 39,500.320
Oct 51 - 39,600.130
Nov 51 - 39,700.940
Dec 51 - 39,800.750
Jan 52 - 39,900.560
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March 52 - 40,100.180
April 52 - 40,200.990
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Sept 52 - 40,700.040
Oct 52 - 40,800.850
Nov 52 - 40,900.660
Dec 52 - 41,000.470
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June 53 - 41,600.330
July 53 - 41,700.140
Aug 53 - 41,800.950
Sept 53 - 41,900.760
Oct 53 - 42,000.570
Nov 53 - 42,100.380
Dec 53 - 42,200.190
Jan 54 - 42,300.000
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April 54 - 42,600.430
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June 54 - 42,800.050
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May 55 - 43,900.960
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April 56 - 45,000.870
May 56 - 45,100.680
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Aug 56 - 45,400.110
Sept 56 - 45,500.920
Oct 56 - 45,600.730
Nov 56 - 45,700.540
Dec 56 - 45,800.350
Jan 57 - 45,900.160
Feb 57 - 46,000.970
March 57 - 46,100.780
April 57 - 46,200.590
May 57 - 46,300.400
June 57 - 46,400.210
July 57 - 46,500.020
Aug 57 - 46,600.830
Sept 57 - 46,700.640
Oct 57 - 46,800.450
Nov 57 - 46,900.260
Dec 57 - 47,000.070
Jan 58 - 47,100.880
Feb 58 - 47,200.690
March 58 - 47,300.500
April 58 - 47,400.310
May 58 - 47,500.120
June 58 - 47,600.930
July 58 - 47,700.740
Aug 58 - 47,800.550
Sept 58 - 47,900.360
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Nov 58 - 48,100.980
Dec 58 - 48,200.790
Jan 59 - 48,300.600
Feb 59 - 48,400.410
March 59 - 48,500.220
April 59 - 48,600.030
May 59 - 48,700.840
June 59 - 48,800.650
July 59 - 48,900.460
Aug 59 - 49,000.270
Sept 59 - 49,100.080
Oct 59 - 49,200.890
Nov 59 - 49,300.700
Dec 59 - 49,400.510
Jan 60 - 49,500.320
Feb 60 - 49,600.130
March 60 - 49,700.940
April 60 - 49,800.750
May 60 - 49,900.560
June 60 - 50,000.370
July 60 - 50,100.180
Aug 60 - 50,200.990
Sept 60 - 50,300.800
Oct 60 - 50,400.610
Nov 60 - 50,500.420
Dec 60 - 50,600.230
Jan 61 - 50,700.040
Feb 61 - 50,800.850
March 61 - 50,900.660
April 61 - 51,000.470
May 61 - 51,100.280
June 61 - 51,200.090
July 61 - 51,300.900
Aug 61 - 51,400.710
Sept 61 - 51,500.520
Oct 61 - 51,600.330
Nov 61 - 51,700.140
Dec 61 - 51,800.950
Jan 62 - 51,900.760
Feb 62 - 52,000.570
March 62 - 52,100.380
April 62 - 52,200.190
May 62 - 52,300.000
June 62 - 52,400.810
July 62 - 52,500.620
Aug 62 - 52,600.430
Sept 62 - 52,700.240
Oct 62 - 52,800.050
Nov 62 - 52,900.860
Dec 62 - 53,000.670
Jan 63 - 53,100.480
Feb 63 - 53,200.290
March 63 - 53,300.100
April 63 - 53,400.910
May 63 - 53,500.720
June 63 - 53,600.530
July 63 - 53,700.340
Aug 63 - 53,800.150
Sept 63 - 53,900.960
Oct 63 - 54,000.770
Nov 63 - 54,100.580
Dec 63 - 54,200.390
Jan 64 - 54,300.200
Feb 64 - 54,400.010
March 64 - 54,500.820
April 64 - 54,600.630
May 64 - 54,700.440
June 64 - 54,800.250
July 64 - 54,900.060
Aug 64 - 55,000.870
Sept 64 - 55,100.680
Oct 64 - 55,200.490
Nov 64 - 55,300.300
Dec 64 - 55,400.110
Jan 65 - 55,500.920
Feb 65 - 55,600.730
March 65 - 55,700.540
April 65 - 55,800.350
May 65 - 55,900.160
June 65 - 56,000.970
July 65 - 56,100.780
Aug 65 - 56,200.590
Sept 65 - 56,300.400
Oct 65 - 56,400.210
Nov 65 - 56,500.020
Dec 65 - 56,600.830
Jan 66 - 56,700.640
Feb 66 - 56,800.450
March 66 - 56,900.260
April 66 - 57,000.070
May 66 - 57,100.880
June 66 - 57,200.690
July 66 - 57,300.500
Aug 66 - 57,400.310
Sept 66 - 57,500.120
Oct 66 - 57,600.930
Nov 66 - 57,700.740
Dec 66 - 57,800.550
Jan 67 - 57,900.360
Feb 67 - 58,000.170
March 67 - 58,100.980
April 67 - 58,200.790
May 67 - 58,300.600
June 67 - 58,400.410
July 67 - 58,500.220
Aug 67 - 58,600.030
Sept 67 - 58,700.840
Oct 67 - 58,800.650
Nov 67 - 58,900.460
Dec 67 - 59,000.270
Jan 68 - 59,100.080
Feb 68 - 59,200.890
March 68 - 59,300.700
April 68 - 59,400.510
May 68 - 59,500.320
June 68 - 59,600.130
July 68 - 59,700.940
Aug 68 - 59,800.750
Sept 68 - 59,900.560
Oct 68 - 60,000.370
Nov 68 - 60,100.180
Dec 68 - 60,200.990
Jan 69 - 60,300.800
Feb 69 - 60,400.610
March 69 - 60,500.420
April 69 - 60,600.230
May 69 - 60,700.040
June 69 - 60,800.850
July 69 - 60,900.660
Aug 69 - 61,000.470
Sept 69 - 61,100.280
Oct 69 - 61,200.090
Nov 69 - 61,300.900
Dec 69 - 61,400.710
Jan 70 - 61,500.520
Feb 70 - 61,600.330
March 70 - 61,700.140
April 70 - 61,800.950
May 70 - 61,900.760
June 70 - 62,000.570
July 70 - 62,100.380
Aug 70 - 62,200.190
Sept 70 - 62,300.000
Oct 70 - 62,400.810
Nov 70 - 62,500.620
Dec 70 - 62,600.430
Jan 71 - 62,700.240
Feb 71 - 62,800.050
March 71 - 62,900.860
April 71 - 63,000.670
May 71 - 63,100.480
June 71 - 63,200.290
July 71 - 63,300.100
Aug 71 - 63,400.910
Sept 71 - 63,500.720
Oct 71 - 63,600.530
Nov 71 - 63,700.340
Dec 71 - 63,800.150
Jan 72 - 63,900.960
Feb 72 - 64,000.770
March 72 - 64,100.580
April 72 - 64,200.390
May 72 - 64,300.200
June 72 - 64,400.010
July 72 - 64,500.820
Aug 72 - 64,600.630
Sept 72 - 64,700.440
Oct 72 - 64,800.250
Nov 72 - 64,900.060
Dec 72 - 65,000.870
Jan 73 - 65,100.680
Feb 73 - 65,200.490
March 73 - 65,300.300
April 73 - 65,400.110
May 73 - 65,500.920
June 73 - 65,600.730
July 73 - 65,700.540
Aug 73 - 65,800.350
Sept 73 - 65,900.160
Oct 73 - 66,000.970
Nov 73 - 66,100.780
Dec 73 - 66,200.590
Jan 74 - 66,300.400
Feb 74 - 66,400.210
March 74 - 66,500.020
April 74 - 66,600.830
May 74 - 66,700.640
June 74 - 66,800.450
July 74 - 66,900.260
Aug 74 - 67,000.070
Sept 74 - 67,100.880
Oct 74 - 67,200.690
Nov 74 - 67,300.500
Dec 74 - 67,40

8.32 Kw Solar Solar City
panels # EN16482336 Tesla

5157818

1959 Solar
3 years
2000
panels

Nov 2017 -
Dec 2017 -

1/Jan 18 - 504.20 Kwh
2/Feb 18 - 485.790
3/March 18 - 467.920
April 18 - 917.560
MAY 18 - 1,011.690
June 18 - 1,041.180
July 18 - 1,119.520
August 18 - 1,206.640
Sept 18 - 1,100.580
Oct 18 - 640.170
NOV 18 - 744.900
Dec 2018 - 452.430

Year 1 Solar = 9,686 Kwh
Total NO payment to us!

Jan 2019 - 414.940
Feb 2019 - 348.760
March 19 - 543.030
April 19 - 851.050
MAY 19 - 983.460
June 19 - 1,017.270 Kwh
July 19 - 1,160.430
August 2019 - 1,224.780

8.32 Kw Solar Solar City
panels # EN16482336 Tesla

5157818

1959 Solar
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2000
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1/Jan 18 - 504.20 Kwh
2/Feb 18 - 485.790
3/March 18 - 467.920
April 18 - 917.560
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Year 1 Solar = 9,686 Kwh
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June 19 - 1,017.270 Kwh
July 19 - 1,160.430
August 2019 - 1,224.780

Dear Judge Cheskis

Please see Attached exhibits to
See violations, Discrimination and

1. Title 52 chapter 54

54.43 (1)

Subsection (E) and (F)

Questions about 54.6 section 1(b) and 1
CAP or Green power customer?

56.12(5) I. Actual meter readings

* Full Credit ^{for solar} is not given to CAP
Customers via PPL Brenda, it is her
discretion to decide and give US Solar
Credit.

* Solar City (telsa) will not talk via anyway
without Court order, due to deception
of Solar. Also it is believed we are
charged to send our solar to PPL.

* How Does flow rate affect The bill?

LIBERTY POWER ENERGY SERVICES CONTRACT SUMMARY
Pennsylvania – Residential – Fixed

| | | |
|---|---|--|
| Customer Name : Keith J Graham | | |
| Requested Service Start Month/Year: 10/2019 | Account #: 2211380024 | |
| Service Address: | | |
| Street: 4 Stine Ave, | City: Carlisle | State: PA Zip: 17013-9649 |
| Product Name | Supply Price | Term |
| HOME INDEPENDENCE | Liberty Power Supply Rate 0.0768 The Liberty Power Rate does include gross receipts tax (GRT) but does not include Utility distribution and delivery charges, applicable federal, state, and local taxes and charges. | Liberty Power Term 18 Months |
| Electric Generation Supplier Information | <p>You've selected Liberty Power as your Electric Generation Supplier (EGS). As your EGS, Liberty Power is responsible for electricity supply charges.</p> <p>Liberty Power Holdings, LLC 2100 W. Cypress Creek Rd., Suite 130 Ft. Lauderdale, FL 33309 1-866-POWER-99 (1-866-769-3799) (Mon – Fri 8:00am-8:00pm ET; Sat & Sun 10:00am - 6:00pm ET) Email: customercare@libertypowercorp.com Website: www.libertypowercorp.com</p> <p>Liberty Power is an independent seller of power and energy services and has been certified by the Pennsylvania Public Utilities Commission (PUC). Liberty Power sales agents do not represent or act on behalf of your Utility, any governmental bodies or consumer groups.</p> | |
|  | | |
| Utility Company | PPL (PENNSYLVANIA POWER AND LIGHT) | |
| Contract Structure | Your product is a fixed rate product. This means that even if the market rate changes, your rate will remain as described above for the length of your Agreement. | |
| Start Date and | Liberty Power will make an enrollment request to the Utility on your behalf. Once the Utility accepts your enrollment request and reads your meter, your service will begin. You will receive written notice from the Utility confirming the switch of your electricity supply service to Liberty Power. Your switch to Liberty Power may not be reflected on your bill for up to two (2) billing cycles. There are no fees for switching to Liberty Power. Your electric Utility remains responsible for the delivery of power and energy to your service location and will continue to respond to any service calls and emergencies. Switching to a retail energy supplier (RES) will not impact the reliability of your electric service. | |
| Termination/Rescission | You may rescind (cancel without the incurrence of an early termination fee) your contract by providing written Notice to Liberty Power or your local utility prior to midnight of the third day from the date of its receipt. | |
| Early Termination Fee | Liberty Power may terminate service for any Event of Default that you incur. If you terminate your Agreement before the expiration of the fixed rate or the Agreement is terminated for non-payment, you will be subject to an Early Termination Fee (ETF) of \$10 per month remaining at the time of early termination . Liberty Power will waive your ETF if you first contact us directly in order to cancel your service. If you cancel service prior to the expiration of your Agreement without first contacting Liberty Power (for example, Liberty power receive drop notification from the utility without first being notified by you), the ETF will apply. | |
| Expiration | You will receive a reminder notice of your upcoming term expiration forty-five (45) to sixty (60) days in advance of the expiration. A second Notice will also be sent to you at least thirty (30) days prior to the expiration of Agreement. At the end of your Agreement we recommend you choose a new Liberty Power plan that meets your needs. This means your rate is no longer fixed. Instead, it will change each month in relation to wholesale power prices. There is no cap or ceiling on the month-to-month Variable Rate Plan and you may cancel within thirty (30) days written Notice without a cancellation fee. The Terms and Conditions applicable to the Liberty Power Variable Rate Plan will be included with your expiration notice, or can be found on the Liberty Power website www.libertypowercorp.com . | |

LIBERTY POWER ENERGY SERVICES CONTRACT SUMMARY
 Pennsylvania – Residential – Green Fixed

| Customer Name : Keith J Graham | | |
|--|---|--|
| Requested Service Start Month/Year: 12/2019 | | Account #: 2211380024 |
| Service Address: Street: 4 Stine Ave, City: Carlisle State: PA Zip: 17013-9649 | | |
| Product Name | Supply Price | Term |
| FIXED PA GREEN | <u>Liberty Power Supply Rate</u> 0.0787 | <u>Liberty Power Term</u> 18 Months |
| | The Liberty Power Rate does include gross receipts tax (GRT) but does not include Utility distribution and delivery charges, applicable federal, state, and local taxes and charges. | |
| Electric Generation Supplier Information  Liberty Power Powerful Together | You've selected Liberty Power as your Electric Generation Supplier (EGS). As your EGS, Liberty Power is responsible for electricity supply charges. Liberty Power Holdings, LLC 2100 W. Cypress Creek Rd., Suite 130 Ft. Lauderdale, FL 33309 1-866-POWER-99 (1-866-769-3799) (Mon – Fri 8:00am-8:00pm ET; Sat & Sun 10:00am - 6:00pm ET) Email: customercare@libertypowercorp.com Website: www.libertypowercorp.com Liberty Power is an independent seller of power and energy services and has been certified by the Pennsylvania Public Utilities Commission (PUC). Liberty Power sales agents do not represent or act on behalf of your Utility, any governmental bodies or consumer groups. | |
| Utility Company | PPL (PENNSYLVANIA POWER AND LIGHT) | |
| Product Structure | Your product is a fixed rate product. This means that even if the market rate changes, your rate will remain as described above for the length of your Agreement. Your Rate includes the voluntary purchase of certified renewable energy certificates (RECs) to offset 100% of your usage. Your purchase supports and encourages further renewable energy production. | |
| Service Start Date and | Liberty Power will make an enrollment request to the Utility on your behalf. Once the Utility accepts your enrollment request and reads your meter, your service will begin. You will receive written notice from the Utility confirming the switch of your electricity supply service to Liberty Power. Your switch to Liberty Power may not be reflected on your bill for up to two (2) billing cycles. There are no fees for switching to Liberty Power. Your electric Utility remains responsible for the delivery of power and energy to your service location and will continue to respond to any service calls and emergencies. Switching to a retail energy supplier (RES) will not impact the reliability of your electric service. | |
| Rescission | You may rescind (cancel without the incurrance of an early termination fee) your contract by providing writt Notice to Liberty Power or your local utility prior to midnight of the third day from the date of its receipt. | |
| Termination Fee | Liberty Power may terminate service for any Event of Default that you incur. If you terminate your Agreeem before the expiration of the fixed rate or the Agreement is terminated for non-payment, you will be subje an Early Termination Fee (ETF) of \$10 per month remaining at the time of early termination. Liberty Pow will waive your ETF if you first contact us directly in order to cancel your service. If you cancel service prio the expiration of your Agreement without first contacting Liberty Power (for example, Liberty power rec drop notification from the utility without first being notified by you), the ETF will apply. | |
| | You will receive a reminder notice of your upcoming term expiration forty-five (45) to sixty (60) days in of the expiration. A second Notice will also be sent to you at least thirty (30) days prior to the exoiratio | |



December 24, 2019

Keith J Graham
4 Stine Ave
Carlisle, PA 17013-9649

Dear Keith J,

Thank you for your request to enroll with Liberty Power as your electricity supplier.

Unfortunately, we are not able to process your request at this time due to incomplete or inaccurate information concerning the account(s) listed below:

Account(s): 2211380024

At your earliest convenience, please contact our Customer Care Team at **866-POWER-99 (866-769-3799)** so that we can obtain the information necessary to enroll your account and to help ensure you're taking full advantage of all the benefits associated with your Liberty Power plan.

Our Customer Care Team is available Monday through Friday 8:00am to 8:00pm EST as well as Saturday and Sunday 10:00am to 6:00pm EST.

Thank you for giving us the opportunity to serve you. We look forward to your call.

Sincerely,

The Liberty Power Customer Care Team

Liberty Power complies with the Federal Equal Credit Opportunity Act and the Fair Credit Reporting Act.

Powerful Together

100 W. Cypress Creek Rd., Suite 130 • Ft. Lauderdale, FL 33309 • 1-866-POWER-99 (1-866-769-3799) • www.libertypowercorp.com
Customer Care Fax: 1-954-208-0207 • customercare@libertypowercorp.com

SMB 6-17



October 25, 2019

Keith J Graham
4 Stine Ave
Carlisle PA, 17013-9649

Dear Keith J,

We are pleased to welcome you to the Liberty Power family! You can take pride in choosing the Pennsylvania Home Independence plan, a fixed electricity supply rate that stays locked in for the duration of your agreement.

Just like all of Liberty Power's fixed supply plans, your household energy budget is protected from sudden price spikes, price volatility and upward trends in the energy market. That sounds like peace of mind to us! We know you'll enjoy the benefits of being a Liberty Power customer – because you always come first.

At Liberty Power, we believe that knowledge is power. This Welcome Kit is designed to help you learn more about your plan and provide you with easy access to important information. Included are:

- *Contract Summary*: a statement that summarizes key aspects of your agreement
- *Terms and Conditions*: complete details of your energy agreement

Tuck this Welcome Kit away in a place that is easy to find for future reference. Of course, if you have any further questions, feel free to call us at 1-866-POWER-99 (1-866-769-3799).

We've got you covered and have already coordinated with your utility to ensure your transition is simple and worry free. You may receive a letter from your utility confirming your selection and your service will be transferred upon your requested start month of 10/2019.

Thank you for choosing Liberty Power as your electricity supplier. We look forward to meeting your electricity needs for years to come.

Powerful Together,
David Hernandez
David Hernandez
Co-founder, CEO

Powerful Together

press Creek Rd., Suite 130 • Ft. Lauderdale, FL 33309 • 1-866-POWER-99 (1-866-769-3799) • www.libertypowercorp.com
Customer Care Fax: 1-954-208-0207 • customercare@libertypowercorp.com

NDWI 0918



December 19, 2019

Keith J Graham
4 Stine Ave
Carlisle PA, 17013-9649

Dear Keith J,

Congratulations on your decision to be part of the Liberty Power family! You can take pride in choosing Liberty Green; a fixed electricity supply plan paired with 100% Renewable Energy Credits (RECs), supporting renewable energy production in your region.

Just like all of Liberty Power's fixed-rate electricity supply plans, you're also protected against sudden price spikes, as well as upward trends in energy costs, price volatility and price inflation – giving you the price certainty you need to keep control over your family's energy budget. Your "green" choice also helps promote the further development of cleaner electricity and a healthier planet.

This Welcome Kit is designed to provide you with easy access to important information. Included are:

- *Energy Services Contract Summary*: summarizes key aspects of your agreement
- *Terms and Conditions*: complete details of your energy agreement
- *Disclosure Label*: provides a breakdown of the fuel mix in your region and other key information
- *Renewable Energy Certificate*: a certificate showing 100% of your estimated electricity usage is matched by green Renewable Energy Credits (RECs)

Tuck this Welcome Kit away in a place that is easy to find for future reference. Of course, if you have any questions, feel free to call us toll-free at **1-866-POWER-99 (1-866-769-3799)**.

The transition from your current supplier is simple: Liberty Power has coordinated with the local utility to transfer service as quickly as possible (or upon your requested start month). You may also receive a letter from confirming your selection. You'll see your Liberty Power supply charges listed as a line item on your utility bill.

Thank you for choosing Liberty Power as your electricity supplier. We look forward to meeting your electricity needs for years to come.

Powerful Together,
David Hernandez
David Hernandez
Co-founder, CEO

Powerful Together

7 W. Cypress Creek Rd., Suite 130 • Ft. Lauderdale, FL 33309 • 1-866-POWER-99 (1-866-769-3799) • www.libertypowercorp.com

Customer Care Fax: 1-954-208-0207 • customercare@libertypowercorp.com

4 MMPA RES RGWL 0918



December 19, 2019

Keith J Graham
4 Stine Ave
Carlisle PA, 17013-9649

Dear Keith J,

Congratulations on your decision to be part of the Liberty Power family! You can take pride in choosing Liberty Green; a fixed electricity supply plan paired with 100% Renewable Energy Credits (RECs), supporting renewable energy production in your region.

Just like all of Liberty Power's fixed-rate electricity supply plans, you're also protected against sudden price spikes, as well as upward trends in energy costs, price volatility and price inflation – giving you the price certainty you need to keep control over your family's energy budget. Your "green" choice also helps promote the further development of cleaner electricity and a healthier planet.

This Welcome Kit is designed to provide you with easy access to important information. Included are:

- *Energy Services Contract Summary*: summarizes key aspects of your agreement
- *Terms and Conditions*: complete details of your energy agreement
- *Disclosure Label*: provides a breakdown of the fuel mix in your region and other key information
- *Renewable Energy Certificate*: a certificate showing 100% of your estimated electricity usage is matched by green Renewable Energy Credits (RECs)

Tuck this Welcome Kit away in a place that is easy to find for future reference. Of course, if you have any questions, feel free to call us toll-free at **1-866-POWER-99 (1-866-769-3799)**.

The transition from your current supplier is simple: Liberty Power has coordinated with the local utility to transfer service as quickly as possible (or upon your requested start month). You may also receive a letter from confirming your selection. You'll see your Liberty Power supply charges listed as a line item on your utility bill.

Thank you for choosing Liberty Power as your electricity supplier. We look forward to meeting your electricity needs for years to come.

Powerful Together,
David Hernandez
David Hernandez
Co-founder, CEO

Powerful Together

7 W. Cypress Creek Rd., Suite 130 • Ft. Lauderdale, FL 33309 • 1-866-POWER-99 (1-866-769-3799) • www.libertypowercorp.com

Customer Care Fax: 1-954-208-0207 • customercare@libertypowercorp.com

4 MMPA RES RGWL 0918

Subsection F: (Cont.)

We also believe that by not letting us get a dual meter installed they were being deceptive. According to Exhibit 4 we should of had the option to have our own dual meter installed. Also we hadn't received from PPL this information upon moving or at any time after we moved here. When the PPL Meter replacement guy was here on 3/5/2020 we told him before he changed the meter that the meter looked to be working fine but he could tell by our home that our bill wasn't right. He told us that it looked like something wasn't right on PPL corporate side not the meter. The meter ended up being fine like he said but the bill didn't make sense.

View Energy Use

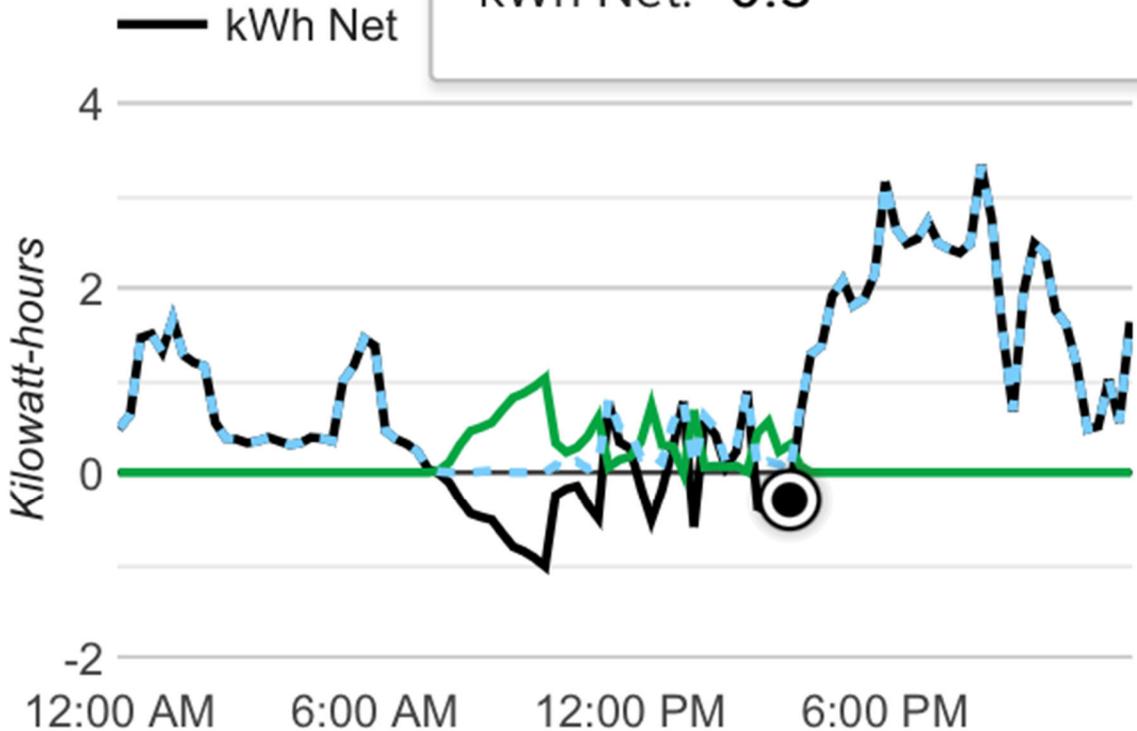
Hourly Electricity Usage

From:

08/30/2020

Aug 29, 2020, 3:45:00 PM

kWh Net: -0.3



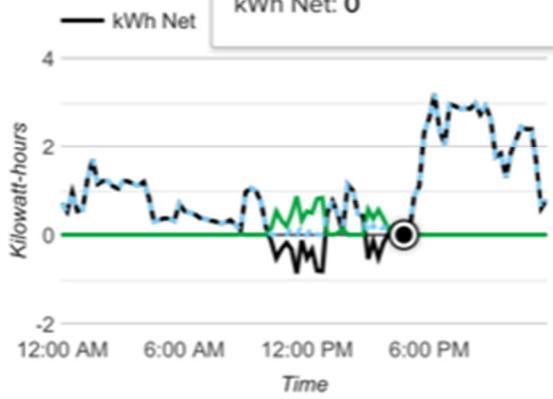
View Energy Use

Hourly Electricity Usage

From:

08/29/2020

Aug 28, 2020, 4:45:00 PM
kWh Net: 0





Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

08/28/2020

Aug 27, 2020, 12:45:00 PM

kWh Received from Customer: 0

kWh Net

10

5

hours



Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

08/27/2020

Aug 26, 2020, 2:30:00 PM

kWh Delivered to Customer: 0.4

kWh Net

4

2

hours





Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

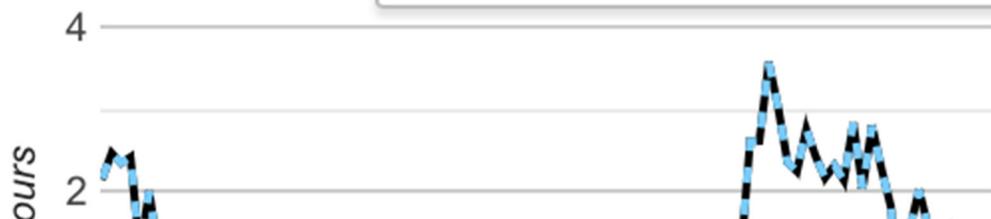
From:

08/26/2020

Aug 25, 2020, 2:45:00 PM

kWh Net: 0.16

kWh Net





Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

08/25/2020

Aug 24, 2020, 3:00:00 PM

kWh Delivered to Customer: 0

kWh Net

4

2

hours





Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

08/24/2020

Aug 23, 2020, 2:15:00 PM

kWh Received from Customer: 0.79

kWh

4

2

hours





Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

08/23/2020

Aug 22, 2020, 4:00:00 PM

kWh Net: -0.49

kWh Net

4

2

hours





Hourly Electricity Usage

View Energy Use

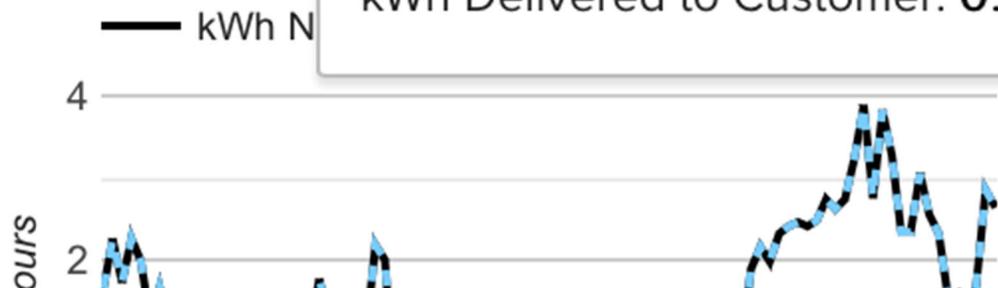
Hourly Electricity Usage

From:

08/22/2020

Aug 21, 2020, 3:00:00 PM

kWh Delivered to Customer: 0.03





Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

08/21/2020

Aug 20, 2020, 5:00:00 PM

kWh Net: -0.01

kWh Net

4

2

hours





Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

08/20/2020

Aug 19, 2020, 2:45:00 PM

kWh Net: -0.04

kWh Net

4

2

hours





Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

08/19/2020

Aug 18, 2020, 4:15:00 PM

kWh Net: 0.65

kWh Net

10

5

ours



Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

08/19/2020



kWh Net kWh R... kWh D...

10

5

ours



Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

08/18/2020



— kWh Net — kWh R... - - - kWh D...

10

ours

5



Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

08/17/2020



kWh Net kWh R... kWh D...

4

2

ours





Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

08/09/2020



kWh Net kWh R... kWh D...





Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

08/08/2020



kWh Net kWh R... kWh D...

4

2

ours





Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

08/07/2020



kWh Net kWh R... kWh D...

4

2

ours





Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

08/06/2020



kWh Net kWh R... kWh D...

4

hours

2





Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

08/05/2020



kWh Net kWh R... kWh D...

4

2

ours





Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

08/04/2020



kWh Net kWh R... kWh D...

4

2

ours





Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

08/03/2020



kWh Net kWh R... kWh D...

4

2

ours





Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

08/02/2020



kWh Net kWh R... kWh D...

4

2

ours





Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

08/01/2020



kWh Net kWh R... kWh D...

10

5

ours



Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

04/01/2020

Mar 31, 2020, 4:00:00 PM

kWh Net: 0.17

kWh Net

4

2

urs





Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

04/01/2020

Mar 31, 2020, 10:15:00 PM

kWh Delivered to Customer: 2.84

kWh N
4

urs
2





Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

03/07/2020

Mar 6, 2020, 3:30:00 PM

kWh Received from Customer: 0.03

kWh

4

2

ours





Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

04/02/2020

Apr 1, 2020, 4:30:00 PM

kWh Net: -0.23

kWh Net

4

2

hours





Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

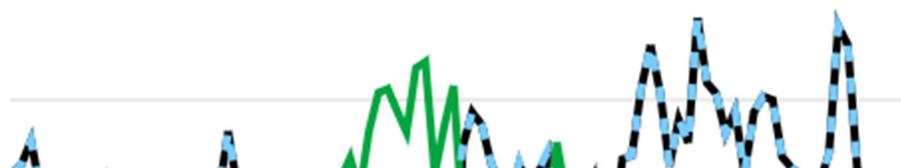
03/14/2020



kWh Net kWh R... kWh D...

2

ours





Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

03/15/2020

Mar 14, 2020, 4:15:00 PM

kWh Received from Customer: 0

kWh Net

2

hours





Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

03/13/2020



kWh Net kWh R... kWh D...

4

2

ours



Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

03/07/2020



kWh Net kWh R... kWh D...

4

2

ours





Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

04/04/2020

Apr 3, 2020, 12:45:00 PM

kWh Received from Customer: 0

kWh Net

4

2

ours





Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

04/03/2020

Apr 2, 2020, 3:00:00 PM

kWh Received from Customer: 0

kWh Net

4

2

ours



Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

03/22/2020

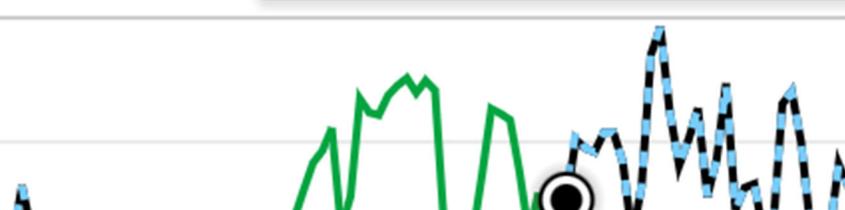
Mar 21, 2020, 4:15:00 PM

kWh Net: 0.52

kWh Net

2

hours





Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

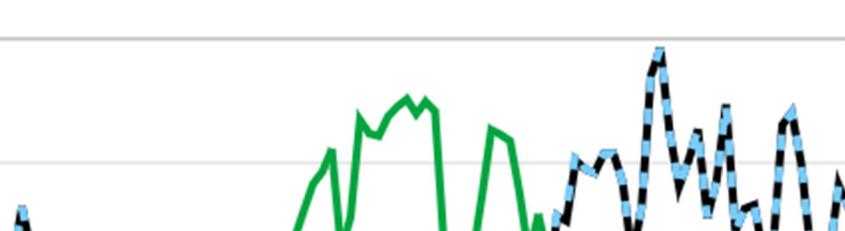
03/22/2020



kWh Net kWh R... kWh D...

2

ours





Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

03/16/2020



kWh Net kWh R... kWh D...

2

ours





Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

03/17/2020

Mar 16, 2020, 1:30:00 PM

kWh Delivered to Customer: 0.04

kWh N

2

1

ours





Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

03/09/2020

Mar 8, 2020, 4:30:00 PM

kWh Received from Customer: 0

kWh Net

4

2

hours



Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

07/19/2020



kWh Net kWh R... kWh D...

4

2

ours





Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

07/20/2020



kWh Net kWh R... kWh D...

4

2

hours





Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

07/21/2020



kWh Net kWh R... kWh D...

10

5

ours



Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

07/22/2020



kWh Net kWh R... kWh D...

4

2

ours



Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

07/23/2020



kWh Net kWh R... kWh D...

4

2

ours





Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

07/24/2020



kWh Net kWh R... kWh D...

4

2

ours





Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

07/25/2020



kWh Net kWh R... kWh D...

10

hours

5



Hourly Electricity Usage

View Energy Use

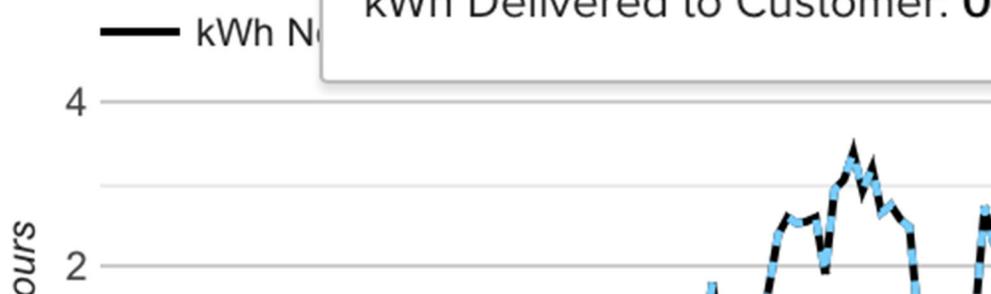
Hourly Electricity Usage

From:

07/27/2020

Jul 26, 2020, 3:30:00 PM

kWh Delivered to Customer: 0.27





Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

07/30/2020

Jul 29, 2020, 3:15:00 PM

kWh Delivered to Customer: 0

kWh Net

4

2

hours





Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

07/26/2020

Jul 25, 2020, 2:45:00 PM

kWh Received from Customer: 0

kWh Net

4

2

ours





Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

07/28/2020

Jul 27, 2020, 4:30:00 PM

kWh Received from Customer: 0

kWh Net

4

2

hours





Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

07/29/2020

Jul 28, 2020, 2:45:00 PM

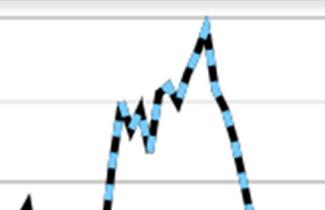
kWh Delivered to Customer: 0.04

kWh N

4

2

ours





Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage 

From:

12/12/2019



We're sorry, but we're unable to display this chart at this time.

Please try again later.



Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage 

From:

12/16/2019



We're sorry, but we're unable to display this chart at this time.

Please try again later.



Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

12/13/2019



kWh Net kWh R... kWh D...





Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

12/14/2019



kWh Net kWh R... kWh D...

4

ours





Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

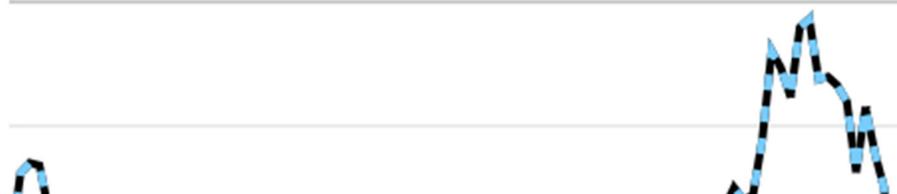
12/15/2019



kWh Net kWh R... kWh D...

4

ours





Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

01/06/2020



kWh Net kWh R... kWh D...

4

2

ours



Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

01/07/2020



kWh Net kWh R... kWh D...





Hourly Electricity Usage

View Energy Use

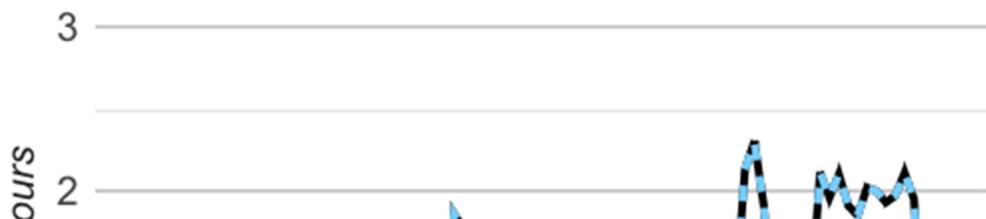
Hourly Electricity Usage

From:

01/08/2020



kWh Net kWh R... kWh D...





Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

01/09/2020



kWh Net kWh R... kWh D...

4

2

ours





Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

01/10/2020



kWh Net kWh R... kWh D...

4

2

ours

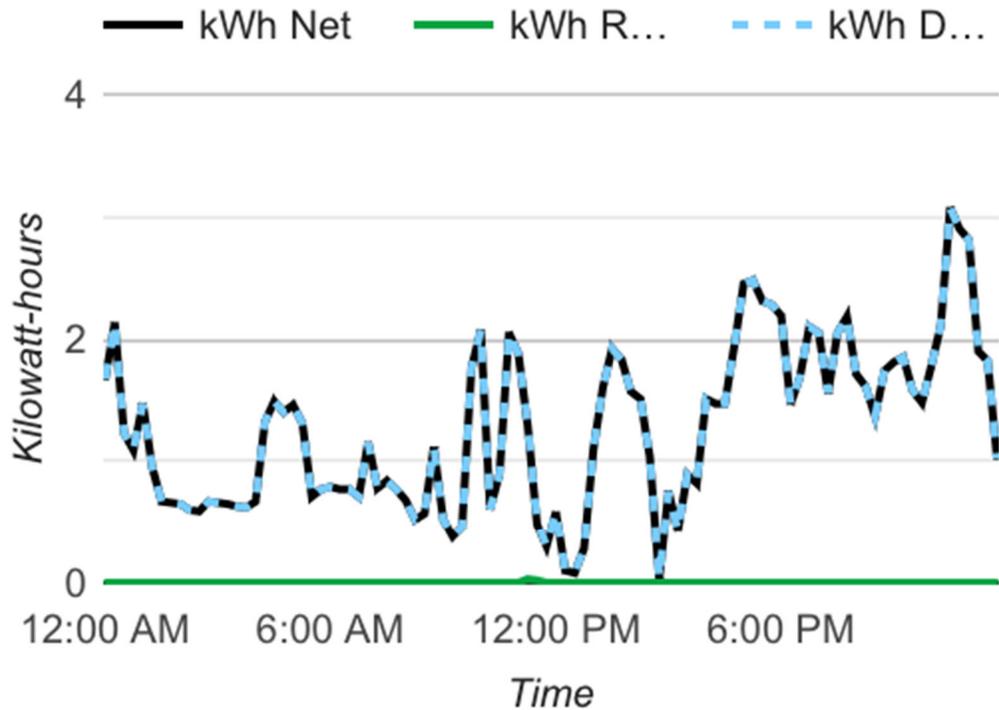


View Energy Use

Hourly Electricity Usage

From:

01/11/2020





Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage 

From:

01/12/2020





Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

02/10/2020



kWh Net kWh R... kWh D...





Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

02/11/2020



kWh Net kWh R... kWh D...





Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

02/14/2020



kWh Net kWh R... kWh D...

4

2

ours



Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

02/12/2020



kWh Net kWh R... kWh D...

4

2

ours



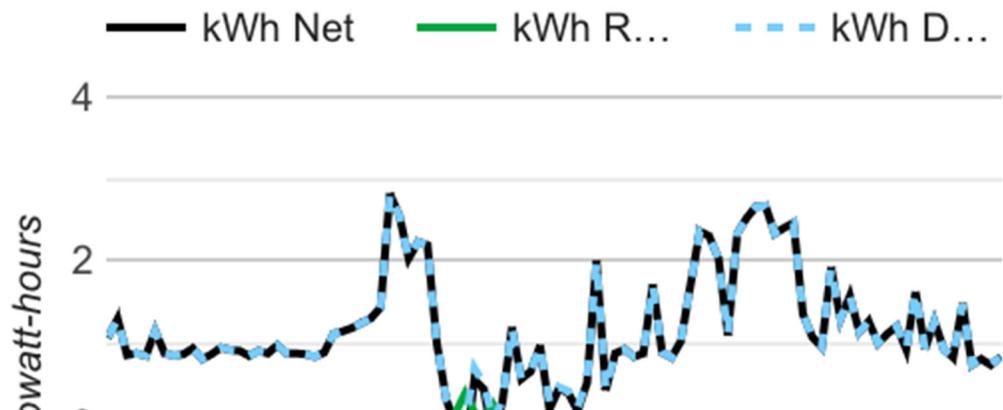
Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

02/12/2020



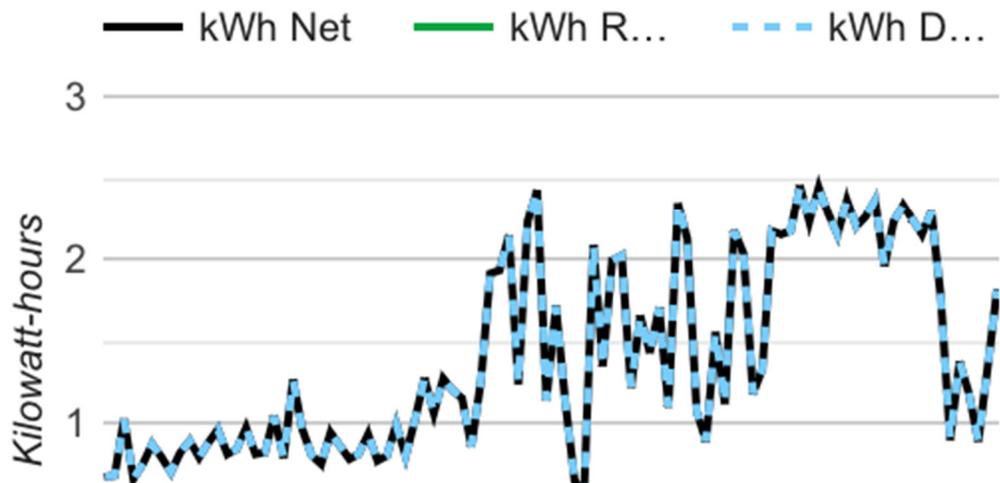
Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

02/13/2020





Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

02/16/2020



kWh Net kWh R... kWh D...

4

2

ours





Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

02/15/2020



kWh Net kWh R... kWh D...

4

2

ours



Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

03/09/2020



kWh Net kWh R... kWh D...

4

2

ours



Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

03/10/2020



kWh Net kWh R... kWh D...

4

2

ours



Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

03/11/2020



kWh Net kWh R... kWh D...

4

2

ours



Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

03/12/2020



kWh Net kWh R... kWh D...





Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

03/13/2020



kWh Net kWh R... kWh D...

4

2

ours



Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

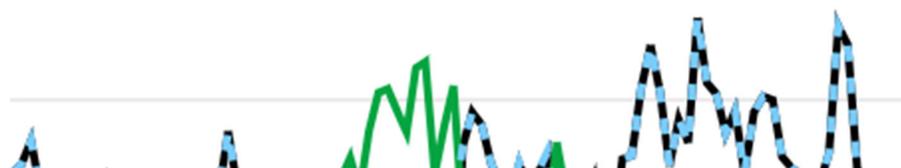
03/14/2020



kWh Net kWh R... kWh D...

2

ours





Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

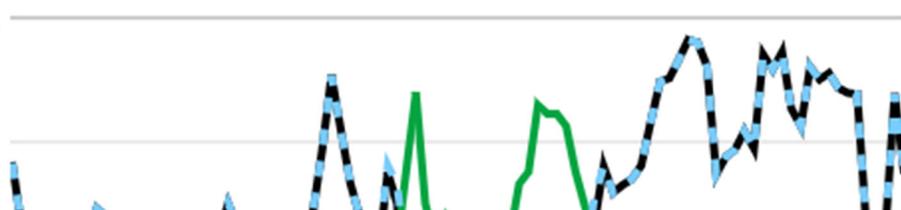
03/15/2020



kWh Net kWh R... kWh D...

2

ours





Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

04/05/2020



kWh Net kWh R... kWh D...

4

2

ours





Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

04/06/2020



kWh Net kWh R... kWh D...

2

ours





Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

04/07/2020



kWh Net kWh R... kWh D...

4

2

hours



Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

04/08/2020



kWh Net kWh R... kWh D...

4

2

ours





Hourly Electricity Usage

View Energy Use

Hourly Electricity Usage

From:

04/09/2020



kWh Net kWh R... kWh D...

4

2

ours



Enrolled in OnTrack

 You're using credit faster than your time on the plan.

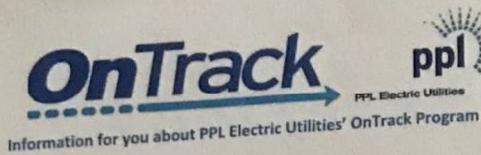
| | |
|--------|----------------------|
| Credit | \$1,934.46 of |
| Used | \$1,585.00 |



You have **18 months** remaining

[View Payments](#) 

[View Bills](#) 

Customer: **KEITH GRAHAM**Account No: **22113-80024**Date: **6/10/2019***Dec-10
18Mths***How much you'll pay:****\$31.47** each month for the next 18 months.**When you should pay:**

You'll start your payments after you receive your first OnTrack bill. To remain in the program and benefit from debt forgiveness, be sure to pay your bill each month by your due date.

**How you should save energy:**Sign up for the WRAP program at pplelectric.com/WRAP or by calling 1-888-232-6302. This program helps you save electricity and helps prevent you from exceeding your maximum benefit of **\$1,585.00****Your OnTrack contact:**

Work with your OnTrack agency by providing any information the agency requests. Notify the OnTrack agency of any changes in your household income or occupants.

When you pay your OnTrack amount by your due date, PPL Electric Utilities will:

- Forgive **\$50.23** per month of your overdue amount each time you make your monthly payment.
- Provide you with information on how much electricity you're using.
- Prevent any collection activity on the overdue balance on your account.

If you have any questions about OnTrack or other programs you may qualify for, please call PPL Electric Utilities at 1-800-342-5775.

Agency Name: **Tri County Community Action**Agency Email address: **PPLONTRACK@cactricounty.org**Agency Phone Number: **717-232-9757**

BP

2 of 2

PPL ELECTRIC UTILITIES
2 NORTH 9TH STREET CPC-GENN1
ALLENTOWN, PA 18101-1175



1340000122133 2211380015

Billing Details - (Bill Acct. 22113-80015)

Page 2

| | | |
|--|-----------|-----------------|
| Previous Balance | \$144.74 | |
| Payment Received Jun 24, 2016 - Thank You! | -\$144.74 | |
| <i>Balance as of Jul 18, 2016</i> | | \$0.00 |
| Charges for - PPL Electric Utilities | | |
| Residential Rate: RS for Jun 14 - Jul 14 | | |
| Distribution Charge: | | |
| Customer Charge | 14.27 | |
| 811 kWh at 4.60000000¢ per kWh | 37.31 | |
| PA Tax Adj Surcharge at -0.01700000% | -0.01 | |
| Total Distribution Charges | | \$51.57 |
| Total Generation & Transmission Charges (see Supplier Billing Details page) | | \$70.56 |
| Amount Due By Aug 8, 2016 | | \$122.13 |
| Account Balance | | \$122.13 |

*** Account Information ***

*** Current Account Status ***

Account Number: 22113-80024
 Mail To: KEITH GRAHAM
 4 STINE AVE, MOD
 CARLISLE PA 17013
 Requested By: KEITH GRAHAM
 (717) 322-6003 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 |
|------------|-----------------------|----------|--------------------|-----------------|---------------|------------------|-------------|----------|-----------|------|-----------|
| 12/13/2017 | ELECTRIC SERVICE | | \$79.58 | | | | | | | | |
| 12/13/2017 | ELECTRIC SERVICE | | \$47.61 | | | | | | | | |
| 12/13/2017 | VERDE ENERGY USA | | \$117.29 | | | | | | | | |
| 12/13/2017 | Regular Bill | 01/03 | \$244.48 | | | | 0130/0000 | 000000 | 26 | 1828 | |
| 12/26/2017 | Transfer Debit | | \$140.11 | | | | | | | | |
| 12/26/2017 | Transfer Debit | | \$119.63 | | | | | | | | |
| 12/26/2017 | Transfer Debit | | \$73.38 | | | | | | | | |
| 12/26/2017 | Transfer Debit | | \$46.02 | | | | | | | | |
| 01/15/2018 | OnTrack Credit | | \$-297.87 | | | | | | | | |
| 01/15/2018 | ELECTRIC SERVICE | | \$132.69 | | | | | | | | |
| 01/15/2018 | VERDE ENERGY USA | | \$206.22 | | | | | | | | |
| 01/15/2018 | Regular Bill | 02/05 | \$664.66 | \$117.29 | | | 1196/0000 | 00000A | 31 | 2611 | |
| 02/12/2018 | OnTrack Credit | | \$-260.21 | | | | | | | | |
| 02/12/2018 | OTRK Arrearage Credit | | \$-34.67 | | | | | | | | |
| 02/12/2018 | ELECTRIC SERVICE | | \$117.86 | | | | | | | | |
| 02/12/2018 | VERDE ENERGY USA | | \$183.39 | | | | | | | | |
| 02/12/2018 | Regular Bill | 03/05 | \$705.70 | \$522.31 | | | 0952/0000 | 00000A | 28 | 2322 | |
| 03/13/2018 | Late Payment Charge | | \$8.39 | | | | | | | | |
| 03/14/2018 | ELECTRIC SERVICE | | \$112.97 | | | | | | | | |
| 03/14/2018 | VERDE ENERGY USA | | \$174.47 | | | | | | | | |
| 03/14/2018 | Regular Bill | 04/04 | \$966.86 | \$671.03 | | | 0817/0000 | 00000A | 32 | 2209 | |
| 03/15/2018 | Payment | | \$-80.00 | | | | | | | | |
| 04/10/2018 | Late Payment Charge | | \$1.41 | | | | | | | | |
| 04/10/2018 | Late Payment Charge | | \$9.57 | | | | | | | | |
| 04/10/2018 | Late Payment Charge | | \$0.10 | | | | | | | | |
| 04/13/2018 | ELECTRIC SERVICE | | \$105.54 | | | | | | | | |
| 04/13/2018 | VERDE ENERGY USA | | \$162.54 | | | | | | | | |
| 04/13/2018 | Regular Bill | 05/04 | \$1166.02 | \$886.86 | | | 0753/0000 | 00000A | 30 | 2058 | |
| 04/26/2018 | Payment | | \$-43.12 | | | | | | | | |
| 04/26/2018 | Credit | | \$-0.10 | | | | | | | | |
| 04/26/2018 | Credit | | \$-9.57 | | | | | | | | |
| 04/26/2018 | Credit | | \$-8.39 | | | | | | | | |
| 04/26/2018 | OTRK Arrearage Credit | | \$-69.34 | | | | | | | | |
| 04/26/2018 | Credit | | \$-1.41 | | | | | | | | |
| 04/26/2018 | OnTrack Credit | | \$-473.44 | | | | | | | | |
| 05/11/2018 | OTRK Arrearage Credit | | \$-34.67 | | | | | | | | |
| 05/14/2018 | OnTrack Credit | | \$-179.51 | | | | | | | | |

PPL Electric Exhibit 1 (Updated)

| DATE | TRANSACTION TYPE | DUE DATE | TRANSACTION AMOUNT | BALANCE FORWARD | ACTUAL BILLED | DEFERRED BALANCE | DEG DAY H/C | RDG TYPE | DAYS USED | KWH | BILLED KW |
|------------|---------------------------|----------|--------------------|-----------------|---------------|------------------|-------------|----------|-----------|------|-----------|
| 05/14/2018 | ELECTRIC SERVICE | | \$88.89 | | | | | | | | |
| 05/14/2018 | VERDE ENERGY USA | | \$131.66 | | | | | | | | |
| 05/14/2018 | Regular Bill | 06/04 | \$567.02 | \$435.36 | | | 0263/0049 | 00000A | 29 | 1667 | |
| 06/11/2018 | OTRK Arrearage Credit | | \$-34.67 | | | | | | | | |
| 06/13/2018 | OnTrack Credit | | \$-230.94 | | | | | | | | |
| 06/13/2018 | ELECTRIC SERVICE | | \$107.31 | | | | | | | | |
| 06/13/2018 | VERDE ENERGY USA | | \$164.67 | | | | | | | | |
| 06/13/2018 | Regular Bill | 07/05 | \$573.39 | \$408.72 | | | 0028/0126 | 00000A | 32 | 2085 | |
| 06/25/2018 | Payment | | \$-62.61 | | | | | | | | |
| 07/11/2018 | Payment | | \$-41.04 | | | | | | | | |
| 07/12/2018 | OTRK Arrearage Credit | | \$-34.67 | | | | | | | | |
| 07/13/2018 | OnTrack Credit | | \$-55.82 | | | | | | | | |
| 07/13/2018 | ELECTRIC SERVICE | | \$89.07 | | | | | | | | |
| 07/13/2018 | VERDE ENERGY USA | | \$139.79 | | | | | | | | |
| 07/13/2018 | Regular Bill | 08/03 | \$608.11 | \$435.07 | | | 0000/0344 | 00000A | 30 | 1770 | |
| 08/10/2018 | OTRK Arrearage Credit | | \$-34.67 | | | | | | | | |
| 08/13/2018 | OnTrack Credit | | \$-65.84 | | | | | | | | |
| 08/13/2018 | ELECTRIC SERVICE | | \$92.53 | | | | | | | | |
| 08/13/2018 | VERDE ENERGY USA | | \$146.35 | | | | | | | | |
| 08/13/2018 | Regular Bill | 09/04 | \$746.48 | \$573.44 | | | 0000/0329 | 00000A | 29 | 1853 | |
| 08/14/2018 | Payment | | \$-173.04 | | | | | | | | |
| 09/11/2018 | OTRK Arrearage Credit | | \$-34.67 | | | | | | | | |
| 09/13/2018 | OnTrack Credit | | \$-107.27 | | | | | | | | |
| 09/13/2018 | ELECTRIC SERVICE | | \$106.71 | | | | | | | | |
| 09/13/2018 | VERDE ENERGY USA | | \$173.60 | | | | | | | | |
| 09/13/2018 | Regular Bill | 10/04 | \$711.81 | \$538.21 | | | 0014/0330 | 00000A | 33 | 2198 | |
| 09/17/2018 | Payment | | \$-173.04 | | | | | | | | |
| 10/11/2018 | OTRK Arrearage Credit | | \$-34.67 | | | | | | | | |
| 10/12/2018 | OnTrack Credit | | \$-85.21 | | | | | | | | |
| 10/12/2018 | ELECTRIC SERVICE | | \$23.82 | | | | | | | | |
| 10/12/2018 | ELECTRIC SERVICE | | \$196.05 | | | | | | | | |
| 10/12/2018 | VERDE ENERGY USA | | \$38.38 | | | | | | | | |
| 10/12/2018 | Regular Bill | 11/02 | \$677.14 | \$504.10 | | | 0023/0093 | 00000A | 29 | 2056 | |
| 10/22/2018 | Payment | | \$-528.00 | | | | | | | | |
| 11/09/2018 | OTRK Arrearage Credit | | \$-34.67 | | | | | | | | |
| 11/09/2018 | OnTrack Credit | | \$-120.19 | | | | | | | | |
| 11/09/2018 | On Track Liheap Excess CR | | \$-528.00 | | | | | | | | |
| 11/09/2018 | ELECTRIC SERVICE | | \$289.19 | | | | | | | | |
| 11/09/2018 | Regular Bill | 11/30 | \$318.14 | \$41.87 | | | 0411/0008 | 00000A | 29 | 2340 | |
| 12/07/2018 | OTRK Arrearage Credit | | \$-34.67 | | | | | | | | |

| DATE | TRANSACTION TYPE | DUE DATE | TRANSACTION AMOUNT | BALANCE FORWARD | ACTUAL BILLED | DEFERRED BALANCE | DEG DAY H/C | RDG/TYPE | DAYS USED | KWH | BILLED KW |
|----------------------------------|---------------------------|----------|--------------------|-----------------|---------------|------------------|-------------|----------|-----------|------|-----------|
| PPL Electric Exhibit 1 (Updated) | | | | | | | | | | | |
| 12/11/2018 | OnTrack Credit | | \$-201.90 | | | | | | | | |
| 12/11/2018 | On Track Liheap Excess CR | | \$-12.92 | | | | | | | | |
| 12/11/2018 | ELECTRIC SERVICE | | \$370.90 | | | | | | | | |
| 12/11/2018 | Regular Bill | 01/02 | \$417.80 | \$46.90 | | | 0936/0000 | 00000A | 32 | 3104 | |
| 01/09/2019 | OTRK Arrearage Credit | | \$-34.67 | | | | | | | | |
| 01/14/2019 | OnTrack Credit | | \$-210.83 | | | | | | | | |
| 01/14/2019 | ELECTRIC SERVICE | | \$383.30 | | | | | | | | |
| 01/14/2019 | Regular Bill | 02/04 | \$555.60 | \$172.30 | | | 0958/0000 | 00000A | 34 | 3307 | |
| 02/11/2019 | OTRK Arrearage Credit | | \$-34.67 | | | | | | | | |
| 02/12/2019 | OnTrack Credit | | \$-190.12 | | | | | | | | |
| 02/12/2019 | ELECTRIC SERVICE | | \$362.59 | | | | | | | | |
| 02/12/2019 | Regular Bill | 03/05 | \$693.40 | \$330.81 | | | 1073/0000 | 00000A | 29 | 3131 | |
| 03/11/2019 | Payment | | \$-328.55 | | | | | | | | |
| 03/12/2019 | OTRK Arrearage Credit | | \$-34.67 | | | | | | | | |
| 03/13/2019 | On Track Liheap Excess CR | | \$-328.55 | | | | | | | | |
| 03/13/2019 | OnTrack Credit | | \$-143.93 | | | | | | | | |
| 03/13/2019 | ELECTRIC SERVICE | | \$312.93 | | | | | | | | |
| 03/13/2019 | Regular Bill | 04/03 | \$499.18 | \$186.25 | | | 0912/0000 | 00000A | 29 | 2682 | |
| 04/10/2019 | OTRK Arrearage Credit | | \$-34.67 | | | | | | | | |
| 04/11/2019 | OnTrack Credit | | \$-17.96 | | | | | | | | |
| 04/11/2019 | ELECTRIC SERVICE | | \$190.43 | | | | | | | | |
| 04/11/2019 | Regular Bill | 05/02 | \$636.98 | \$446.55 | | | 0518/0000 | 00000A | 29 | 1574 | |
| 05/14/2019 | ELECTRIC SERVICE | | \$266.46 | | | | | | | | |
| 05/14/2019 | Regular Bill | 06/04 | \$903.44 | \$636.98 | | | 0196/0011 | 00000A | 33 | 2261 | |
| 06/17/2019 | OnTrack Credit | | \$-251.46 | | | | | | | | |
| 06/17/2019 | ELECTRIC SERVICE | | \$278.10 | | | | | | | | |
| 06/17/2019 | ELECTRIC SERVICE | | \$2.15 | | | | | | | | |
| 06/17/2019 | Starion Energy | | \$2.68 | | | | | | | | |
| 06/17/2019 | Regular Bill | 07/08 | \$934.91 | \$651.98 | | | 0002/0002 | 00000A | 30 | 2361 | |
| 07/02/2019 | Payment | | \$-31.47 | | | | | | | | |
| 07/15/2019 | OTRK Arrearage Credit | | \$-50.23 | | | | | | | | |
| 07/17/2019 | OnTrack Credit | | \$-247.85 | | | | | | | | |
| 07/17/2019 | ELECTRIC SERVICE | | \$117.76 | | | | | | | | |
| 07/17/2019 | Starion Energy | | \$161.56 | | | | | | | | |
| 07/17/2019 | Regular Bill | 08/07 | \$884.68 | \$605.36 | | | 0002/0383 | 00000A | 32 | 2415 | |
| 08/14/2019 | OTRK Arrearage Credit | | \$-50.23 | | | | | | | | |
| 08/15/2019 | OnTrack Credit | | \$-280.22 | | | | | | | | |
| 08/15/2019 | ELECTRIC SERVICE | | \$130.26 | | | | | | | | |
| 08/15/2019 | Starion Energy | | \$181.43 | | | | | | | | |
| 08/15/2019 | Regular Bill | 09/05 | \$865.92 | \$554.23 | | | 0000/0415 | 00000A | 29 | 2712 | |

Bill Account: 22113-80024

Account Activity Statement

Date: 12/01/20

Page: 4

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

| Date | Description | Month | Amount | Balance | Account | Code | Days | Value |
|------------|-----------------------|-------|-----------|-----------|-----------|--------|------|-------|
| 05/13/2020 | ELECTRIC SERVICE | | \$211.67 | | | | | |
| 05/13/2020 | Regular Bill | 06/03 | \$1295.52 | \$1083.85 | 0441/0000 | 00000A | 29 | 1681 |
| 06/10/2020 | OTRK Arrearage Credit | | \$-50.23 | | | | | |
| 06/12/2020 | ELECTRIC SERVICE | | \$223.99 | | | | | |
| 06/12/2020 | Regular Bill | 07/06 | \$1469.28 | \$1245.29 | 0055/0148 | 00000A | 30 | 1816 |
| 07/13/2020 | Payment | | \$-167.07 | | | | | |
| 07/13/2020 | OTRK Arrearage Credit | | \$-50.23 | | | | | |
| 07/14/2020 | ELECTRIC SERVICE | | \$280.62 | | | | | |
| 07/14/2020 | Regular Bill | 08/04 | \$1532.60 | \$1251.98 | 0001/0392 | 00000A | 32 | 2370 |
| 08/11/2020 | OTRK Arrearage Credit | | \$-50.23 | | | | | |
| 08/13/2020 | ELECTRIC SERVICE | | \$301.04 | | | | | |
| 08/13/2020 | Regular Bill | 09/03 | \$1783.41 | \$1482.37 | 0000/0491 | 00000A | 30 | 2554 |
| 09/11/2020 | OTRK Arrearage Credit | | \$-50.23 | | | | | |
| 09/14/2020 | ELECTRIC SERVICE | | \$288.33 | | | | | |
| 09/14/2020 | Regular Bill | 10/05 | \$2021.51 | \$1733.18 | 0000/0330 | 00000A | 32 | 2440 |
| 10/12/2020 | OTRK Arrearage Credit | | \$-50.23 | | | | | |
| 10/14/2020 | ELECTRIC SERVICE | | \$233.29 | | | | | |
| 10/14/2020 | Regular Bill | 11/04 | \$2204.57 | \$1971.28 | 0158/0026 | 00000A | 30 | 1947 |
| 10/26/2020 | Payment | | \$-244.00 | | | | | |
| 11/12/2020 | ELECTRIC SERVICE | | \$246.82 | | | | | |
| 11/12/2020 | Regular Bill | 12/03 | \$2207.39 | \$1960.57 | 0305/0005 | 00000A | 29 | 2069 |

PPL Electric Exhibit 1 (Updated)

Account Contact History
Account: 2211380024 Customer Name: KEITH GRAHAM
 From 9/2/2016 to 12/1/2020

| Contact Date | Contact Type | Remarks | User |
|--------------|---------------------------------|---|-------------------|
| 2020-11-25 | Financial Statement Added | | REPBATCH |
| 2020-11-16 | Financial Statement Added | | REPBATCH |
| 2020-11-03 | Financial Statement Added | | REPBATCH |
| 2020-10-23 | Financial Statement Added | | REPBATCH |
| 2020-10-22 | ONTRACK ENROLLMENT PENDING | Work submitted by Jharper@cactricounty.org Agency Name Tri County Community Action | SELF SERVICE USER |
| 2020-10-22 | Financial Statement Added | | JHARPER@ |
| 2020-10-22 | OnTrack - Ineligible | OT Agreement canceled by Jharper@cactricounty.org Agency CAC. Cancel Reason Income Change | SELF SERVICE USER |
| 2020-10-20 | OnTrack Customer | OnTrack payment to support the cost of the program will change from 4.00 to 5.00 | CSLET |
| 2020-10-16 | OnTrack Customer | OnTrack application submitted by YFELIZ@CACTRICOUNTY.ORG Source Rep | SELF SERVICE USER |
| 2020-10-13 | Reoccurring OnTrack Referral | You were Referred. Reminder call made. Call reminds the customer to check for application and submit back to agency in their county. | CSLET |
| 2020-10-06 | OnTrack - Ineligible | SPOKE WITH RP AND WILL SEND IN NEW PROOF OF INCOME WITH A NEW OT APP...WILL REENROLL PER GLADYS Submitted by Ronnie Garland Agency CAC | SELF SERVICE USER |
| 2020-10-06 | Correspondence - General | Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 3740827 | CSLET |
| 2020-10-05 | OnTrack - Ineligible | CALLED RP BUT NO ANSWER Submitted by Ronnie Garland Agency CAC | SELF SERVICE USER |
| 2020-10-05 | SC - REFERRAL TO ONTRACK | Caller CAC Agency. Referred to OnTrack. | RGARLAND |
| 2020-09-29 | Renewable Energy | electric. He is upset that he was told by prior customer realtor and Tesla that he would not have a bill from PPL. We explained that his bill is based on his usage and solar does not cover all of his usage. | BRENDA J SNYDER |
| 2020-09-29 | Renewable Energy | Usage changed immediately when he moved in. There are 10 people living in the home. He insists that the AC only runs a few hours a day and that he does not have electric heat. Expl his issue a really about usage not about billing. We explained that he should call an electrician to determine what is using so much | BRENDA J SNYDER |
| 2020-09-29 | Renewable Energy | We suggested that he test his meter by shutting down all breakers except solar breaker and main breaker. He can see all production coming in on received channel if all breakers are off. Expl his usage was 3 times higher than prior customer. The meter readings are actual accurate. | BRENDA J SNYDER |
| 2020-09-29 | Renewable Energy | Explained again that PPL meter only records excess on the received channel not total production. He is most concerned with his usage being higher than prior homeowner. Expl meter is compatible with renewable energy regardless of the size of the solar system. | BRENDA J SNYDER |
| 2020-09-29 | Renewable Energy | Tesla representative did not call in for discussion with customer. Tammy K and I spoke with Keith Graham. He stated that Chantel from Tesla told him they would not speak with anyone on a conference call without a lawyer involved. Tammy spoke with Aneshia from Tesla who said she could participate in the call but she did not call in. | BRENDA J SNYDER |
| 2020-09-28 | Credit - Outbound Call | left msg for Keith Graham to expl conference call with PPL and Tesla is set up for 3 00 pm tomorrow 9 29 20. It took several attempts to reach someone from Tesla. | BRENDA J SNYDER |
| 2020-09-22 | Renewable Energy | continued-- Please provide and email address and phone number for someone from Tesla who would be available to participate in this phone call. We would like to schedule it for 9 29 2020. | BRENDA J SNYDER |
| 2020-09-22 | Renewable Energy | I was not able to get through to Tesla by phone- emailed interconnection.pa@tesla.com- Keith Graham our mutual customer has 3rd party solar. As a resolution to a complaint filed with the Public Utility Commission he requested a conference call with Tesla and PPL so he can understand his billing from both companies... continued | BRENDA J SNYDER |
| 2020-09-22 | Credit - Outbound Call | s w Keith Graham - I asked for contact info for Tesla to schedule conference call with Tesla customer and PPL per agreement with PUC judge. He gave ph 888-765-2489 for Tesla billing dept. His email is kjgraham1982@gmail.com. He said 9 29 is a good day for the call for him. Expl he will receive an email with phone call info. | BRENDA J SNYDER |
| 2020-08-12 | Electric Outage - Issuance | Cond 1 Cond 2 Cond 3 Cond 4 Note OMS_CSS.services.contacts.privcontacts notification_PPL_CUSTOMER_CONTACT_VIEWPublishDocument USER_NAME Call Type 01 AMI Power Down Event Comments none | MTR |
| 2020-07-09 | PUC/Formal | sent Formal Complaint Response- Keith Graham- to OGC and attached to WATT 2569126 | BRENDA J SNYDER |
| 2020-07-09 | Special Situation | left msg regarding PUC Formal Complaint that has to do with renewable energy billing. If customer calls please contact me by jabber or email to see if I am available to take the call. | BRENDA J SNYDER |
| 2020-07-09 | Credit - Outbound Call | left msg on 717-701-6024 and 717-322-6003 | BRENDA J SNYDER |
| 2020-07-09 | SC - PUC Formal Complaint | The customer filed PUC Formal Complaint Docket No. C-2020-3020715- WATT ID 2569126 | E02623 |
| 2020-07-08 | Miscellaneous | WATT FieldFormalComplaint - Service Related-Net Metering Work Item 2569126 Created | APRIL TOU |
| 2020-06-05 | SC - Emergency LIHEAP Guarantee | Adrienne McGinley from Cumberland submitted EmergencyLiHeapGuarantee for 167.07 | REP |

PPL Electric Exhibit 2 (Updated)

| Contact Date | Contact Type | Remarks | User |
|--------------|--------------------------------|---|--------------------|
| 2020-05-28 | OnTrack Customer | Caller KEITH GRAHAM Ratepayer. Esc. Cb cust Keith Graham to see if he was still requesting to be removed from OT. NA. LVM. Will make 2nd attempt to Contact. | TAMIKA MCNAIR |
| 2020-05-27 | OT Reminder Call | | CUBCL026 |
| 2020-05-27 | Miscellaneous | WATT Generalist - LIHEAP Application Work Item 2552852 Completed | DONNA J SCHALL |
| 2020-05-27 | Miscellaneous | WATT ID 2552852 LIHEAP - Customer has been added to Utility File transfer List for LIHEAP grant | DONNA J SCHALL |
| 2020-05-22 | OnTrack Customer | Caller KEITH GRAHAM Ratepayer User Comments cci to issue verbal consent for liheap | ANA SAMUELS |
| 2020-05-22 | WUR Assessment | KEITH GRAHAM Ratepayer. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No. | ANA SAMUELS |
| 2020-05-22 | Miscellaneous | WATT Generalist - LIHEAP Application Work Item 2552852 Created | ANA SAMUELS |
| 2020-05-22 | Billing | Caller Back Office Ratepayer. I addressed caller but they were not able to hear me. I advised I was disconnecting and to call back | ANGELA IWASUK |
| 2020-05-22 | Call Transfer | Caller KEITH GRAHAM Ratepayer User Comments cci to discuss high bills stated prior bills were incorrect w.prev meter and stated he has solar panels stated new meter recognized has solar. cst wanted OT reevaluated then stated wanted to remove OT from acc. ad will submit req but in regards to dispute for prior bills w.solar need to xfer to EE. xfer to t25 | CAROL GONZALEZ |
| 2020-05-22 | WUR Assessment | KEITH GRAHAM Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO Not on Phone. | CAROL GONZALEZ |
| 2020-05-22 | Call Transfer | Caller KEITH GRAHAM Ratepayer User Comments Cust states since the new meter was installed and wants to have his Ontrack to be reevaluated and is disputing the last several bills and states he has solar. Transferred to T35. | SIMONE DAWSON |
| 2020-05-22 | WUR Assessment | KEITH GRAHAM Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO Not on Phone. | SIMONE DAWSON |
| 2020-05-12 | OT Auto Default Warning | OT Auto Default Warning | |
| 2020-05-06 | OnTrack Customer | Caller Jennifer Graham Spouse User Comments cci to see if qualified for op help adv must call them provided phone to op help in her area cust sat | ROCHE,ELIZABETH |
| 2020-05-06 | WUR Assessment | Jennifer Graham Spouse. Caller s Concern OnTrack. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO Yes. | ROCHE,ELIZABETH |
| 2020-05-06 | Choice Standard Offer | Caller Jennifer Graham Spouse CSR Comments Customer Accepted Ontrack Shopping Offer Supplier Inspire Energy Holdings CAP Offer Code CAP2Q0 | ROCHE,ELIZABETH |
| 2020-04-24 | SC - GRACE EXTENSION | BCS 3757249. DATE CLOSED 04 23 2020. COMPLAINT IS DISMISSED. THE BILLS ARE CORRECT AS RENDERED. THE METER IS ACCURATE. THE CUSTOMER HAS RECEIVED THE PROPER CREDITS FOR THE SMALL AMOUNT OF ELECTRICITY THAT THEIR SOLAR PANEL SYSTEM HAS PUT INTO THE COMPANY GRID. CUST IS ON OTBB FOR 311.00. AS OF APRIL 23 2020 THE CUSTOMER OWES 536.88 IN ONTRACK ARREARS. | E165934 |
| 2020-04-24 | WEB Customer Initiated Payment | Scheduled date 4 24 2020 Amount 191.53 User keithgraham Owner Yes. Confirmation Number 20042410 | SELF SERVICE USER |
| 2020-04-21 | Electric Outage - Issuance | Cond 1 Cond 2 Cond 3 Cond 4 Note OMS_CSS.services.contacts.privcontacts.notification_PPL_CUSTOMER_CONTACT_VIEWPublishDocument USER_NAME Call Type 01 AMI Power Down Event Comments none | MTR |
| 2020-04-09 | Credit | Caller Name SUSAN Agency. Name of Agency FAYETTE CAO - LIHEAP Source of Funding LIHEAP Crisis Account information reviewed. Funding not guaranteed at this time. Confirmed that no Feb or March Winter Disconnect Notices were issued. | LISA CUPITO |
| 2020-03-25 | Miscellaneous | WATT Billing - WFM follow-up Work Item 2525885 Completed | BRENDA J SNYDER |
| 2020-03-19 | Credit | Caller Back Office Ratepayer. Returned escalated call to remove customer from OT. Left voicemail. | JOSH ALTORFER |
| 2020-03-13 | Correspondence - General | Template Name Bill Inquiry-Meter Tested OK Created By Maglioli Wilhemina Letter Edited Yes CS Letters ID 3570066 | CSLET |
| 2020-03-13 | SC - GRACE EXTENSION | Suspend Charge automatically added by CSLET | CSLET |
| 2020-03-13 | SC - GRACE EXTENSION | WATT ID 2525282 Sent copy of testing report ur bill inquiry - meter tested OK letter on 03 13 20 WM. | e158279 |
| 2020-03-13 | Miscellaneous | WATT Generalist - Meter Test-Results Available Work Item 2525282 Completed | WILHEMINA MAGLIOLI |
| 2020-03-13 | Miscellaneous | WATT ID 2525282 Sent copy of testing report ur bill inquiry - meter tested OK letter on 03 13 20 WM. | WILHEMINA MAGLIOLI |
| 2020-03-13 | Miscellaneous | WATT Generalist - Meter Test-CMO Issued Work Item 2525278 Completed | WILHEMINA MAGLIOLI |
| 2020-03-12 | Renewable Energy | approved renewable sinc 2 24 17- 7.6 kW system- system was installed before this customer moved in. | BRENDA J SNYDER |
| 2020-03-11 | Miscellaneous | WATT ID 2525282 Meter tested accurate on 3 11 20. Test results attached to WATT item .jmg | JEAN GOLOMB |
| 2020-03-10 | OnTrack Customer | Caller KEITH GRAHAM Ratepayer User Comments he called in to be removed off the ot program exp sup will call him back | ROBIN STONE |
| 2020-03-10 | WUR Assessment | KEITH GRAHAM Ratepayer. Caller s Concern OnTrack. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No. | ROBIN STONE |
| 2020-03-10 | Miscellaneous | WATT Generalist - Renewable CallBack Work Item 2526462 Completed | BRENDA J SNYDER |

| Contact Date | Contact Type | Remarks | User |
|--------------|------------------------------|--|---------------------|
| 2020-03-10 | Renewable Energy | expl channel 2 on meter will measure excess production the excess is then subtracted from the delivered reading to bill for the net kWh. He said he is disputing bills from 2017 to current. He had the meter tested. I expl someone will contact him about the meter test. He insists he does not have elect heat. | BRENDA J SNYDER |
| 2020-03-10 | Renewable Energy | renewable callback- 2nd attempt- s w Keith Graham- I expl that his Ontrack bill will not show renewable summary. I expl per PV WATTs Calculator winter production will be around 500 kWh month. Expl his usage exceeds production. He has filed a formal complaint. I expl that I did not want to address those concerns because it needs to follow complaint procedure. | BRENDA J SNYDER |
| 2020-03-09 | Miscellaneous | WATT Generalist - Workforce BO Meter Test Work Item 2524817 Completed | PATRICIA L MCGURRIN |
| 2020-03-09 | Renewable Energy | renewable callback- left mesg | BRENDA J SNYDER |
| 2020-03-06 | Miscellaneous | WATT Scanned - Blue Mail Other Work Item 2524907 Completed | TED BORNSTEIN JR |
| 2020-03-06 | Miscellaneous | WATT ID 2524907 Cust request to be present at premise while meter test is conducted. As we replace meter to send and test we will not be able to accommodate. Cust contacted today and there is a renewable callback entered. WATT completed with no action. | TED BORNSTEIN JR |
| 2020-03-06 | Correspondence - General | Template Name Master Utility Report Created By JESSICA SMITH Letter Edited Yes CS Letters ID 3561082 | CSLET |
| 2020-03-06 | SC - GRACE EXTENSION | Suspend Charge automatically added by CSLET | CSLET |
| 2020-03-06 | Miscellaneous | WATT Generalist - Renewable CallBack Work Item 2526462 Created | JESSICA SMITH |
| 2020-03-06 | OnTrack Customer | Caller KEITH GRAHAM Ratepayer. for 2 yrs and she gives him run around stated he call puc and lawyer confirmed he contacted puc expl any inquiries handles only by specialist adv he will speak to different person understands Rev 03 06 2020 12 48 cust asked if he will get credits | JESSICA SMITH |
| 2020-03-06 | OnTrack Customer | Caller KEITH GRAHAM Ratepayer User Comments cust stated his meter was tested and it was replaced service person told him to find out what is bank 2 12654 confirmed meter test due to complaint of high bill and meter changed on 03 04 adv a request will be entered for billing specialist to call him for details cust stated she already spoke to same lady | JESSICA SMITH |
| 2020-03-06 | WUR Assessment | ... WUR Required Yes. Provided PUC No. Interested in SO No. | JESSICA SMITH |
| 2020-03-06 | WUR Assessment | KEITH GRAHAM Ratepayer. Caller s Concern OnTrack. Position Stated Yes. Sat No. WUR Required No. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Caller s Concern Meter Changed. Position Stated Yes. Sat No. WUR Required Yes. Caller s Concern Billing Payment - WUR will be sent. Position Stated Yes. Sat No. ... | JESSICA SMITH |
| 2020-03-05 | Miscellaneous | WATT Billing - WFM follow-up Work Item 2525885 Created | BRENDA J SNYDER |
| 2020-03-04 | Electric Outage - Issuance | Cond 1 Cond 2 Cond 3 Cond 4 Note WEB Call Type 10 No Lights Comments none | WEB |
| 2020-03-04 | Change Meter Only Maintained | | PATRICIA L MCGURRIN |
| 2020-03-04 | Miscellaneous | WATT Regional Ops - Metering CMO Meter Test Work Item 2525282 Created | PATRICIA L MCGURRIN |
| 2020-03-04 | Miscellaneous | WATT Generalist - Meter Test-CMO Issued Work Item 2525278 Created | PATRICIA L MCGURRIN |
| 2020-03-04 | SC - HIGH BILL COMPLAINT | meter test | e154977 |
| 2020-03-04 | Change Meter Only Issued | Customer requested meter tested. Change ASAP. Tag Box old meter with bill account and send to SFC-Meter Test- Customer Complaint. | PATRICIA L MCGURRIN |
| 2020-03-03 | Miscellaneous | WATT Generalist - Workforce BO Meter Test Work Item 2524817 Created | MELISSA M MANNING |
| 2020-01-29 | SC - PUC Informal Complaint | PUC MDIA BCS 3757249 | CUCL143 |
| 2020-01-16 | OnTrack - Ineligible | RP LEFT A MSG FOR ME TO CALL CALLED RP BUT NO ANSWER...RP EXCEEDED LIMIT AND CAN REAPPLY ON 12.10.2020 Submitted by Ronnie Garland Agency CAC | SELF SERVICE USER |
| 2020-01-06 | Miscellaneous | WATT Generalist - Renewable CallBack Work Item 2503078 Completed | BRENDA J SNYDER |
| 2020-01-06 | Correspondence - General | Template Name Master Utility Report Created By BRENDA J SNYDER Letter Edited No CS Letters ID 3486600 | CSLET |
| 2020-01-06 | SC - GRACE EXTENSION | Suspend Charge automatically added by CSLET | CSLET |
| 2020-01-06 | Energy Education | Caller KEITH GRAHAM Ratepayer User Comments sent WUR- cust not satisfied that meter is accurate | BRENDA J SNYDER |
| 2020-01-06 | WUR Assessment | KEITH GRAHAM Ratepayer. Caller s Concern Billed Amounts. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC Yes. I did not give the PUC ph he already has it. I had to click yes in order to generate the WUR. | BRENDA J SNYDER |
| 2020-01-06 | Renewable Energy | meter he has and he said they triple bill people. He was told by prior rep that he could pay for meter test and he will follow through with that. I expl he can see his daily net readings online. Expl that PPL does not know what he is using in the home to cause high usage. Expl he could have electrician check for problems in the home... sent WUR | BRENDA J SNYDER |
| 2020-01-06 | Renewable Energy | renewable callback- s w Keith Graham- I expl that ever since he lived there he has had very high usage solar does not produce enough to cover for 100 of usage. He is going to pay for meter test. He insists that he does not have elect heat. He is going to file a formal complaint. He has read several articles that indicate problems with the type of | BRENDA J SNYDER |
| 2020-01-06 | Credit | Caller KEITH GRAHAM Ratepayer User Comments S W KEITH GRAHAM RP CCI ABOUT HIS OT ACCT WANTS METER CHECKED OR REPLACED WANTS TO KNOW WHY HE IS NOT RECEIVING HIS CREDIT FOR SOLAR ADV OT IS 307.00 OT PMT ADV OF 35.00 FEE TO HAVE METER TESTED PROV ADDRESS ST WHEN MB IS TURNED OFF METER IS STILL READING USAGE WATT 2503078 ADV CRED OT 196.06 SAT | ERICIA ALFORD |

| Contact Date | Contact Type | Remarks | User |
|--------------|-------------------------------------|---|-------------------|
| 2020-01-06 | WUR Assessment | ... s. WUR Required No. Caller s Concern Smart Meter. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. | ERICIA ALFORD |
| 2020-01-06 | WUR Assessment | KEITH GRAHAM Ratepayer. Caller s Concern Billed Amounts. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern OnTrack. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Investigation into Prior Concern. Position Stated Yes. Sat Ye ... | ERICIA ALFORD |
| 2020-01-06 | SC - HIGH BILL COMPLAINT | CUST HAS BEEN RECEIVING HIGH BILLS BUT HAS RENEWABLE ENERGY | e183534 |
| 2020-01-06 | Miscellaneous | WATT Generalist - Renewable CallBack Work Item 2503078 Created | ERICIA ALFORD |
| 2020-01-06 | Maintain Bill Account | Caller KEITH GRAHAM Ratepayer added - as alternate phone Does Not Have | ERICIA ALFORD |
| 2020-01-06 | Maintain Bill Account | Caller KEITH GRAHAM Ratepayer updated primary phone from 717-386-7327 to primary phone 717-322-6003. | ERICIA ALFORD |
| 2019-12-31 | Choice Inquiry | Self Service Web Privacy Release OK to Release All | SELF SERVICE USER |
| 2019-12-12 | OnTrack Budget Bill Activate | OnTrack Budget Bill Activate | |
| 2019-12-09 | Customer Choice Drop | Supplier dropped on 2019-12-12 - Starion Energy | |
| 2019-12-09 | Batch Enrollment | | |
| 2019-11-13 | OT Rev Shortfall Non-Heat Warning 2 | OT Rev Shortfall Non-Heat Warning 2 | |
| 2019-10-16 | OnTrack Customer | OnTrack payment to support the cost of the program will change from 3.47 to 4.00 | CSLET |
| 2019-10-14 | OT Rev Shortfall Non-Heat Warning 1 | OT Rev Shortfall Non-Heat Warning 1 | |
| 2019-10-14 | OT Auto Default Warning | OT Auto Default Warning | |
| 2019-09-16 | OnTrack Reinstated | Scheduled date 9 14 2019 Amount 62.94 User keithgraham Owner Yes. Confirmation Number 19091446 | SELF SERVICE USER |
| 2019-09-16 | WEB Customer Initiated Payment | Scheduled date 9 14 2019 Amount 62.94 User keithgraham Owner Yes. Confirmation Number 19091446 | SELF SERVICE USER |
| 2019-09-12 | OT Auto Default | OT Auto Default | |
| 2019-08-28 | OT Reminder Call | | CUBCL026 |
| 2019-08-14 | OT Auto Default Warning | OT Auto Default Warning | |
| 2019-07-31 | OT Reminder Call | | CUBCL026 |
| 2019-07-17 | Electric Outage - Issuance | Cond 1 Cond 2 Cond 3 Cond 4 Note IVR Call Type 10 No Lights Comments none | IVR |
| 2019-07-17 | Electric Outage - Issuance | Cond 1 Cond 2 Cond 3 Cond 4 Note OMS_CSS.services.contacts.privcontacts.notification_PPL_CUSTOMER_CONTACT_VIEWPublishDocument USER_NAME Call Type 01 AMI Power Down Event Comments none | MTR |
| 2019-07-01 | WEB Customer Initiated Payment | Scheduled date 7 1 2019 Amount 31.47 User keithgraham Owner Yes. Confirmation Number 19070123 | SELF SERVICE USER |
| 2019-06-28 | OT Reminder Call | | CUBCL026 |
| 2019-06-10 | Correspondence - General | Template Name OnTrack Standard Agreement Letter Created By Ronnie Garland Letter Edited No CS Letters ID 3172212 | CSLET |
| 2019-06-10 | OnTrack Customer | Customer enrolled in OnTrack Active . Monthly payment is 28.00. This may include the current CAP Plus charge. Submitted by - Agency Tri County Community Action Agent Ronnie Garland | RGARLAND |
| 2019-06-10 | ONTRACK ENROLLMENT PENDING | Work submitted by rgarland@cactricounty.org Agency Name Tri County Community Action | SELF SERVICE USER |
| 2019-06-10 | OnTrack Customer | OnTrack enrollment - refer questions to OnTrack agency | |
| 2019-06-10 | Financial Statement Added | | RGARLAND |
| 2019-06-10 | OnTrack - Ineligible | RP WAS A SEEMLESS MOVE AND LAST FIN WAS 2016 Submitted by Ronnie Garland Agency CAC | SELF SERVICE USER |
| 2019-06-07 | Cust Choice 1 Bill | Supplier added on 2019-06-12 - Starion Energy | |
| 2019-06-07 | Batch Enrollment | | |
| 2019-06-07 | OnTrack Customer | OnTrack application submitted by KEITHGRAHAM Source EuWeb | SELF SERVICE USER |
| 2019-06-05 | Correspondence - General | Template Name OnTrack Application Rejection Letter New Created By rgarland@cactricounty.org Letter Edited No CS Letters ID 3167815 | CSLET |
| 2019-06-05 | OnTrack - Ineligible | OnTrack application Rejected. Reason You have failed to submit documentation for all sources of household income. If you submit copies of the missing documentation below your application will be processed promptly. Please return this letter along with your documents and send to the agency address below. Employment Pay stubs covering the last 30 days for | SELF SERVICE USER |
| 2019-05-24 | OnTrack Customer | OnTrack application submitted by KEITHGRAHAM Source EuWeb | SELF SERVICE USER |
| 2019-05-09 | OT Auto Default | OT Auto Default | |
| 2019-04-12 | Credit | Caller Name Frank Wallace Agency. Name of Agency Liheap Source of Funding LIHEAP Cash Account information reviewed. Funding not guaranteed at this time. Called to see if there was a shut off on account. Informed there is not on hold until 4 26 | AGNEW NATASHA |
| 2019-02-25 | SC - Emergency LIHEAP Guarantee | Caller Name Frank Wallace Agency. Name of Agency Liheap Dollar Amount Guaranteed 328.55 Source of Funding LIHEAP Crisis Collection activity suspended due to agency guarantee. Frank will auth a pymt of 328.55 toi be sent to us to stop the winter collection. Phase 2 funding. | E188777 |

| Contact Date | Contact Type | Remarks | User |
|--------------|------------------------------------|--|--------------------|
| 2019-02-13 | Credit - Outbound Call | Outbound Dialer A call attempt was made and received no answer | IVR |
| 2019-02-12 | Winter Collection | Winter Collection Notice | |
| 2019-01-28 | OT Reminder Call | | CUBCL026 |
| 2019-01-10 | Winter Collection | Winter Collection Notice | |
| 2018-12-21 | OT Reminder Call | | CUBCL026 |
| 2018-11-15 | Electric Outage - Issuance | Cond 1 Cond 2 Cond 3 Cond 4 Note WEB Call Type 10 No Lights Comments none | WEB |
| 2018-11-15 | Miscellaneous | Outage reported via text | IVR |
| 2018-11-15 | Electric Outage - Issuance | Cond 1 Cond 2 Cond 3 Cond 4 Note IVR Call Type 10 No Lights Comments none | IVR |
| 2018-11-15 | Electric Outage - Issuance | Cond 1 Cond 2 Cond 3 Cond 4 Note OMS_CSS.services.contacts.privcontacts notification_PPL_CUSTOMER_CONTACT_VIEWPublishDocument USER_NAME Call Type 01 AMI Power Down Event Comments none | MTR |
| 2018-11-09 | Credit | Caller KEITH GRAHAM Ratepayer User Comments he called in with questions about his bill and stated that when he go online or call it reflect no pmt needed at this time exp that due to his pmt due on the 2nd and and a LIHEAP pmt posted to the acct exp to call back or check after the 13th when the next bill generate | ROBIN STONE |
| 2018-11-09 | WUR Assessment | KEITH GRAHAM Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. | ROBIN STONE |
| 2018-10-31 | WUR Assessment | KEITH GRAHAM Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. | ERICIA ALFORD |
| 2018-10-31 | Credit | Caller KEITH GRAHAM Ratepayer User Comments S W KEITH GRAHAM RP CCI REGARDING LIHEAP CREDIT NEVER REC D A CALL BACK FROM SUP ADV WAS APPLIED AS EXCESS CREDIT WILL APPLY TO NEXT FEW BILLS SAT | ERICIA ALFORD |
| 2018-10-31 | Miscellaneous | WATT Billing - OnTrack Credits Debits Work Item 2259978 Completed liheap monies were not applied to back bal. it is in excess credit. if he doesnt pay what he owes of 346.08 that credit will take care of those two bills. | MICHELE GURZ |
| 2018-10-24 | Credit | Caller KEITH GRAHAM Ratepayer User Comments he called in because he wanted to know was his LIHEAP pmt a lied to his acct asv that it wad | ROBIN STONE |
| 2018-10-24 | WUR Assessment | KEITH GRAHAM Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No. | ROBIN STONE |
| 2018-10-22 | Miscellaneous | cust calling in about 528.00 was applied to back bal instead of of payment cust please apply pymtn | JORGE VAZQUEZ |
| 2018-10-22 | Miscellaneous | WATT Billing - OnTrack Credits Debits Work Item 2259978 Created | JORGE VAZQUEZ |
| 2018-10-22 | Credit | Caller KEITH GRAHAM Ratepayer. verified ot cust transf to ot billing 90021 per sup asst further asst | JENICA FLOYD |
| 2018-10-22 | SC - MED CERT - 3 DAY | Customer User ID keithgraham Term Date 10 30 2018 med cert Yes med cert exceeded limit No Password Verified | keithgra |
| 2018-10-16 | Correspondence - Collections | CUT DATE 2018-10-30 AMOUNT 173.04 | |
| 2018-10-12 | Credit | Caller Name JANIE MILLER Agency. Name of Agency LIHEAP Source of Funding LIHEAP Cash Account information reviewed. Funding not guaranteed at this time. called to verify that this acct is open and active adv yes-sat no funds provided at this time | TANYA L PERSHALSKI |
| 2018-10-12 | OnTrack Customer | OnTrack payment to support the cost of the program will change from 4.04 to 3.47. | CSLET |
| 2018-09-17 | WEB Customer Initiated Payment | PA Pmt Amt 173.04 Customer User ID keithgraham med cert Yes med cert exceeded limit No Password Verified Confirmation Number 18091784 | SELF SERVICE USER |
| 2018-09-14 | Miscellaneous | WATT Generalist - Renewable CallBack Work Item 2231168 Completed | TAMMY L KIRSCHMAN |
| 2018-09-14 | Renewable Energy | sw KEITH GRAHAM cust feels that he is not getting credit for energy he is producing he thought all his production goes to the grid then he gets billed credit from us adv he uses his own energy first adv we are only recording excess discussed ways to save energy he will call tesla they told him his ppl bills would be lower wur already sent | TAMMY L KIRSCHMAN |
| 2018-09-14 | Credit | Customer selected no option meets their needs Customer User ID keithgraham Term Date 09 26 2018 med cert Yes med cert exceeded limit No energy assistance Yes Password Verified | SELF SERVICE USER |
| 2018-09-14 | SC - MED CERT - 3 DAY | Customer User ID keithgraham Term Date 09 26 2018 med cert Yes med cert exceeded limit No Password Verified | keithgra |
| 2018-09-14 | WEB Paperless Billing Discontinued | Web Unenroll Paperless Billing | SELF SERVICE USER |
| 2018-09-13 | WUR Assessment | Back Office Ratepayer. Caller s Concern Other - Billing Payment. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No. | JESSICA SMITH |
| 2018-09-13 | Maintain Bill Account | Caller KEITH GRAHAM Ratepayer updated primary phone from 717-386-7327 to primary phone 717-386-7327. | TAMMY L KIRSCHMAN |
| 2018-09-13 | WUR Assessment | KEITH GRAHAM Ratepayer. Caller s Concern Billed Amounts. Position Stated No. Investigation reqd Yes. WUR Required No. Caller s Concern Supplier Pricing. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. | JOSH ALTORFER |
| 2018-09-13 | Credit | Caller KEITH GRAHAM Ratepayer. supplier position not known with billed amounts. | JOSH ALTORFER |

PPL Electric Exhibit 2 (Updated)

| Contact Date | Contact Type | Remarks | User |
|--------------|-------------------------------------|---|-------------------|
| 2018-09-13 | Credit | Caller KEITH GRAHAM Ratepayer User Comments Took esc call. Customer is being informed by solar panel contractor that he is generating over 2 000 kwh but we are showing only around 200 kWh. Informed will receive a call back from a specialist. Dropped supplier at customer request because customer stated does not work with solar panels. Satisfied with KEITH GRAHAM Ratepayer. Caller s Concern Billed Amounts. Position Stated No. Investigation reqd Yes. WUR Required No. Provided PUC No. | JOSH ALTORFER |
| 2018-09-13 | WUR Assessment | Caller KEITH GRAHAM Ratepayer. Dropped supplier Verde at customer request. Advised of cancellation fees. | JOSH ALTORFER |
| 2018-09-13 | Credit | Supplier dropped on 2018-09-18 - VERDE Energy USA | JOSH ALTORFER |
| 2018-09-13 | Customer Choice Drop | Supplier dropped on 2018-09-18 - VERDE Energy USA | JOSH ALTORFER |
| 2018-09-13 | Credit | Caller KEITH GRAHAM Ratepayer. act. not trained in solar. | SARA ROBINSON |
| 2018-09-13 | Credit | Caller KEITH GRAHAM Ratepayer. verified the act says he was waiting to speak w a sup and the phone rang once before picked up and the line disco. can see sup call back completed ask for another sup passed on to sup JA. cust says he has had 30 solar panels on the home and has not been seeing a credit on the bill. renewable call bck is still active on the | SARA ROBINSON |
| 2018-09-13 | Miscellaneous | WATT Generalist - Escalated Call Back - Iqor Bethlehem Work Item 2231173 Completed | JOHNETTA ERWIN |
| 2018-09-13 | Miscellaneous | WATT ID 2231173 CLOSED CALL BECAUSE THIS IS AN ESCALATED ISSUE FOR RENEWABLE WHICH IS HANDLED BY THAT DEPARTMENT... CALL BACK ALREADY ISSUED FOR RENEWABLE... CLOSING WFM FOR ESC CB... | JOHNETTA ERWIN |
| 2018-09-13 | WUR Assessment | Back Office Ratepayer. Caller s Concern Other - Billing Payment. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No. | JESSICA SMITH |
| 2018-09-13 | Miscellaneous | WATT Generalist - Escalated Call Back - Iqor Bethlehem Work Item 2231173 Created | JESSICA SMITH |
| 2018-09-13 | Miscellaneous | WATT Generalist - Renewable CallBack Work Item 2231168 Created | JESSICA SMITH |
| 2018-09-13 | Correspondence - General | Template Name Bill Amount Concern - Renewable Energy - WUR Created By Kirschman Tammy L Letter Edited Yes CS Letters ID 2758001 | CSLET |
| 2018-09-13 | SC - GRACE EXTENSION | Suspend Charge automatically added by CSLET | CSLET |
| 2018-09-13 | Renewable Energy | watt callback I m for cust | TAMMY L KIRSCHMAN |
| 2018-09-13 | Miscellaneous | WATT Generalist - Renewable CallBack Work Item 2230179 Completed | TAMMY L KIRSCHMAN |
| 2018-09-13 | Maintain Bill Account | removed 717 218-8993 as prim ph is disco d added 717 386-7327 | TAMMY L KIRSCHMAN |
| 2018-09-12 | Correspondence - Collections | CUT DATE 2018-09-26 AMOUNT 173.04 | TAMMY L KIRSCHMAN |
| 2018-09-12 | Renewable Energy | watt callback I m for cust | TAMMY L KIRSCHMAN |
| 2018-09-12 | OnTrack Customer | Caller KEITH GRAHAM Ratepayer User Comments cci called to state renewable energy is not reflecting on his account adv i have to put in a callback .. rp never called in to inform of using solar panel .. when went down pag rp state not paying anything as we owe him with solar panel adv a 10 day notice going out today | ANA SAMUELS |
| 2018-09-12 | WUR Assessment | KEITH GRAHAM Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Other - Miscellaneous. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. | ANA SAMUELS |
| 2018-09-12 | Credit - OnTrack Collections | KEITH GRAHAM Ratepayer. Agreement type OT. Missed OT installments due as of 09 12 2018 173.04. Next monthly installment of 173.04 is due with your next bill.. | ANA SAMUELS |
| 2018-09-12 | Miscellaneous | WATT Generalist - Renewable CallBack Work Item 2230179 Created | ANA SAMUELS |
| 2018-09-12 | Maintain Bill Account | Caller KEITH GRAHAM Ratepayer updated alternate phone from 717-386-7327 to alternate phone 717-386-7327. Consent Attained | ANA SAMUELS |
| 2018-08-27 | OT Reminder Call | | CUBCL026 |
| 2018-08-14 | WEB Customer Initiated Payment | PA Pmt Amt 173.04 Customer User ID keithgraham med cert Yes med cert exceeded limit No Password Verified Confirmation Number 18081468 | SELF SERVICE USER |
| 2018-08-14 | SC - MED CERT - 3 DAY | Customer User ID keithgraham Term Date 08 27 2018 med cert Yes med cert exceeded limit No Password Verified | keithgra |
| 2018-08-13 | Correspondence - Collections | CUT DATE 2018-08-27 AMOUNT 173.04 | |
| 2018-07-27 | OT Reminder Call | | CUBCL026 |
| 2018-07-12 | OnTrack Budget Bill Activate | OnTrack Budget Bill Activate | |
| 2018-07-11 | WEB Customer Initiated Payment | PA Pmt Amt 41.04 Customer User ID keithgraham med cert No med cert exceeded limit No Password Verified Confirmation Number 18071199 | SELF SERVICE USER |
| 2018-06-27 | OT Reminder Call | | CUBCL026 |
| 2018-06-25 | WEB Customer Initiated Payment | PA Pmt Amt 62.61 Customer User ID keithgraham med cert No med cert exceeded limit No Password Verified Confirmation Number 18062540 | SELF SERVICE USER |
| 2018-06-12 | Correspondence - Collections | CUT DATE 2018-06-26 AMOUNT 62.61 | |
| 2018-06-11 | OT Rev Shortfall Non-Heat Warning 2 | OT Rev Shortfall Non-Heat Warning 2 | |
| 2018-05-25 | OT Reminder Call | | CUBCL026 |
| 2018-05-11 | OT Rev Shortfall Non-Heat Warning 1 | OT Rev Shortfall Non-Heat Warning 1 | |
| 2018-05-11 | OT Auto Default Warning | OT Auto Default Warning | |

| Contact Date | Contact Type | Remarks | User |
|--------------|---------------------------------|--|--------------------|
| 2018-04-26 | OnTrack Reinstated | PA Pmt Amt 43.12 Customer User ID keithgraham med cert Yes med cert exceeded limit No Password Verified Confirmation Number 18042608 | SELF SERVICE USER |
| 2018-04-26 | WEB Customer Initiated Payment | PA Pmt Amt 43.12 Customer User ID keithgraham med cert Yes med cert exceeded limit No Password Verified Confirmation Number 18042608 | SELF SERVICE USER |
| 2018-04-26 | SC - MED CERT - 3 DAY | Customer User ID keithgraham Term Date 05 03 2018 med cert Yes med cert exceeded limit No Password Verified | keithgra |
| 2018-04-24 | Leave Door Hanger Issued | DELIVER 3 DAY NOTICE | CUMCL024 |
| 2018-04-17 | Correspondence - Collections | CUT DATE 2018-05-01 AMOUNT 886.86 | |
| 2018-03-27 | Credit - Outbound Call | | LUIS CHAVEZ |
| 2018-03-21 | Credit | Caller Name jaime miller Agency. Name of Agency jaime miller fayette LIHEAP Source of Funding LIHEAP Cash Account information reviewed. Funding not guaranteed at this time. sw jaime miller fayette LIHEAP 724 439-7098 advd is dfitd no term sent bal 886.86 sat | CHRISTINA H ROBSON |
| 2018-03-19 | Credit - Outbound Call | Outbound Dialer A call attempt was made and received no answer | IVR |
| 2018-03-15 | WEB Customer Initiated Payment | Scheduled date 3 15 2018 Amount 80.00 User keithgraham Owner Yes. Confirmation Number 18031512 | SELF SERVICE USER |
| 2018-03-13 | Credit - Outbound Call | Outbound Dialer A call attempt was made and received no answer | IVR |
| 2018-03-12 | OT Auto Default | OT Auto Default | |
| 2018-02-26 | OT Reminder Call | | CUBCL026 |
| 2018-02-12 | OT Auto Default Warning | OT Auto Default Warning | |
| 2018-01-29 | OT Reminder Call | | CUBCL026 |
| 2017-12-27 | Data Repair | DATA REPAIR TO UPDATE ONTRACK AGREEMENT TOTAL. | CSSDR044 |
| 2017-12-26 | Continuous Transfer Letter | Continuous Transfer Letter | |
| 2017-12-26 | Continuous Transfer | THIS ACCOUNT IS CURRENTLY IN A CONTINUOUS TRANSFER RELATIONSHIP. SEE THE MAINTAIN TRANSFER HISTORY WINDOW FOR DETAILS. | SYSTEM SYSTEM |
| 2017-12-22 | OT Customer Moved | OT Customer Moved | |
| 2017-12-22 | OnTrack Customer | OnTrack enrollment - refer questions to OnTrack agency | |
| 2017-11-16 | Choice Inquiry | New Connect Privacy Release Default - OK to Release All | SYSTEM SYSTEM |
| 2017-11-16 | Cust Choice 1 Bill | Supplier added on 2017-11-21 - VERDE Energy USA | |
| 2017-11-16 | Batch Enrollment | | |
| 2017-11-16 | myPPL Alerts - CSS WEB | User webuser agreed to T Cs-Enrolled | WEBUSER |
| 2017-11-16 | Connect Completed | | SELF SERVICE USER |
| 2017-11-14 | Choice Standard Offer | CUSTOMER VOLUNTEERED TO PARTICIPATE IN THE SHOPPING STANDARD OFFER PROGRAM. ENROLLED BY VERDE ENERGY USA INC. | CUBGM117 |
| 2017-11-08 | Choice Standard Offer | Web User Accepted Standard Offer Supplier VERDE Energy USA | SELF SERVICE USER |
| 2017-11-08 | WEB Enroll in Paperless Billing | Enroll Paperless Billing | WEBUSER |
| 2017-11-08 | Connect Questions | TYPE OF CONNECT REQUEST METERED RATEPAYER OWNS THE PROPERTY Y RATEPAYER WILL OCCUPY THE PROPERTY Y NON-RESIDENTIAL USE ASSOCIATED WITH THE PROPERTY NONE TYPE OF PROPERTY RESIDENTIAL ELECTRIC HEAT N RESIDENTIAL USE ASSOCIATED WITH THE PROPERTY RESIDENTIAL USE WILL BE FOR THE RATEPAYERS SOLE BENEFIT | SELF SERVICE USER |
| 2017-11-08 | Connect Issued | Electric WEB-Customer Caller keithgraham date of connect 11 16 2017 DepositAmt 0 DepositReq No Pre Bal 0 Pre Bal Req No ID Req No Send AddName Letter No customer name KEITH GRAHAM new adress 4 STINE AVE MOD CARLISLE PA 17013 Password Verified | SELF SERVICE USER |

EXHIBIT

C-2020-3020715 12/10/20 Resp. Ex3

Informal Case ViewGeneral

| | | | |
|-------------------------|--|-------------------------|--|
| BCS Case No. | 3757249 | Case Notes | Count : 2 Detail... |
| CSS Account No. | 2211380024 | Received Date | 01/29/2020 |
| CSS Name | KEITH GRAHAM | Due Date | 02/27/2020 |
| Name | KEITH GRAHAM | Investigator Name | CASE POOL, BCS |
| Service Address 1 | 4 STINE AVE, MOD | Mailing Address 1 | |
| Service Address 2 | | Mailing Address 2 | |
| Service City, State Zip | CARLISLE, PA 17013- | Mailing City, State Zip | , - |
| PUC Address | 4 STINE AVENUE,,CARLISLE,PA,17013- | | |
| Service Class | RESIDENTIAL | Case Origin | PUC WEBSITE |
| Phone Number | (717) 701-6024 | Prior Case Number | 0 |
| Income Level | 1 | On Track | No |
| Reason For Contact | BILLING DISPUTES (# 18) | | |
| Customer Position | <p>THE SMARTMETER AT OUR HOME IS NOT WORKING PROPERLY WE ARE BEING OVER CHARGED FOR A HUGE AMOUNT OF ELECTRICITY IN OUR OIL HEATED HOME WHICH WAS BUILT IN 2001 WELL SEALED AS WELL AS WE HAVE SOLAR PANELS ON OUR ROOF WE PAY ELECTRICITY FOR BUT PPL REFUSES TO GIVE US CREDIT AND PAY US OUR YEARLY SOLAR REBATE! DATES SINCE NOVEMBER 2017 TILL NOW BILLING AT THE MOMENT IS 3384 KWH PER MONTH PLUS SUPPOSEDLY OUR SOLAR WE USE TO!! THAT ALMOST 4000-5000 KWH A MONTH???? - RELIEF SOUGHT - A NEW METER, A CORRECTION ON MY BILL FOR OVER CHARGING AND TO GET OUR SOLAR CREDIT! ALSO CHARGE OUR DISTRIBUTOR. THE CELL PHONE NUMBER (717) 322 - 6003 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS KJGRAHAM1982@GMAIL.COM HAS BEEN ALLOWED TO BE SHARED.</p> | | |
| Company Position | <p>01/06/2020 THEY TOLD US TO PAY TO GET METER CHECKED WHICH WE ARE TRYING TO GET THE FUNDS TOGETHER TO DO SO THEN THEY GAVE US MANY EXCUSES LIKE MAYBE OUR HEAT PUMP WAS BROKEN BUT WE DON&T HAVE ONE THEN THEY SAID A BROKEN WATER PUMP WHICH OURS IS NEW AND ENERGY EFFICIENT. FINALLY THEY TOLD US NO CREDIT FOR OUR SOLAR BECAUSE WE ARE ON TRACK THEN THEY SAID WE USE WHAT WE MAKE BUT WE CAN CLEARLY SEE WHAT WE MAKE AND PUT BACK INTO THE GRID! ALSO THEY WIL NOT GIVE US THE POWER TO CHANGE OUR DISTRIBUTORS.</p> | | |
| Related Information | | | |
| Misc Info | | | |

| | | | |
|--|------------|------------------------|--------|
| Heating | No | Service | On |
| Acct Bal Due Date | 03/04/2020 | Total Account Balance | 923.54 |
| Budget Bill Amount | 316.00 | | |
| Arrearage | 0.00 | Reported Income Amount | 0.00 |
| Date of Last Customer Contact prior to Complaint | | 01/06/2020 | |

Type Assignment

| | |
|-----------|----------|
| Case Type | Informal |
|-----------|----------|

Category and Section

| | |
|--------------------|------------------|
| Primary Category | Renewable Energy |
| Secondary Category | |
| Tertiary Category | |
| Assign To Section | CCC- |

Ownership

| | |
|-----------------|---------------------------|
| Contact Person | E02623 - Spotts,Michele K |
| Written By | Spotts,Michele K |
| Written By Date | 02/26/2020 |

Other Information

| | | | |
|---|---|---------------------------|----|
| Adults | 0 | Children | 0 |
| Amount Needed to Update Most Recent Payment Arrangement | | Universal Service Program | No |

Informal Final Report

| |
|--|
| <p>Details of the Company's Original Investigation</p> <p>09/12/2018 - Keith Graham contacted PPL Electric Utilities (PPL EU or the Company) and indicated that he does not feel that he is receiving the proper credit for having solar panels on his home. The Customer Service Representative (CSR) advised the customer that she would need to have a billing specialist call her back. A referral was issued for a callback.</p> <p>09/13/2018 - A Company billing specialist unsuccessfully attempted to contact Keith Graham to review the electric use at the property. The Company provided a utility report and suspended collection activity (letter attached). The customer called back later that day and spoke to a billing specialist who reviewed the account. The customer indicated that he expected the bill to be lower because the electric use is offset by his renewable energy system. The representative reviewed the bill period ending 08/10/2018 and advised that the bill was not estimated. The CSR advised that he was billed for 1,853 kWh which is the difference between the amount of electricity the property used and the amount the renewable system produced along with the monthly customer charges. The customer was advised the bill is correct.</p> |
|--|

01/06/2020 - (Date of last customer contact) - Keith Graham contacted the Company in regards to the electric use at the property. The Company representative advised that the electric use at the location has always been consistent and the solar does not produce enough to cover for 100% usage. The customer does not agree with the electric use and indicated that he would like the meter tested. The customer was advised of the meter test fees and procedure. The representative also advised the customer that he can see his daily net readings online. The Company provided a utility report and suspended collection activity (letter attached).

Company's Final Position to the Customer

Keith Graham contacted the Company on 01/06/2020 in regards to the electric use at the property.

The Company representative advised that the electric use at the location has always been consistent and the solar does not produce enough to cover for 100% usage.

The customer does not agree with the electric use and indicated that he would like the meter tested.

The customer was advised of the meter test fees and procedure.

The representative also advised the customer that he can see his daily net readings online.

The Company provided a utility report and suspended collection activity (letter attached).

Details of Company's Investigation after BCS Contact

No further investigation is necessary.

Company's Final Position to BCS

The Company billed the customer on actual Automated Meter Reader (AMR) readings.

56.2 AMR (Automatic Meter Readings)(iii) states that all readings by an AMR shall be deemed actual readings for the purposes of this chapter.

The Company records indicate the usage was in line with the prior history on the meter.

The Company encouraged the customer to visit its website to view and monitor the electric consumption.

The Company records indicate the customer requested to have the meter tested for accuracy.

The Company advised the customer of the meter test fees and procedure.

The Company, as per its tariff, charges a fee for this service (Tariff Rule 8D). For residential customers, the cost to test an electric meter is \$35.00. The customer must pay this prior to the test.

The Company records do not indicate the payment for the meter test was received.

The Company records do not indicate the customer was advised that the electric use increased due to a heat or water pump use.

The Company records do not indicate the customer was advised that they are not getting solar credit due to being on the OnTrack program.

Account balance is \$923.54.

The customer has a payment of \$421.94 due on 03/04/2020.

[Analysis Information](#)

| Justified | Yes | | | | |
|---------------|-------------|---------------------|---------|-----------|------|
| Analysis Type | Reason | Supervisor | Section | Analized | Date |
| Justification | A56.151 [2] | Moore,Clarissa Ruth | CCC | 2/25/2020 | |

Home

Decision Detail

Case Search

| General | | | |
|-------------------------|--|-------------------------|----------------|
| BCS Case No. | 3757249 | CSS Account No. | 2211380024 |
| Customer Name | KEITH GRAHAM | Investigator Name | CASE POOL, BCS |
| Address 1 | 4 STINE AVE, MOD | Service Class | RESIDENTIAL |
| Address 2 | | Case Origin | PUC WEBSITE |
| City, State Zip | CARLISLE , PA 17013 | Head Date | 04/23/2020 |
| Service Restore Amount | 0.00 | Current Monthly Payment | 0.00 |
| Service Continue Amount | 0.00 | Service Continue Date | |
| Decision Issue | Yes | Ending Monthly Payment | 0.00 |
| Chapter | | Oral/Written | Written |
| Section Rule | | Violation | NO |
| Total Balance | 1325.61 | Closed Date | 04/23/2020 |
| Reconnect Amount | 0.00 | Balance Date | 04/23/2020 |
| Special Budget Amount | 0.00 | Regular Budget Amount | 0.00 |
| Arrears Payment Plus | 0.00 | Final Monthly Payment | 0.00 |
| Resolution | <p>EMAIL DECISION ISSUED. COMPLAINT IS DISMISSED. THE BILLS ARE CORRECT AS RENDERED. THE METER IS ACCURATE. THE CUSTOMER HAS RECEIVED THE PROPER CREDITS FOR THE SMALL AMOUNT OF ELECTRICITY THAT THEIR SOLAR PANEL SYSTEM HAS PUT INTO THE COMPANY GRID. THE CUSTOMER IS USING A MAJORITY OF THE ELECTRICITY THAT THEIR SOLAR PANELS ARE GENERATING AND THEY ARE PULLING MORE ENERGY FROM THE COMPANY GRID TO COVER THE AMOUNT OF ENERGY THAT THEY DO NOT CREATE. ONLY A SMALL PORTION OF THE ENERGY THAT THE SOLAR PANELS GENERATE IS GIVEN TO THE COMPANY GRID, WHICH REDUCES THE AMOUNT OF KWH THAT THE COMPANY BILLS FOR. THE CUSTOMER IS ONTRACK BUDGET BILLING OF 311.00 PER MONTH SINCE DECEMBER 2019 BECAUSE THE CUSTOMER EXCEEDED THEIR MAXIMUM ONTRACK BENEFITS THAT BEGAN IN JUNE OF 2019. AS OF APRIL 23, 2020 THE CUSTOMER OWES 536.88 IN ONTRACK ARREARS.</p> | | |
| Terms | | | |

| | |
|--------------------|--|
| Letter Description | |
|--------------------|--|

| Action Required Options | | | |
|-------------------------|---|-------------------|----------------------|
| Action Required | <input type="radio"/> Yes <input checked="" type="radio"/> No | | |
| WorkQ Category | [Dropdown] | | |
| Sub Category | [Dropdown] | | |
| Up Front Amount | [Text] | Up Front Due Date | [Text] |
| Bill Type | [Dropdown] | | |
| Plus Amount | [Text] | | |
| Beginning Date | [Text] | | |
| Write-Off Amount | [Text] | | |
| Comments | BCS#3757249. DATE CLOSED: 04/23/2020. COMPLAINT IS DISMISSED. THE BILLS ARE CORRECT AS RENDERED. THE METER IS ACCURATE. THE CUSTOMER HAS RECEIVED THE PROPER CREDITS FOR THE SMALL AMOUNT OF ELECTRICITY THAT THEIR SOLAR PANEL SYSTEM HAS PUT INTO THE COMPANY | | |
| Processed By | E165934 | Processed Date | 4/24/2020 4:13:47 PM |

Return to Case

NET METERING FOR RENEWABLE CUSTOMER-GENERATORS

(C)

PURPOSE

This Rider sets forth the eligibility, terms and conditions applicable to Customers with installed qualifying renewable customer-owned, generation using a net metering system.

APPLICABILITY

(C)

This Rider applies to renewable customer-generators served under Rate Schedules RS, GS-1, GS-3, and LP-4 who install a device or devices which are, in the Company's judgment, subject to Commission review, a bona fide technology for use in generating electricity from qualifying Tier I or Tier II alternative energy sources, pursuant to the Alternative Energy Portfolio Standards Act, 73 P.S. §§ 1648.1 – 1648.8 ("AEPS Act") or Commission regulations, and which will be operated in parallel with the Company's system. This Rider is available to installations where any portion of the electricity generated by the renewable energy generating system offsets part or all of the customer-generator's requirements for electricity; provided that net metered alternative energy systems owned and operated by third-parties that are interconnected and placed on property owned or leased and operated by an electric utility customer shall be designed to generate no more than 110% of that utility customer's annual electricity consumption, at the interconnection meter location and all qualifying virtual meter locations. Customer generators with third-party owned and operated systems shall provide with the interconnection application adequate supporting data to demonstrate that the alternative energy system is designed to provide no more than 110% of the customer-generator's annual electric usage at all qualifying meter locations.

A renewable customer-generator is a non-utility owner or operator of a net metered distributed generation system with a nameplate capacity of not greater than 50 kilowatts, if installed at a residential service (RS), or not larger than 3,000 kilowatts at other customer service locations (Rate Schedules GS-1, GS-3 and LP-4), except for Customers whose systems are above 3 megawatts and up to 5 megawatts who make their systems available to operate in parallel with the Company during grid emergencies, as defined by the regional transmission organization, or where a microgrid is in place for the purpose of maintaining critical infrastructure, such as homeland security assignments, emergency services facilities, hospitals, traffic signals, wastewater treatment plants or telecommunications facilities, provided that technical rules for operating generators interconnected with facilities of the Company have been promulgated by the Institute of Electrical and Electronic Engineers ("IEEE") and the Commission.

Qualifying renewable energy installations are limited to Tier I and Tier II alternative energy sources, as defined by the AEPS Act and the Commission's regulations. The Customer's equipment must conform to the Commission's Interconnection Standards and Regulations, pursuant to the AEPS Act. This Rider is not applicable when the source of supply is service purchased from a neighboring electric utility under Borderline Service.

Service under this Rider is available upon request to renewable customer-generators on a first-come, first-served basis as long as the total rated generating capacity installed by renewable customer-generator facilities does not adversely impact service to other Customers and does not compromise the protection scheme(s) employed on the Company's electric distribution system.

(Continued)

NET METERING FOR RENEWABLE CUSTOMER-GENERATORS (Continued)

(C)

METERING PROVISIONS

A Customer may select one of the following metering options in conjunction with service under applicable Rate Schedule RS, GS-1, GS-3, or LP-4.

1. A customer-generator facility used for net metering shall be equipped with a single bi-directional meter that can measure and record the flow of electricity in both directions at the same rate. A dual-meter arrangement may be substituted for a single bi-directional meter at the Company's expense.
2. If the customer-generator's existing electric metering equipment does not meet the requirements under Option (1) above, the Company shall install new metering equipment for the customer-generator at the Company's expense. Any subsequent metering equipment change necessitated by the customer-generator shall be paid for by the customer-generator. The customer-generator has the option of utilizing a qualified meter service provider to install metering equipment for the measurement of generation at the customer-generator's expense.

Additional metering equipment for the purpose of qualifying alternative energy credits owned by the customer-generator shall be paid for by the customer-generator. The Company shall take title to the alternative energy credits produced by a customer-generator where the customer-generator has expressly rejected title to the credits. In the event that the Company takes title to the alternative energy credits, the Company will pay for and install the necessary metering equipment to qualify the alternative energy credits. The Company shall, prior to taking title to any alternative energy credits, fully inform the customer-generator of the potential value of those credits and options available to the customer-generator for their disposition.

3. Meter aggregation on properties owned, or leased and operated, by a customer-generator shall be allowed for purposes of net metering. Meter aggregation shall be limited to meters located on properties within two (2) miles of the boundaries of the customer-generator's property. Meter aggregation shall only be available for properties located within the Company's service territory. Physical meter aggregation shall be at the customer-generator's expense. The Company shall provide the necessary equipment to complete physical aggregation. If the customer-generator requests virtual meter aggregation, it shall be provided by the Company at the customer-generator's expense. The customer-generator shall be responsible only for any incremental expense incurred by the Company to process the customer-generator's account on a virtual meter aggregation basis.

(Continued)

NET METERING FOR RENEWABLE CUSTOMER-GENERATORS (Continued)

BILLING PROVISIONS:

The following billing provisions apply to default service customer-generators in conjunction with service under applicable Rate Schedules RS, GS-1, GS-3, or LP-4. **(C)**

1. The customer-generator will receive a credit for each kilowatt-hour received by the Company up to the total amount of electricity delivered to the Customer by the Company during the billing period at the full retail rate consistent with Commission regulations. If a customer-generator supplies more electricity to the Company than the Company delivers to the customer-generator in a given billing period, the excess kilowatt hours shall be carried forward and credited against the customer-generator's usage in subsequent billing periods at the full retail rate. Any excess kilowatt hours will continue to accumulate until the end of the PJM planning period ending May 31 of each year. On an annual basis consistent with the PJM planning period, the Company will compensate the customer-generator for kilowatt-hours received from the customer-generator in excess of the kilowatt hours delivered by Company to the customer-generator during the preceding year at the Company's Rate Schedule Price To Compare consistent with Commission regulations. Compensation will also occur if the customer changes rate schedules or shopping status. The customer-generator is responsible for the customer charge, demand charge and other applicable charges under the applicable Rate Schedule.
2. If the Company supplies more kilowatt-hours of electricity than the customer-generator facility feeds back to the Company's system during the billing period, all charges of the appropriate rate schedule shall be applied to the net kilowatt-hours of electricity that the Company supplied. The customer-generator is responsible for the customer charge, demand charge and other applicable charges under the applicable Rate Schedule.
3. For customer-generators involved in virtual meter aggregation programs, a credit shall be applied first to the meter through which the generating facility supplies electricity to the Company's distribution system, then through the remaining meters (for the customer-generator's account) equally at each meter's designated rate under the applicable Rate Schedule. Virtual meter aggregation is the combination of readings and billing for all meters, regardless of rate class, installed on properties owned, or leased and operated, by a customer-generator by use of the Company's billing process, rather than through physical rewiring of the customer-generator's owned or leased property for a physical, single-point of contact. The customer-generators are responsible for the customer charge, demand charge and other applicable charges under the applicable Rate Schedule.

(Continued)

NET METERING FOR RENEWABLE CUSTOMER-GENERATORS (Continued) (C)

NET METERING PROVISIONS FOR SHOPPING CUSTOMERS

1. Customer-generators may take net metering services from EGSs that offer such services.
2. If a net-metering customer takes service from an EGS, the Company will credit the customer for the distribution charge for each kilowatt hour produced by a Tier I or Tier II resource installed on the customer-generator's side of the electric revenue meter, up to the total amount of kilowatt-hours delivered to the customer by the Company during the billing period. If a customer-generator supplies more electricity to the electric distribution system than the EDC delivers to the customer-generator in a given billing period, the excess kilowatt hours shall be carried forward and credited against the customer-generator's usage in subsequent billing periods at the Company's distribution rates. Any excess kilowatt hours at the end of the PJM planning period will not carry over to the next year for distribution purposes. The customer-generator is responsible for the customer charge, demand charge and other applicable charges under the applicable Rate Schedule. **(C)**
3. If the Company delivers more kilowatt-hours of electricity than the customer-generator facility feeds back to the Company's system during the billing period, all charges of the applicable rate schedule shall be applied to the net kilowatt-hours of electricity that the Company delivered. The customer-generator is responsible for the customer charge, demand charge and other applicable charges under the applicable Rate Schedule.
4. Pursuant to Commission regulations, the credit or compensation terms for excess electricity produced by customer-generators who are customers of EGSs shall be stated in the service agreement between the customer-generator and the EGS.
5. If a customer-generator switches electricity suppliers, the Company shall treat the end of the service period as if it were the end of the year.

APPLICATION

Customer-generators seeking to receive service under the provisions of this Rider must submit a written application to the Company demonstrating compliance with the Net Metering Rider provisions and quantifying the total rated generating capacity of the customer-generator facility.

MINIMUM CHARGE

The Minimum Charges under Rate Schedules RS, GS-1, GS-3, and LP-4 apply for installations under this Rider.

RIDERS

Bills rendered by the Company under this Rider shall be subject to the charges stated in any other applicable Rider.

NET METERING FOR RENEWABLE CUSTOMER-GENERATORS (Continued)

The following billing provisions apply to Time-of-Use customer-generators in conjunction with service under applicable Rate Schedules RS, GS-1, GS-3 (<100kW), or LP-4 (<100kW). **(C)**

1. The customer-generator will receive a credit for each kilowatt-hour received by the Company up to the total amount of electricity delivered to the Customer by the Company during the billing period at the full retail rate consistent with Commission regulations. Excess generation supplied by a customer-generator will be recorded on an hourly basis, maintaining an active record of kilowatt hours produced and consumed at the customer-generators premise. If a customer-generator supplies more electricity to the Company than the Company delivers to the customer-generator in a given billing period, the excess kilowatt hours shall be carried forward and credited against the customer-generator's usage in subsequent billing periods at the full retail rate. If, in a subsequent billing period, a customer consumes more electricity than produced, kilowatt hours will be pulled from the customers bank on a first in first out basis. Any excess kilowatt hours will continue to accumulate until the end of the PJM planning period ending May 31 of each year. On an annual basis consistent with the PJM planning period, the Company will compensate the customer-generator for all remaining kilowatt-hours in the customer's bank, at the generation portion of the time-of-use rate when the excess generation was put into the bank. The customer-generator is responsible for the customer charge, demand charge and other applicable charges under the applicable Rate Schedule.
2. If the Company supplies more kilowatt-hours of electricity than the customer-generator facility feeds back to the Company's system during the billing period, all charges of the appropriate rate schedule shall be applied to the net kilowatt-hours of electricity that the Company supplied. The customer-generator is responsible for the customer charge, demand charge and other applicable charges under the applicable Rate Schedule.
3. Customer-generators involved in virtual metering programs are not eligible for the TOU Program.

(Continued)

EXHIBIT

C-2020-3020715 12/10/20 Resp. Ex5

OnTrack Program Customer Assistance Program (CAP)

PPL Electric Utilities Corporation

OnTrack Program

1. Program Description

1.2. Overview

OnTrack is a special payment program for low-income households at or below 150 percent of the federal poverty level who have trouble paying the full cost of their electric bill. OnTrack is PPL Electric Utilities Corporation's (PPL Electric, PPL, or the Company) Customer Assistance Program (CAP) and is one of its Universal Service Programs (USP). This program, funded by residential customers and administered by community-based organizations, started as a pilot in 1993.

The primary features of OnTrack include:

- A reduced fixed payment amount based on ability to pay
- Arrearage forgiveness over a specified period of time (18 months)
- Protection against shutoff of electric service
- Referrals to other programs and services

PPL Electric establishes an 18-month debt forgiveness timetable for all new OnTrack enrollees. The customer's outstanding balance amount is reviewed at the time of enrollment and the overdue amount is frozen. The outstanding balance is forgiven in a straight-line method. Equal installments are forgiven over the 18-month time period. The debt forgiveness installments are shown on the customer's statement of account and in the Company's Customer Service System (CSS) as arrearage forgiveness credits.

The 18-month forgiveness timetable provides benefits to customers and the Company. From customers' perspectives, they are able to see significant progress every month as the debt owed to PPL Electric becomes smaller and smaller. This helps motivate customers to continue making on-time payments and managing their usage to remain in the program and ultimately see the pre-program arrears amount (overdue balance) get to zero. The Company benefits by receiving a timely recovery of costs and ultimately lower overdue receivables.

1.3. Background

In July 1992, the Pennsylvania Public Utility Commission (PUC or the Commission) adopted a Policy Statement that established guidelines for Customer Assistance Programs. The Commission encouraged all electric and gas utilities to implement CAP pilots. After receiving approval from the Commission for its pilot proposal, PPL Electric implemented OnTrack in December 1993. The pilot began in one region and expanded to all regions by June 1994. The Company agreed to enroll 2,000 low-income customers in OnTrack. PPL Electric stopped the pilot program on July 31, 1995.

On December 3, 1996, Governor Tom Ridge signed a law that increased competition in the electric utility industry. The new law gave consumers the opportunity to choose their electric generation supplier. The legislation required electric distribution companies to continue their various assistance programs (e.g., CARES, Operation HELP, OnTrack and WRAP).

As a result of its August 12, 1998 Re-structuring Settlement Agreement with all interested parties, PPL Electric agreed to expand OnTrack expenditures significantly from 1999 through 2002. During this four-year period, the program's annual budget increased from \$5.875 million in 1999 to \$11.7 million in 2002. In December 2007, as part of base rate case proceeding at Docket No. R-00072155, the Commission approved an annual funding level of \$19.0 million for OnTrack. Actual total program expenditures for OnTrack over the past five years has been as follows: \$54M in 2011, \$47.1M in 2012, \$55.2M in 2013, \$72M in 2014, and \$83.6M in 2015.

1.4. Objectives

PPL Electric recovers its universal service program costs through the Universal Service Rider (USR)¹. The Company has proposed CAP expenditure funding of approximately \$106 million in 2017, \$118 million in 2018, and \$129 million in 2019. PPL Electric has increased the number of active OnTrack participants by 26 percent to approximately 47,000 in 2015 from 37,200 in 2014 (as of December 31 for each year noted). For the 2010 through 2015 period, the Company had year-over-year growth rates of 16 percent, 8 percent, 2 percent, 2 percent, 9 percent, and 19 percent. PPL Electric has developed a strategy to increase the Company's ability to target low-income customers that are overdue and payment troubled. The key policy objectives for OnTrack are to:

¹ As a part of the settlement agreement for PPL's 2007 distribution rate case, the Commission approved a reconcilable USR to recover appropriate costs for PPL Electric's CAP and weatherization program (WRAP).

1. Administer a cost-effective program;
2. Provide expanded services to low-income households;
3. Identify for enrollment those customers who meet the OnTrack guidelines;
4. Adhere to all PUC reporting requirements and policies; and
5. Identify and implement improvements to strengthen the effectiveness of OnTrack.

1.5. Statement of Purpose & Operating Objectives

In performing collection functions, PPL Electric gives careful attention to the wide variety of circumstances that can affect customers. Financial hardships, physical disabilities, family problems, and poor money management are but a few of the factors that can lead to non-payment of electric bills and, ultimately, overdue receivables and write-offs. The Company considers each customer's situation in determining the appropriate collection action. PPL Electric has structured and implemented OnTrack to address the needs of low-income customers while balancing financial, regulatory, and social interests.

The four primary operating objectives of the OnTrack program are to:

1. Improve customers' bill payment habits and attitudes;
2. Stabilize or reduce customers' energy usage;
3. Eliminate overdue balances for program participants; and
4. Provide the customer with other beneficial services and/or programs through a network of local community-based organizations (CBOs or agencies).

1.6. Payment Plan Design

A key feature of the OnTrack program is to establish payment plans based on the customer's ability to pay. To provide sufficient flexibility in the selection process and an appropriate payment plan, the computer system calculates a Percent of Bill and Minimum Payment plan option for each OnTrack participant. The system also has an Agency Selected (or custom) payment option for situations where the Percent of Bill or Minimum Payment option does not offer the best fit given the customer's situation.

For discussion purposes, it is important to note the difference between the Minimum Payment plan option that is calculated by PPL Electric's computer system versus the minimum payment control feature that is built-in to the

system. The Minimum Payment plan option is one of the three plans that an OnTrack customer could be placed on (discussed in more detail below), whereas the minimum payment control feature is a failsafe that does not allow a system user (e.g., OnTrack caseworker) to process a payment amount in the Agency Selected plan option field that is lower than \$30 for electric heat customers or \$12 for non-electric heat customers.

The table below shows the percent amounts that are used when the system calculates the Percent of Bill payment option.

| Income Level (Percent of Poverty Level) | Percent of Bill Option Percentage Factor (Used Within The Calculation) |
|--|--|
| 0% - 50% | 50% |
| 51% - 100% | 70% |
| 101% - 150% | 80% |

PPL Electric calculates the Percent of Bill payment by multiplying the estimated annual bill by the applicable percent of bill percentage factor (see table above), adding the \$60 annual arrearage co-payment (if the customer has pre-program arrearage), and dividing the total by 12 months in order to get the fixed monthly OnTrack payment (or installment) amount. The \$60 annual arrearage co-payment is broken up in \$5 monthly installments and is applied only to the pre-program arrearage balance for the account for which it was paid. The last step in this calculation is to add the CAP Plus amount to the installment amount (see page 7 and the CAP Plus table below). The estimated annual bill amount is defined as a rolling twelve-month view of the average actual bills. For example, if the average actual bill over the last twelve months equals \$150, the estimated annual bill used in the Percent of Bill calculation would be \$1,800 (\$150 x 12). The Percent of Bill calculation using the 51% to 100% income level would be $\$1,800 \times 70\% = \$1,260$. $\$1,260 + \60 annual arrearage co-pay = \$1,320. $\$1,320$ divided by 12 months = \$110 monthly OnTrack installment amount.

The Minimum Payment plan option amount is calculated by taking the customer's estimated monthly budget amount and subtracting the straight-line monthly OnTrack credit amount (i.e., \$185/month for an electric heat customer or \$73/month for a non-electric heat customer within the 101% to 150% income level), and adding the \$5 arrearage co-payment (if the customer has pre-program arrearage). For example, the Minimum Payment calculation

for a non-electric heat customer with a \$200 estimated monthly budget would be $(\$200 - \$73) + (\$5) = \132 . The Percent of Bill and Minimum Payment options provide an automatic adjustment mechanism for gains or losses realized due to a customer's electric generation shopping choice.

The third payment plan option is Agency Selected Payment (ASP). This is a blank field where the caseworker enters a custom amount that is less than the Percent of Bill amount. The ASP plan takes into account extenuating circumstances that may be present within the customer's household and/or the financial situation the customer is facing. The ASP plan is also used to reset an OnTrack plan agreement after billing issues or account maintenance work is completed. Regardless of which payment option is selected for the customer, the system will not allow a payment amount to be lower than the minimum payment control feature of \$30 for electric heat customers or \$12 for non-electric heat customers, and will also have a control feature that will limit a customer's OnTrack payment consistent with the maximum energy burden levels in the CAP Policy Statement, subject to the minimum payment guidelines mentioned above.

The purpose is not simply to find the lowest payment amount; rather, the Company is trying to identify the payment amount that most closely matches the customer's ability to pay. PPL Electric believes that establishing a payment agreement amount that is too low results in greater costs for other residential customers who pay for the program through the USR. In addition, if a payment amount is selected that is too low and not in-line with the customer's ability to pay, the customer would risk reaching the maximum CAP credit amount. This situation would result in the customer being automatically transitioned to the OnTrack Budget Billing (OTBB) status. The OTBB standing in the program is still beneficial because the customer receives debt forgiveness and OnTrack credits (if applicable), but the customer's fixed monthly payment amount is increased from his or her normal OnTrack amount to their budget billing amount.

OnTrack evaluation work done by the Applied Public Policy Research Institute for Study and Evaluation has demonstrated that a reliable predictor of customers' success or failure is the difference between their OnTrack payment amounts and what they managed to pay prior to joining the program. In other words, if OnTrack payment plans are set too high, even though they are within the percentage of income guidelines, customers default because they cannot make the payments. This is particularly true for electric heat customers.

Compared with other electric utilities in Pennsylvania, PPL Electric has a high saturation of electrically-heated homes.

The 2015 average monthly bill for an electric heat and non-electric heat customer were \$181 and \$118, respectively. The average monthly OnTrack bill for an electric heat and non-electric heat customer were \$107 and \$67. The average OnTrack bill amounts mentioned above exclude the CAP Plus amounts that were added to customers' bills beginning in late 2011. The historical CAP Plus amounts are shown in the table below.

| Time Period | CAP Plus Amount |
|------------------------------|-----------------|
| November 2011 – October 2012 | \$8.00 |
| November 2012 – October 2013 | \$5.00 |
| November 2013 – October 2014 | \$2.50 |
| November 2014 – October 2015 | \$4.00 |
| November 2015 – October 2016 | \$3.00 |

The CAP Plus amount stems from the Company's 2010 distribution rate case settlement (Docket No. R-2010-2161694). The purpose of CAP Plus is to help offset program expenses for all residential customers who pay for OnTrack through the reconcilable Universal Service Rider. The Company determines the CAP Plus amount by taking the total amount of LIHEAP funding received by OnTrack participants, dividing that dollar amount by the number of active OnTrack accounts as of September 30, and then dividing that annual amount by 12 months. The CAP Plus payment amount is applicable to all OnTrack participants and may change annually, as shown above, depending on the level of federal funding available for LIHEAP. PPL Electric includes the CAP Plus payment amount in the formulas for the Percent of Bill option and the Minimum Payment option. When the Agency Selected option is used, the CAP Plus amount is also included. OnTrack customers who have a credit balance due to a LIHEAP grant are exempt from the CAP Plus charge until they have exhausted their credit balance.

PPL Electric offers three payment plans approach for the following reasons:

1. The three payment plan design provides a simple model and sets the foundation for the core component of the program, but it also provides some flexibility for customers. Having three payment options relieves the "one size fits all" approach. PPL believes each household could present different situations, and having some flexibility regarding the payment amount allows the Company to take these situations into consideration.

2. The payment plan design is understood by customers and stakeholders. The calculations behind the payment plans do not include complex algorithms or assumptions, thereby making the OnTrack payment amounts relatively easy to understand.
3. All the payment plan designs result in a fixed monthly payment amount for the customer. Previous research conducted by Opinion Dynamics and APPRISE indicated the fixed monthly payment is a feature that OnTrack customers prefer and is tied to success, meaning retention, in the program.
4. One of the primary objectives of OnTrack is to improve customers' bill-payment habits. The ability to offer three payment options and select the one that fits the customers' circumstances should help increase on-time payments.

2. Eligibility

2.1. Eligibility Criteria for Participation in the Program & Removal Requests

OnTrack offers qualified customers payments less than their current bills, arrearage forgiveness and a chance to get a fresh start with PPL Electric. In addition, the Company coordinates referrals with other low-income assistance programs such as WRAP, Operation HELP, LIHEAP, as well as other programs administered by the CBOs that administer OnTrack.

PPL Electric designed OnTrack specifically for low-income customers with household income at or below 150 percent of the poverty level who are unable to pay their electric service bills in full. Eligibility criteria for OnTrack include:

1. The household must be at or below 150 percent of the poverty level.
2. The household must have a source of income or provide a form explaining their income situation. This form, and the parameters around it, will be submitted as an addendum within 60 days of plan approval. In the past, PPL has seen the topic of a customer claiming zero income to be one of confusion. In order to clarify zero income claims the Company will follow these guidelines, but is open to making exceptions for households based on specific circumstances.
 - a. The OnTrack application has wording that tells the customer to specify income, even if the income is unearned. Unearned income can come in the form of government assistance (temporary or long-term), public assistance grants, money from friends or relatives, and other one-time lump-sum payments. Examples include:

Temporary Assistance for Needy Families (TANF); Diversion Program; State Blind Pension Program; Refugee Cash Assistance Program; and State Supplementary Payments. Support payments that are actually paid to the household can be included if verified and documented as such. When a customer's only source of income is unearned income of this type, a simple self-declaration statement needs to be submitted with the OnTrack application. This self-declaration statement does not need to be notarized. This statement is essentially the proof document that tells the Company how the customer is paying for basic living needs such as food, shelter, personal items, etc.

3. The customer applying cannot own or be listed on multiple properties/multiple PPL accounts.
4. The customer must permanently reside in PPL's service territory.
5. The customer applying may or may not have an overdue balance owed to PPL.
 - a. The standard operating procedure (SOP) for new enrollees is for the enrollee to have an overdue balance amount. However, PPL realizes there are situations where new enrollees may be in need of the program and have a balance amount of zero. These zero balance households will be considered eligible for the program, but the Company will not target these zero balance households as a part of its normal business procedure. Specifically, this means the PPL referral system will be set up to find potential good fits and the overdue balance amount indicator will be one of the attributes. However, the program management team has the flexibility to change this operating procedure/setting at any point throughout the year based on items such as trends within the PPL service territory (i.e. payment habits or data across the low-income population), customer/program needs, interests from stakeholders, or current issues facing the Company or the low-income population.
 - b. This part of the eligibility criteria allows the Company to serve and target those who are in most need of the program. For definition purposes, new enrollees are customers that could have been previously enrolled in OnTrack or they could be entering the program for the first time. For example, a household enrolled in May 2013, removed in May 2014, but re-enrolled in May of 2016 would be considered a new enrollee in the program.

There are a few notable differences between the eligibility criteria discussed above and the criteria from the prior 2014-2016 USECP. First, the prior USECP stated the customer must have a source of income but did not go into any further detail regarding that rule. The current USECP provides more insight

regarding how the PPL program management team will deal with zero income situations when they arise.

Second, the prior 2014-2016 USECP stated the customer must be payment troubled and defined payment troubled as having entered into a payment arrangement with the Company within the past 12 months. The existence of a payment arrangement also means the customer has an overdue balance owed to PPL, even though the prior 2014-2016 USECP did not specifically state that using the words “overdue balance.” The current USECP has eliminated the overdue balance requirement and has provided some specifics regarding the standard operating procedure that will be followed by the Company. The Company will generally target customers with an overdue balance, but as the need changes, so will this standard procedure.

Third, the prior 2014-2016 USECP eligibility section discussed how OnTrack graduates are able to reapply to the program after a certain amount of time has elapsed. This item is not discussed in the current USECP because PPL has eliminated the graduation process. Under the prior USECP, at the recertification point a caseworker would follow general rules of thumb in order to determine if the customer could be removed from the program (graduated). In order to make this decision, the caseworker would review information such as payment history and compare the OnTrack installment amount to the budget bill amount. If the customer displayed good payment habits and the OnTrack installment amount was close to the budget bill amount (defined as around 10%), the customer may be graduated from the program. At that point, the customer would be placed on the budget billing program or be required to pay the full actual bill amount each month. The Company has eliminated this graduation process because it believes the low-income population will always face challenges when it comes to meeting financial obligations. As a result, PPL has shifted its approach to having the customer request removal from OnTrack. At any point during enrollment in the program, the customer may request removal from OnTrack. This request could come in the form of a verbal or written request. The customer could make the verbal request for removal by contacting the PPL Contact Center (CC), or the CBO. Written requests via a hard copy letter could be sent to the PPL CC or the CBO. The PPL CC address is 827 Hausman Road Allentown, PA 18104. Online requests could be submitted at the following location: <https://www.pplelectric.com/my-account/web-contact-us.aspx>. The customer will receive a confirmation letter or email reply once he or she has been removed from OnTrack.

Fourth, the prior 2014-2016 USECP did not include a control feature for the Agency Selected Payment option. This new feature will ensure that the

customer's OnTrack amount falls within the maximum energy burden levels in the CAP Policy Statement, subject to the minimum payment guidelines.

Finally, the company has increased the maximum allowable duration for OnTrack Lifestyle (OTLS). OnTrack Lifestyle will be discussed in more detail, in Section 2.3. OnTrack Lifestyle is a special program feature for customers with housing expenses that exceed income. The maximum duration was previously six months under the Company's 2014-2016 USECP. Customers in OTLS must submit their updated income information every nine (9) months. This provides a check-up for the customer, which ensures that the Company is accurately documenting their income situation and aligning their payment with the most recent information.

2.2. Determining and Calculating Income

Caseworkers count all OnTrack applicant household members, regardless of relationship, when determining household size and income. Caseworkers will include Social Security Income (SSI) or Social Security Disability (SSD) received for children as household income. In determining household income for a self-employed potential OnTrack customer, the CBO caseworkers follow the Pennsylvania Department of Public Welfare's LIHEAP guidelines. These guidelines are included in DPW's annual LIHEAP State Plan.

2.2.1. Income Counted

To determine the income level for a customer, the CBO must count income of the following persons:

1. The household members, regardless of relationship. This could include household members who are related by blood, marriage, or adoption as well as household members who are not related.

2.2.2. Income Documentation

Income documentation requirements (referred to as proof or proof of income) refer to the specific paperwork submitted by the customer to the agency via U.S. mail, fax, or email. This documentation is used by the agency caseworker for purposes of calculating household income and determining if the customer is eligible (or not) for the program. Income documentation could include pay stubs from employers, pay stubs from government organizations, self-declaration statements describing money received from family or friends, bank

statement showing direct deposit information, or official tax return documents. If the customer is self-employed or owns a small business, the income documentation must include a copy of the latest federal income tax return and net profit (not gross income) will be used to determine eligibility.

2.2.3. Income Defined

The following income definitions are in line with the Pennsylvania Department of Human Services Low-Income Home Energy Assistance Program (LIHEAP) guidelines. Income is the total earned and non-earned income of a household and includes the following:

1. Employee earnings: Employee earnings are money, including wages, salaries, bonuses, commissions and tips, before taxes or other deductions that a person receives for providing services on behalf of an employer.
2. Profit from self-employment: Profit of a self-employed person is gross receipts minus costs of operating a business or farm, practicing a profession, providing day-care for children in an approved family day-care facility, or renting nonresident real property.
 - a. The following expenses are among those that are not deductible from gross receipts:
 - i. Depreciation.
 - ii. Personal business and entertainment expenses.
 - iii. Personal transportation.
 - iv. Purchase of capital equipment.
 - v. Payment on the principal of loans for capital assets or durable goods.
3. Income from roomers, boarders, or apartment renters: Gross income from providing room or board, or both, or from apartment rentals paid directly to a household member.
4. Unearned Income: Unearned income includes, but is not limited to, the following:
 - a. Public assistance grants.
 - b. Social Security benefits.
 - c. Workers' compensation (or disability).
 - d. Supplemental Security Income.
 - e. Unemployment compensation.
 - f. Support payments (child, foster care, spousal, etc.).
 - g. Cash gifts and contributions.
 - h. Pensions.
 - i. Interest and/or dividends from investment or bank accounts.
 - j. Veterans' benefits.

- k. Funds withdrawn from Individual Retirement Accounts, Certificates of Deposit and proceeds from the sale of stock certificates.
 - l. Disability.
 - m. Money/income received from a family member or friend. This type of income must be documented with a simple statement. The statement does not need to be notarized.
 - n. Social Security Income or Social Security Disability received for a child.
5. A loss from one source of income cannot be used to offset another source of income.

2.3. OnTrack Lifestyle Feature (OTLS)

There is a special household situation where the Company will enroll a customer into OnTrack but require the customer to update their income information every nine months. The Company refers to this special situation as OnTrack Lifestyle (OTLS). The purpose of the Lifestyle feature is to address situations where customers' incomes are less than or equal to their mortgage payments or rent, but they are not in foreclosure or facing eviction. If a customer is facing foreclosure or eviction he/she will not be eligible for OTLS. In effect, customers reported that they did not have enough income but somehow managed to pay their mortgage/rent and OnTrack payments. This gave rise to concerns that customers might not be reporting all sources of household income or other resources.

The purpose of OnTrack Lifestyle is to provide a check-up for the customer, which ensures that the Company is accurately documenting their income situation and aligning their payments with the most recent information. As long as a customer continues to update their income information every nine months, and they still meet the income requirements, he or she can remain in the program.

3. Potential Participants & Needs Assessment

Matching the proper assistance program with each potential applicant is an overriding objective in PPL Electric's administration of the Universal Service Programs. PPL Electric personnel, as well as the community-based organizations that cooperate with the Company in administering these programs, seek to ensure that eligible residential customers have an opportunity to successfully maximize the benefits available to them via OnTrack, WRAP, Operation HELP, LIHEAP and other related programs.

PPL Electric used the 2013 U.S. Census data file as the foundation for estimating households below 150% of the Federal Poverty Level (FPL). The 2013 Census data set provides estimates at the county level. The Company averaged the percentages for the 29 counties within PPL Electric's service territory and applied that percentage to the average monthly residential customer count. The average monthly residential customer count used was 1,226,583². This resulted in 325,879 estimated households below 150% of the FPL.

It is important to note that not all of these low-income customers would be eligible for OnTrack for several reasons. Some examples are:

- Some customers will be over 150% of the FPL if they were asked to provide proof of actual income; this could be timing-related (change in jobs, working hours, pay rate, etc.)
- Some will not be payment-troubled and/or have an overdue balance,
- Some live in master-metered apartments,
- Some are hard-to-reach (language barriers, access to technologies, handicaps, etc.), and
- Some choose not to participate in PPL's programs.

The Company's past performance indicates the following (data 12/31/15):

- On an average monthly basis, PPL has approximately 1,226,000 residential households. Of this total, the Company estimates a low-income household (monthly average) of approximately 174,000³. This is an internal estimate based on previously supplied financial statement information by the customer and includes data for customers with incomes up to 150% of FPL.
- Of the 1,226,000 households, approximately 47,500⁴ (or 4%) per month had an overdue balance and were on a payment arrangement. Of the 174,000 low-income households, approximately 27,700⁵ (or 16%) per month had an overdue balance and were on a payment arrangement.

To assist those most in need, PPL Electric regularly identifies and contacts residential customers who meet the income guidelines and have overdue

² The data source for the average monthly residential count is the 2015 Universal Service Reporting Requirements (USRR) submittal, number six.

³ Source is 2015 Universal Service Reporting Requirement (USRR) data

⁴ Source is 2015 Universal Service Reporting Requirement (USRR) data

⁵ Source is 2015 Universal Service Reporting Requirement (USRR) data

balances. Depending on factors such ability to pay, payment history and extenuating circumstances, the Company routinely refers these customers to OnTrack, Operation HELP, CARES, and LIHEAP.

3.1. Referrals / Enrollment

PPL Electric has found that the primary source of potential OnTrack participants is referrals from the Company's Customer Service Representatives ("CSRs") and/or Customer Service contractors. CSRs have daily contacts with low-income, payment-troubled customers with overdue balances and routinely refer these customers to the CBOs that administer the program. During 2015, for example, the referral process generated approximately 200,000 referrals to OnTrack administering organizations prompted by information provided by customers.

PPL Electric developed an online application which was designed and created with the customer in mind. In addition to making applying easier for the customer, the process also shortens wait times by eliminating mailing delays with paper applications. To apply, the customer goes to www.pplelectric.com/OnTrack . The customer navigates through an intuitive series of screens providing the information to determine eligibility into the OnTrack program. The customer has the option of uploading their proof of income, or mailing this information in to the agency who implements the program in their area. The online system provides the customer with the name and contact information, including email address, for the agency in their area if they decide to mail in their proof of income or if they have any questions. Applications are automatically routed to the agency who implements the program in the customer's area. The agency reviews the application and processes for enrollment.

The Company takes steps to contact hard-to-reach customers within its service territory. A team of employees within the Customer Services Department is responsible for communicating the Company's programs and services offerings at local events such as senior citizen fairs, community events, and school events. Employees engage with participants at these events, educate customers about program benefits, and provide program information. PPL Electric also has a language phone line to communicate with customers in approximately 170 languages.

In addition, other sources of potential participants may include internal lists, OnTrack CBOs, LIHEAP-based data, and information from other PPL programs.

4. Control Features

4.1. Recertification after 18 Months

The normal program timeline is 18 months. A new enrollee will enter the program and receive a payment plan amount based on his/her ability to pay. Ability to pay means the enrollment and screening process takes into account the customer's current financial situation and household size. Based on these factors, the CBO caseworker selects a payment amount that appears to set the customer up for success in the program. Success in the program is primarily defined as making on-time payments, eliminating any pre-program arrears (overdue balance), and preventing additional arrears from accumulating.

At month 17 the recertification process begins. The system reviews OnTrack accounts and looks for accounts that qualify for automatic recertification. Accounts that qualify for automatic recertification are those that have received LIHEAP funds within the past 16 months or have Supplemental Security Income (SSI) as the primary source of income. Accounts that meet the automatic recertification criteria will be recertified for another 18 months in the program at the same OnTrack installment amount. This automatic recertification feature will not occur two consecutive times. At month 18, accounts are reviewed again for automatic recertification. This second review is completed in order to identify any accounts that may have recently received a LIHEAP grant. OnTrack Budget Billing accounts are also eligible for automatic recertification as long as they have received LIHEAP in the last 16 months or have SSI as their primary source of income. When OTBB customers are automatically recertified, they will return into regular OnTrack at the conclusion of their 18-month program cycle.

A program cover letter and application is sent to customers who do not qualify for automatic recertification. The CBO caseworker completes the recertification review for the customer, sets up the new OnTrack installment amount, and sends the customer a post enrollment package with information about the program and his/her payment amount. Customers remain enrolled in the program even after the pre-program arrears (overdue balance) have been forgiven.

Under the Company's previous 2014-2016 Universal Service and Energy Conservation Plan, some customers were graduated, meaning removed, from the program. This program feature no longer applies because the Company believes limited-income customers face ongoing challenges meeting their financial obligations. Providing a reduced energy burden alleviates some of this pressure on the customer while avoiding potential collection costs that will be borne by the Company and, ultimately, ratepayers. The Company's OnTrack program is available for any customer who meets the eligibility criteria as described in Section 2.1. Prior enrollment in the program is not a disqualifying factor. If the customer is removed before the full 18-month term, the OnTrack Budget Billing process will ensue (see Section 4.2 below for more detail), but the customer is still eligible to re-enroll in OnTrack at the end of the 18-month timeline if they are not automatically recertified based on the criteria above. In addition, if a customer was previously enrolled in the program in prior years but still meets the eligibility criteria, he/she will be eligible for enrollment. Any pre-program arrears that may have been accumulated while not enrolled in the program will be forgiven during his/her time as an active member in the program.

4.2. Minimum Payment Amount & Maximum CAP Credits

The minimum payment control feature within the system will not allow a monthly payment amount to be less than \$30 for electric heat customers and \$12 for non-electric heat customers. The maximum 18-month revenue shortfall amount (also referred to as CAP credits or benefits) for electric heat customers and non-electric heat customers are shown in the table below and are different based on where the customer falls within the three tiers of the Federal Poverty Level (FPL) and whether the customer has electric heat.

| FPL Tier/Level | Account Classification | Maximum Credit Amount That Could Be Used Over 18 Months |
|----------------|------------------------|---|
| 0% to 50% | Electric Heat | \$4,027 |
| 51% to 100% | Electric Heat | \$3,661 |
| 101% to 150% | Electric Heat | \$3,328 |
| 0% to 50% | Non-Electric Heat | \$1,585 |
| 51% to 100% | Non-Electric Heat | \$1,441 |
| 101% to 150% | Non-Electric Heat | \$1,310 |

The program design does not restrict customers from using these maximum amounts in a fixed or straight-line fashion. Customers who are active in the program will have different revenue shortfall amounts each month because the actual revenue shortfall amount will be calculated by taking the actual bill amount minus the (fixed) OnTrack installment amount.

If a customer exceeds these maximum credit amounts before the 18-month point, the customer will be automatically moved to a program status referred to as OnTrack Budget Billing (OTBB). When this occurs, the OTBB activation letter is sent to the customer and informs him/her of this change in status. The OTBB activation letter also informs the customer that PPL Electric will automatically send a program application when the time comes for recertification/re-enrollment, which is 18 months from the original enrollment date in OnTrack, unless the customer has SSI as their primary source of income or they have received LIHEAP in the last 16 months. If so, they will be automatically enrolled.

The customer will receive a letter when the pre-program arrears amount (overdue balance) is at zero. This point in time also corresponds to the recertification point. This letter, referred to as the *OTBB All Is Forgiven* letter, recaps the customer's transition from traditional OnTrack to OnTrack Budget Billing. The end of the letter states that all of the overdue balance has been eliminated, but PPL still wants to help you by re-enrolling you in OnTrack at a payment amount that is lower than what you are currently paying. The customer is informed that a program application has been mailed in a distinctive gold-colored envelope.

These tiered maximum CAP Credit limits will be implemented to all OnTrack customers within three months upon final approval of the 2017-2019 USECP.

4.3. Default Design: Removal for Non-Payment & Reinstatement

The Company designed the OnTrack program with the idea of balance in mind. PPL Electric believes the energy burden reduction needs to be balanced against the need to hold limited-income customers accountable for making on-time payments. The Company's billing system runs on a chronological billed, due, review cycle. Actual payments received are woven into this cycle to determine how to treat the account. Essentially, this means the system bills the customer, waits for the due date, and then reviews the account to see if any additional actions are needed based on what was billed versus payments actually received. The billed amount is also shown as the Pay This Amount on PPL's bill. Once a customer is enrolled in OnTrack, the system will be looking

for the OnTrack installment amount, plus any missed installments when the review moment occurs. At review, based on this aforementioned criteria, if the customer is behind he or she will either enter collections, or, if two or more installments behind, be removed from the program for non-payment (also referred to as defaulted).

If a customer is removed from the program due to non-payment, a letter is sent explaining what happened and the catch-up opportunity window opens. The catch-up opportunity window begins at the time of default. The OnTrack catch-up amount is the difference between what the customer should have paid (the billed OnTrack installment amounts) and the payments actually received from the customer.

When the customer submits a payment that is equal to the OnTrack catch-up amount, the Company's system will automatically re-enroll the customer back into the program at his/her prior OnTrack installment amount. In addition, any revenue shortfall and arrearage forgiveness credits are posted (credited) to the customer's account after the OnTrack catch-up amount is received. The system will also automatically reverse any previously billed late payment charges that may have been incurred by the customer during the catch-up window timeframe. These reversed late payment amounts will be shown as credits on the customer's account statement. Essentially, the payment of the OnTrack catch-up amount during the opportunity window restores the customer back into the program as if he/she never left.

If a previously active OnTrack customer is removed from the program for non-payment and the electric service is terminated, the OnTrack catch-up amount will also represent the reconnect amount for the customer at any time during the 18 month program cycle.

One missed payment may result in the customer entering the collections process. An exception to this process is an active OnTrack customer who misses a payment of less than \$60. No collection activity will ensue for a missed payment of less than \$60. There is a distinction between missed installments equaling two or more and resulting in a default status (explained in detail above) versus a customer who misses one installment of \$60 or more. Since the program is designed with on-time payments as a component of customer accountability, one missed payment may lead to electric service termination during non-moratorium months. If an active OnTrack customer falls into the collection process after one missed payment and has his/her electric service cut, the reconnect amount will be equal to the missed OnTrack payment amount.

The Company has messaging in place to remind customers of the benefits of paying the bill by the due date. Five (5) days before the due date, the Company's system will deliver a short reminder phone call to the customer. In addition, if the customer misses one payment, a letter is sent and informs the customer about the missed payment. This letter also discusses the possibility of entering the collection process and having the electric service terminated.

4.4. Other Reasons for Removal from OnTrack

As previously discussed, the most common reason for removal from the program is due to missed payments. Other less common situations that may result in removal include the following:

1. Customers who failed to provide access to their meters may be removed. Reinstatement to OnTrack will occur when the Company confirms that the customer has provided access to the meter.
2. Customers who fail to provide the necessary proof of income during the recertification process. Reinstatement to OnTrack occurs if the customer responds to the contact(s) made by caseworker and provides the necessary proof of income information.
3. Customers who request removal from the OnTrack program may be removed at any time. If the customer requests reinstatement, they are given the opportunity to catch-up on any outstanding OnTrack payments at any time during the 18-month cycle.

4.5. Energy Burden Control Feature

The Company has a built-in safety net that will not allow a customer's OnTrack installment amount to be more than the appropriate percent of his/her monthly gross income based on the maximum energy burden levels listed in the CAP Policy Statement. This control feature is a ceiling used by PPL's system behind-the-scenes as payment plan options are being calculated. The system calculates all of the possible plan types and if all of those payment amounts produce a number that is higher than the appropriate percent of the customer's monthly income based on the maximum energy burden levels listed in the CAP Policy Statement, the system implements the corresponding percent of income in order to calculate the OnTrack installment amount.

4.6. Recalculating OnTrack Customers that Move

Under the Company's previous 2014-2016 USECP, when an OnTrack customer moved from one residence to another, their OnTrack amount was only recalculated if their heat source changed from electric to non-electric,

or vice versa. In the 2017-2019 USECP, the OnTrack amount will be recalculated at the new address regardless of a change in heating source.

4.7. Weatherization, Energy Education & Consumption

OnTrack administering agencies and/or WRAP contractors are responsible for providing energy education information to program participants. The material provided to OnTrack customers at the time of enrollment explains the customer's responsibility for not exceeding the OnTrack credit amount. The energy education material distributed by the agencies also provides the customer with energy conservation tips and recommendations for controlling and/or decreasing their electricity consumption.

Energy conservation education plays an important role in helping OnTrack customers achieve success in the program. Through the OnTrack and the Winter Relief Assistance Program (WRAP) partnership, PPL Electric attempts to increase customers' awareness about using energy wisely and to offer ideas for reducing kWh consumption. Specifically, customers may receive consumer education in the following areas:

- Energy conservation tips
- Electric bill and analysis of usage
- Light-emitting diode (LED)
- Promotion of PPL Electric's online Bill Analyzer tool

PPL Electric channels this aspect of the program through WRAP, which is a partnership program that helps qualified customers reduce their energy use, lower the amounts of their electric bills, and make their homes more comfortable year-round.

The Company offers WRAP to OnTrack customers who have electric heat or electric water heating, as well as baseload customers who have the potential to receive energy-saving measures. Under the umbrella of Universal Service Programs, the Company provides weatherization measures, specifically approved appliance replacements and energy conservation education services to qualified customers. All installed measures must meet the PUC's payback criteria. Weatherization activities for WRAP include energy audits, infiltration control, insulation measures, water heating treatment, appliance replacement, and energy education.

The Company's normal business process does not give any sort of preference or priority to OnTrack customers who are seeking or waiting to receive WRAP services. However, the Company will accelerate WRAP activities if the customer or caseworker reaches out to PPL Electric and makes such a request. The Company takes proactive steps regarding WRAP outreach activities for newly enrolled OnTrack customers. As a part of its normal business process, PPL Electric contacts new enrollees and encourages them to apply for WRAP services. The preference order for this outreach contact work is to contact new enrollees with the highest usage before enrollees that are showing a lower usage amount. By June 2018, the Company will implement an automatic WRAP enrollment process for OnTrack customers with high usage.

It is not PPL Electric's intent to make WRAP services available only to OnTrack customers at the expense of other deserving customers. However, the Company believes that expediting a WRAP services request from an OnTrack customer may result in greater post-weatherization savings due to strong interest from the customer.

WRAP has incorporated the OnTrack high-energy usage approach as a best practice. In addition, PPL Electric provides energy education for OnTrack customers who are ineligible for WRAP. This includes households that received WRAP within the past seven years and homes that do not receive property owner consent.

4.7. Advisory Panel

PPL Electric will establish a universal service stakeholder group that meets at least twice per year. The intent of the stakeholder group is to improve PPL's universal service programs through sharing information and inviting feedback.

5. Customer Encouragement & Responsibilities

Success in the OnTrack program demands focus from the customer and the Company. PPL Electric is committed to providing the customer with all the information, education material, and tools to make on-time payments and control energy usage. In many cases, the customer needs to change existing habits that will keep his or her payment plan current and the usage under control. To further strengthen this partnership between the two parties, the Company attempts to partner other services that may help the customer remain in the program.

Since applicants can choose where to send their LIHEAP payments (primary or secondary fuel vendor), eligible OnTrack participants are encouraged to apply for LIHEAP and to direct the grant to their electric bill. The Company will conduct outreach mailings to eligible participants to encourage increased awareness of LIHEAP. The Company will continue to have its management team meet with the CBOs and evaluate current issues facing OnTrack customers and, in some cases, develop action plans that could minimize or eliminate these concerns. Participation in programs such as weatherization, energy conservation education, budget counseling (provided by some agencies depending on location) and other related services are some of the other opportunities available to OnTrack participants.

The case management approach for the OnTrack program requires the coordination of both internal and external resources. These resources allow OnTrack customers to have a greater degree of control over their lives. The CBOs provide a post-enrollment package that contains all of the key information and actions the customer should take to remain in the program.

Some of the more specific customer responsibilities that will lead to success in the program are below. The failure to complete some of these responsibilities may result in removal from OnTrack. Reinstatement back into OnTrack will occur after the customer fulfills his/her responsibility.

1. Respond promptly to OnTrack program referrals and/or recertification requests by completing the program application and providing income documentation/proof for all household income.
 - a. There is an exception. If a potential enrollee received a LIHEAP grant within the last 16 months there is no need to provide proof of income with the application.
2. Make on-time payments while enrolled in OnTrack. One or more missed payment could result in collection action and the loss of electric service. Being behind and/or late two or more installments will result in removal and automatic reinstatement back into the program will occur if all missed payments are made.
3. Contact the CBO if there is a change in household size and/or income.
4. Use energy wisely. This includes partnering with WRAP and taking other actions that attempt to control or lower electricity consumption.
5. Follow requests for information and/or appointments associated with WRAP. The failure to fulfill WRAP-related requirements may result in removal from OnTrack and reinstatement back into the program will occur after the requirements are fulfilled.

6. OnTrack program participants must provide access to their electric meters. Failure to provide access to the meter may result in removal and reinstatement will occur once access is provided.
7. Follow applicable provisions outlined in 52 Pa. Code § 56.116 for OnTrack customers with medical certifications: “Whenever service is restored or termination postponed under the medical emergency procedures, the ratepayer shall retain a duty to equitably arrange to make payment on all bills.” If an OnTrack customer fails to comply with this provision, the Company may remove the customer from OnTrack and advise the customer to establish a regular payment agreement.
8. Review the post-enrollment package and all customer letters/emails sent by PPL Electric. The customer should contact the CBO office or PPL Electric if he/she has any questions. The guidelines below provide direction regarding what office to contact (CBO or PPL). If the customer contacts the wrong office, the office representative helps to re-direct the customer.

| Topic, Subject, Issue | Who To Contact |
|---|----------------|
| Change in household situation. Includes change in household size, income, and/or special situations. | CBO |
| Customer request to be removed early from the program. | CBO |
| Questions regarding the status of the application submitted (new enrollee or recertification). | CBO |
| Questions related to the following: <ul style="list-style-type: none"> • Billing (usage, suppliers, budget billing, etc.) • Payment • Collections and termination • Account maintenance • Help with online profile • How OnTrack works • Moving, transferring, or disconnecting service • Power outages • Property Damage • Tree Trimming | PPL Electric |

6. Financial Posting Order for LIHEAP Funds & OnTrack Credits

PPL Electric Utilities is an authorized LIHEAP vendor. The Company receives and posts LIHEAP funds to customer’s accounts. The Pennsylvania

Department of Human Services (DHS, formerly DPW, Department of Public Welfare) has determined that utilities cannot use LIHEAP cash grants to offset the costs of OnTrack credits (i.e., the difference between actual bills and OnTrack payments). As a result, the financial posting order for LIHEAP cash or crisis grants is as follows:

- Missed OnTrack payments
- Current OnTrack bill due
- Payment of future OnTrack bills

If the OnTrack customer has a current account (defined as zero overdue money), any remaining LIHEAP grant monies will appear as an excess credit on the customer's account. The customer is not required to make his or her monthly OnTrack payments until the LIHEAP credit is exhausted. PPL Electric will not apply any of the LIHEAP cash or crisis grants to offset the cost of the OnTrack program.

Section 4.3 reviewed the program design criteria for the chronological order of billed, due, and account review within PPL's system. Payments received by the customer are woven into this timeline in order to determine if the Pay This Amount on the bill has been satisfied or not. The Pay This Amount is also referred to as the scheduled amount/installment. When an OnTrack customer pays their normal OnTrack amount, they are responding to the bill's Pay This Amount. Basically, this means they are current or they need to catch-up with program payments they are required to make as part of the agreement, via the bill.

If the customer keeps making his/her scheduled payments the account balance continues to reduce through arrearage forgiveness credits. There are instances where a customer pays exactly what should be paid, but the correct scheduled payments by the customer exceed the balance of the account. When this occurs, the system is designed to create an OnTrack Overpayment (OTOP) excess credit.

The OTOP credit is created when these current or accumulated balance overpayments for an active OnTrack customer cause the account balance to be reduced to less than \$0. For example, a customer has an OnTrack installment amount of \$100, which is reflected as the Pay This Amount on the bill and the account balance is \$55. The customer pays \$100. The system will create an

OTOP credit of \$45 (\$100 - \$55). This \$45 OTOP credit will be applied to the future Pay This Amount (scheduled payment), as shown on the bill.

7. Effective Practices

Staff from the PUC's Bureau of Consumer Services and PPL Electric discussed recommendations and findings regarding the latest six-year evaluation of the Company's Universal Service Programs. The Company has already implemented key findings that will add value to the program. In addition, PPL Electric is continually evaluating possibilities that will improve program design and delivery.

The PPL Electric management team and the OnTrack CBOs have demonstrated a capacity to administer the program; however, the management team is committed to finding new solutions and implementing features to improve the customer experience and to keep administrative costs at a reasonable level. In 2015, the administrative costs, as a percentage of total program costs, were approximately three percent (excluding internal PPL expenses). Below is a brief sample of recent or planned program improvements.

1. The Company transitioned most OnTrack-related calls/inquiries to a dedicated team of contractors. This allowed the Company to deliver training to a smaller team of phone agents and work on escalated issues through a focused and more direct channel.
2. The management team regularly delivers refresher training to the existing staff of CBO caseworkers. Specific scenarios are addressed and program memos are developed in order to document talking points and suggested follow-up actions.
3. The management team is developing preliminary plans to offer a total web-based enrollment and screening system to customers. This system will streamline existing processes, provide transparency throughout all stages of the process, and improve the existing data tracking and analysis tools.
4. The management team implemented a "You Were Recently Referred" reminder call. This call is made to customers who were recently referred (within the past week) and tells them to watch for a gold envelope that contains the application.
5. At the initial program application and enrollment stage, the customer does not need to provide proof of income if he or she received LIHEAP funds within the last LIHEAP program year.
6. If the customer's account shows LIHEAP funds posted within the last heating season (defined as the last 16 months to include situations when

currently in a heating season), the Company's system will automatically recertify the customer for another 18 months in the OnTrack program at the same payment amount. This automatic recertification will not occur two consecutive program timelines, which are defined as 18 months. For example, if automatic recertification due to the receipt of LIHEAP funds has taken place, this automatic feature will not occur at the next recertification point. The agency will request proof of income to evaluate the payment plan and update information during this manual recertification process.

7. If the customer's main source of income is Supplemental Security Income (SSI) and the most recent income statement is less than 375 days, the Company's computer system will automatically recertify the customer for another 18 months in the OnTrack program at the same payment amount. This automatic recertification will not occur two consecutive program timelines, which are defined as 18 months. For example, if automatic recertification due to SSI income has taken place, this automatic feature will not occur at the next recertification point. The agency will request proof of income to evaluate the payment plan and update information during this manual recertification process.
8. Utilize analytics/reporting tools to identify customers who received LIHEAP but are not enrolled in OnTrack. These customers are contacted and enrolled in OnTrack over the phone.
9. Utilize analytics/reporting tools to identify and reach out to customers who have not interacted with the Company and who are currently not in the program. The attributes within the system identifies these customers as good candidates for the program.
10. Team members regularly review customer-facing information, such as program letters and emails, for clarity and purpose. For example, the post-enrollment package was updated with a more appealing design and easier-to-understand wording.
11. OnTrack program information is included within termination notices, as a part of the normal collections process. This wording informs the customer about the availability of OnTrack and the benefits.

8. Shopping for Electric Generation Supply

PPL Electric supports the opportunity for an OnTrack customer to shop for an Electric Generation Supplier (EGS). The Company's Default Service Plan IV discusses the specific process design and philosophy regarding OnTrack shopping (Docket Number P-2016-2526627). This document could be found by using the PUC's *Search For Public Documents* tool located at http://www.puc.pa.gov/about_puc/search_results.aspx. As of June 1, 2017, the only way for OnTrack customers to shop for their electricity is to enroll in CAP SOP. This special OnTrack shopping program allows OnTrack customers

to shop from an electric generation supplier at a discount of 7% off of PPL's price to compare.

9. Appeal Process

OnTrack participants maintain all their PUC dispute and complaint rights as outlined in 52 Pa. Code Chapter 56. Clearly, PPL Electric does not accept all applicants and it removes others for not completing one or more of the customer responsibilities, as outlined in Section 5. For those who believe they were treated unfairly, the following appeal procedures are available.

Step 1:

The applicant discusses his or her rejection/dismissal from the program with the regional Regulatory Programs Specialist, who investigates the reasons for rejection or dismissal.

Step 2:

If the customer is dissatisfied with the results of the discussion with the regional Regulatory Programs Specialist, he or she may file a complaint with the PUC.

10. Projected Participation Levels

PPL Electric will continue to work with internal and external resources in order to identify, engage, and enroll eligible customers. Projected participation levels are in the table below.

| Program Year (as of the end of December) | Active OnTrack Households (Target/Estimate) |
|--|---|
| 2017 | 57,000 |
| 2018 | 62,500 |
| 2019 | 67,500 |

11. Project Funding Levels

PPL Electric projects the following level of expenditures for OnTrack from 2017 through 2019. These projections include the core component costs of revenue shortfall (OnTrack credits), arrearage forgiveness, and external administration. These expenditures do not include PPL Electric's internal costs.

| Program Year (January – December) | Project Program Expenditures (millions) |
|-----------------------------------|--|
| 2017 | \$106 M |
| 2018 | \$118 M |
| 2019 | \$129 M |

12. Resource Plan

PPL Electric uses a combination of internal resources, contractors, and CBOs to manage and deliver the OnTrack program. The PPL Electric management team of six employees consists of one Program Manager and five Regulatory Program Specialists. The Program Manager is responsible for the design and implementation of OnTrack and has the primary responsibilities of creating program strategy, developing operational and financial plans, preparing communications, and coordination external and internal resources. The Regulatory Program Specialists are primarily responsible for individual case management support and auditing/quality assurance.

Other internal resources, such as administrative employees, training staff, Customer Services supervisors, and analysts provide support functions for program communications and changes that need to be managed over the course of the year. PPL Electric utilizes call center contractors to handle most types of OnTrack-related phone calls. The Company uses Customer Service Representatives (CSRs), Universal Service Representatives (USRs), and call center contractors to handle the daily/weekly account-level work that needs to take place after an OnTrack customer contacts PPL Electric. For example, CSRs or USRs will handle any account maintenance work including items such as: billing issues, payment issues, explaining OnTrack plan details, issuing referrals, customers who fall into the collections process and rate class investigations.

CBOs and other contractors also play a critical role in the delivery of the OnTrack program. PPL Electric will continue to use CBOs for eligibility screening, enrollment and recertification. The screening and enrollment work involves tasks such as, assessing documentation submitting by the potential enrollee, determining eligibility, and establishing the OnTrack payment plan in the system. The CBO staff completes similar tasks for customers during the recertification stage. The Company utilizes other contractors to execute special projects, such as targeted outreach, phone enrollment, and customer education.

CBOs enroll and maintain customers on-line in real time through direct connections with PPL Electric's Customer Service System (CSS). The Company has provided appropriate letters to aid in customer contact, along with the necessary training in the use of CSS and the administration of OnTrack. The Company has given this information to each agency and their caseworkers in a comprehensive manual entitled *OnTrack Payment Program Procedures and Processes*. The list of OnTrack agencies, phone numbers and counties served follows. Presently, the CBO network of eight (8) organizations encompasses 54 employees located at sites throughout PPL's eastern Pennsylvania service territory. Within this team of 54 employees, there are eight (8) CBO supervisors. The staffing levels at the CBOs may vary throughout the year based on workload demand and program needs.

14. How to Apply

There are multiple options for a customer to initiate the screening process for the OnTrack program. These options include the following:

1. During the payment assistance (phone call) interaction with the PPL contact center if the customer appears to be a good fit for the program, the system will automatically alert the CSR and a program application will be sent to the customer. The CSR will inform the customer that a program application is on the way.
2. The customer could call PPL directly at 1-800-342-5775 and request an application for the OnTrack program.
3. The customer could call his/her local CBO (see Section 15) and request an application for the OnTrack program.
4. The customer could visit his/her local CBO's website and download an application for the OnTrack program.
5. The customer could walk-in to the CBO office and complete a program application or ask for assistance completing the application.
6. The customer could apply online at www.pplelectric.com/OnTrack .

The Company will continue to evaluate new options for applying to the program and move toward implementation when the benefits align with improving the customer's experience and the costs are reasonable.

15. OnTrack Community-Based Agencies & Counties Served

The table below lists the CBOs associated with PPL's OnTrack program, contact information, and counties served.

| Community-Based Organization | Primary Phone Number | Counties Served |
|--|----------------------|---|
| <p>Community Action Committee of the Lehigh Valley</p> <p>1337 East 5th Street Bethlehem, PA 18015</p> <p>http://www.caclv.org/</p> | 610-691-5620 | Lehigh, Northampton, Bucks, Montgomery |
| <p>Community Action Commission of the Capital Region</p> <p>1514 Derry Street Harrisburg, PA 17104</p> <p>http://www.cactricounty.org/</p> | 717-232-9757 | Dauphin, Juniata, Perry, Cumberland, York |
| <p>Schuylkill Community Action</p> <p>217 Center Street Tamaqua, PA 18252 or 225 North Centre Street Pottsville, PA 17901</p> <p>http://www.schuylkillcommunityaction.com/</p> | 570-622-1995 | Schuylkill, Columbia, Montour |
| <p>TREHAB, Inc.</p> <p>100 4th Street, Suite 20 Honesdale, PA 18431</p> <p>http://www.trehab.org/</p> | 570-253-8941 | Susquehanna, Pike, Wayne, Wyoming, Lackawanna, Monroe |
| <p>Community Action Program of Lancaster County</p> <p>601 South Queen Street P. O. Box 599 Lancaster, PA 17608</p> <p>https://www.caplanc.org/</p> | 717-299-7301 | Lancaster, Lebanon, Berks, Chester, York |

| Community-Based Organization | Primary Phone Number | Counties Served |
|---|----------------------|-------------------------------|
| STEP, Inc. 2138 Lincoln Street P. O. Box 3568 Williamsport, PA 17701 http://www.stepcorp.org/ | 570-327-5485 | Clinton, Lycoming |
| Union-Snyder Community Action Agency 713 Bridge Street, Suite 10 Selinsgrove, PA 17870 http://www.union-snydercaa.org/ | 570-374-0181 | Union, Snyder, Northumberland |
| Commission on Economic Opportunity 165 Amber Lane, P. O. Box 1127 Wilkes-Barre, PA 18702 http://www.ceopeoplehelpingpeople.org/ | 570-826-0510 | Luzerne, Carbon |

16. Organizational Structure of PPL Electric Staff

Corporate administration of PPL Electric's OnTrack Payment Program is the responsibility of the Regulatory Programs & Business Services group of the Customer Services Department. The staff provides program management and field personnel are responsible for the day-to-day administration of OnTrack. The key personnel include the following:

Program Management Staff:

- Christopher Cardenas, Vice President – Customer Services
- Melinda Stumpf, Manager – Regulatory Programs and Business Services
- Chris R. Schoemaker, Jr., Program Manager – Regulatory Programs and Business Services

Regulatory Programs Specialists:

- Gladys Malone – Lancaster and Harrisburg Regions
- Florence McNelis – Northeast and Central Regions
- Kristen Kelly – Northeast and Susquehanna Regions
- Jaclyn Baldwin – Lehigh Region

Administrative Support:

- Cheryl Mohr, Steno/Clerk

17. Summary of Difference Between Proposed Plan (2017-2019) and Current Plan (2014-2016)

The table below provides a description of the key program design changes.

| ID # | Category | Current Plan (2014-2016) | Proposed Plan (2017-2019) |
|------|-----------------|--|---|
| 1 | Recertification | At the recertification point, the caseworker (CW) evaluates the customer for possible graduation (removal from OnTrack). | At the recertification point, the CW will re-evaluate the customer's position and adjust the OnTrack plan amount, if necessary, and the customer will remain active in the program. |
| 2 | Eligibility | Part of the eligibility criteria is for the customer to have a payment arrangement within the past twelve months. | The new eligibility criteria will eliminate the need to have had a payment arrangement over the past twelve months. An overdue balance is not required for enrollment. |
| 3 | Controls | Maximum OnTrack credit amounts are set at \$3,328 (electric heat) and \$1,310 (non-electric heat) for use over 18 months, regardless of where customer falls within the FPL tiers (101%-150%, 51%-100%, 0%-50%). | Maximum OnTrack credit amounts are set based on an increasing scale; the lower FPL tiers are allocated a higher credit amount. Electric Heat: 101%-150% = \$3,328 51%-100% = \$3,661 |

| ID # | Category | Current Plan (2014-2016) | Proposed Plan (2017-2019) |
|------|-------------|--|--|
| | | | <p>0%-50% = \$4,027</p> <p>Non-electric Heat: 101%-150% = \$1,310 51%-100% \$1,441 0%-50% = \$1,585</p> |
| 4 | Controls | Company's built in safety-net did not allow a customer's OnTrack bill amount exceed 16% of their monthly income. | Company has control feature that will limit a customer's OnTrack payment consistent with the maximum energy burden levels in the CAP Policy Statement, subject to the minimum payment guidelines. |
| 4 | Eligibility | OnTrack Lifestyle (OTLS) feature is available for customers to receive six months of benefits when household income is less than or equal to mortgage payments or rent. | OTLS feature is available for customers whose household income is less than or equal to their mortgage payment or rent. The will receive a check-up every nine months to ensure the Company is accurately documenting income and aligning customer payments with the most recent information." |
| 5 | Eligibility | Zero income situations were not clearly defined. The plan stated the customer must have income but did not elaborate and provide more details. | Zero income situations are clarified (see Section 2.1). Potential enrollee must have income and non-earned income situations are discussed in more detail. |
| 6 | Procedural | Company only recalculated the OnTrack amount for a customer that moved to a new residence if their heat source changed from electrically heated to non-electrically heated, or vice versa. | Company will recalculate the OnTrack amount for all customers moving from one residence to another. |

| ID # | Category | Current Plan (2014-2016) | Proposed Plan (2017-2019) |
|------|------------|--|---|
| 7 | Procedural | Company charged a pre-program arrearage co-payment of \$5/month to every OnTrack customer. | Company will only charge the \$5/month co-payment to OnTrack customers with pre-program arrearage. In addition, the Company will apply the \$5 monthly arrearage co-payment only to a pre-program arrearage balance for the account in which it was paid. |
| 8 | Procedural | Company periodically met with stakeholders to discuss Universal Service Program issues. | Company will meet twice a year with stakeholders to discuss Universal Service Program issues. |
| 9 | Procedural | Customers who voluntarily removed themselves from the OnTrack program were not eligible for reinstatement until the end of their 18-month cycle. | Customer who voluntarily removes themselves from OnTrack can request and be granted reinstatement at any time within the 18-month cycle by making the missed OnTrack payments to date. |
| 10 | Procedural | Customers in OTBB who had SSI as their primary source of income or received LIHEAP within the last 16 months were not granted automatic recertification. | Customers in OTBB who have SSI as their primary source of income or have received LIHEAP within the last 16 months are eligible for automatic recertification. |
| 11 | Procedural | Customers with no source of income were not eligible for OnTrack. | Customers with zero income will still be permitted in the OnTrack program with completion and submittal of a zero income form. |
| 12 | Procedural | OnTrack customers were able to shop from any generation supplier that was listed as available to them. | OnTrack customers can only shop from a select group of generation suppliers that offer rates up to 7% lower than PPL's price to compare. |

Billing and Crediting History for Mr. Graham's Account

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| A | B | C | D | E | F | G | H | I | J | K |
|------------|------------|-------------|---------------|---------------------|--------------|--------------------|----------|--------|--------------|--------------|
| From | To | Source | KWH Delivered | KWH Delivered Usage | KWH Received | KWH Received Usage | Calc Net | Status | Bill Account | Meter Number |
| 10/14/2020 | 11/12/2020 | Regular | 19396 | 2251 | 2624 | 182 | 2069 | Billed | 2211380024 | 301547769 |
| 09/14/2020 | 10/14/2020 | Regular | 17145 | 2304 | 2442 | 357 | 1947 | Billed | 2211380024 | 301547769 |
| 08/13/2020 | 09/14/2020 | Regular | 14841 | 2786 | 2085 | 346 | 2440 | Billed | 2211380024 | 301547769 |
| 07/14/2020 | 08/13/2020 | Regular | 12055 | 2862 | 1739 | 308 | 2554 | Billed | 2211380024 | 301547769 |
| 06/12/2020 | 07/14/2020 | Regular | 9193 | 2702 | 1431 | 332 | 2370 | Billed | 2211380024 | 301547769 |
| 05/13/2020 | 06/12/2020 | Regular | 6491 | 2188 | 1099 | 372 | 1816 | Billed | 2211380024 | 301547769 |
| 04/14/2020 | 05/13/2020 | Regular | 4303 | 1991 | 727 | 310 | 1681 | Billed | 2211380024 | 301547769 |
| 03/13/2020 | 04/14/2020 | Regular | 2312 | 1821 | 417 | 312 | 1509 | Billed | 2211380024 | 301547769 |
| 03/05/2020 | 03/13/2020 | Regular | 491 | 491 | 105 | 105 | 386 | Billed | 2211380024 | 301547769 |
| | 03/05/2020 | CMO - In | 0 | 0 | 0 | 0 | | | 2211380024 | 301547769 |
| 02/12/2020 | 03/05/2020 | CMO - Out | 80141 | 2444 | 12643 | 97 | 2347 | Billed | 2211380024 | 300071222 |
| | 03/05/2020 | Work (SO) | 0 | 0 | 0 | 0 | | Posted | 2211380024 | 300071222 |
| | 03/05/2020 | Work (SO) | 80141 | 0 | 12546 | 0 | | Posted | 2211380024 | 300071222 |
| 01/14/2020 | 02/12/2020 | Regular | 77697 | 3320 | 12546 | 66 | 3254 | Billed | 2211380024 | 300071222 |
| 12/12/2019 | 01/14/2020 | Regular | 74377 | 3720 | 12480 | 77 | 3643 | Billed | 2211380024 | 300071222 |
| 11/12/2019 | 12/12/2019 | Regular | 70657 | 3411 | 12403 | 90 | 3321 | Billed | 2211380024 | 300071222 |
| 10/14/2019 | 11/12/2019 | Regular | 67246 | 2685 | 12313 | 197 | 2488 | Billed | 2211380024 | 300071222 |
| 09/12/2019 | 10/14/2019 | Regular | 64561 | 3146 | 12116 | 257 | 2889 | Billed | 2211380024 | 300071222 |
| 08/13/2019 | 09/12/2019 | Regular | 61415 | 2903 | 11859 | 252 | 2651 | Billed | 2211380024 | 300071222 |
| 07/15/2019 | 08/13/2019 | Regular | 58512 | 2965 | 11607 | 253 | 2712 | Billed | 2211380024 | 300071222 |
| 06/13/2019 | 07/15/2019 | Regular | 55547 | 2821 | 11354 | 406 | 2415 | Billed | 2211380024 | 300071222 |
| 06/12/2019 | 06/13/2019 | Regular | 52726 | 61 | 10948 | 21 | 40 | Billed | 2211380024 | 300071222 |
| 05/14/2019 | 06/12/2019 | Supp Switch | 52665 | 2616 | 10927 | 295 | 2321 | Billed | 2211380024 | 300071222 |
| 04/11/2019 | 05/14/2019 | Regular | 50049 | 2568 | 10632 | 307 | 2261 | Billed | 2211380024 | 300071222 |
| 03/13/2019 | 04/11/2019 | Regular | 47481 | 1942 | 10325 | 368 | 1574 | Billed | 2211380024 | 300071222 |
| 02/12/2019 | 03/13/2019 | Regular | 45539 | 2829 | 9957 | 147 | 2682 | Billed | 2211380024 | 300071222 |
| 01/14/2019 | 02/12/2019 | Regular | 42710 | 3234 | 9810 | 103 | 3131 | Billed | 2211380024 | 300071222 |
| 12/11/2018 | 01/14/2019 | Regular | 39476 | 3393 | 9707 | 86 | 3307 | Billed | 2211380024 | 300071222 |
| 11/09/2018 | 12/11/2018 | Regular | 36083 | 3190 | 9621 | 86 | 3104 | Billed | 2211380024 | 300071222 |
| 10/11/2018 | 11/09/2018 | Regular | 32893 | 2545 | 9535 | 205 | 2340 | Billed | 2211380024 | 300071222 |
| 09/18/2018 | 10/11/2018 | Regular | 30348 | 1732 | 9330 | 162 | 1570 | Billed | 2211380024 | 300071222 |
| 09/12/2018 | 09/18/2018 | Supp Switch | 28616 | 513 | 9168 | 27 | 486 | Billed | 2211380024 | 300071222 |
| 08/10/2018 | 09/12/2018 | Regular | 28103 | 2436 | 9141 | 238 | 2198 | Billed | 2211380024 | 300071222 |
| 07/12/2018 | 08/10/2018 | Regular | 25667 | 2101 | 8903 | 248 | 1853 | Billed | 2211380024 | 300071222 |
| 06/12/2018 | 07/12/2018 | Regular | 23566 | 2087 | 8655 | 317 | 1770 | Billed | 2211380024 | 300071222 |
| 05/11/2018 | 06/12/2018 | Regular | 21479 | 2358 | 8338 | 273 | 2085 | Billed | 2211380024 | 300071222 |
| 04/12/2018 | 05/11/2018 | Regular | 19121 | 2093 | 8065 | 426 | 1667 | Billed | 2211380024 | 300071222 |
| 03/13/2018 | 04/12/2018 | Regular | 17028 | 2332 | 7639 | 274 | 2058 | Billed | 2211380024 | 300071222 |
| 02/09/2018 | 03/13/2018 | Regular | 14696 | 2460 | 7365 | 251 | 2209 | Billed | 2211380024 | 300071222 |
| 01/12/2018 | 02/09/2018 | Regular | 12236 | 2428 | 7114 | 106 | 2322 | Billed | 2211380024 | 300071222 |
| 12/12/2017 | 01/12/2018 | Regular | 9808 | 2713 | 7008 | 102 | 2611 | Billed | 2211380024 | 300071222 |
| 11/21/2017 | 12/12/2017 | Regular | 7095 | 1595 | 6906 | 110 | 1485 | Billed | 2211380024 | 300071222 |
| 11/16/2017 | 11/21/2017 | Supp Switch | 5500 | 388 | 6796 | 45 | 343 | Billed | 2211380024 | 300071222 |
| | 11/16/2017 | Activation | 5112 | 0 | 6751 | 0 | | | 2211380024 | 300071222 |



Metering Support Laboratory

Laboratory Test Results

Customer Name: Keith Graham
Customer Billing Account: 22113-80024
Meter Manufacturer: Landis and Gyr
Meter Serial Number: 300-071-222
Meter Test Date: 03/11/2020
Meter Test Results:

- Full Load Test: 99.99%
- Light Load Test: 100.03%
- Average Accuracy: 100.00%

PPL Electric Utilities Metering Laboratory is certified by the Pennsylvania Public Utility Commission. Meters are tested in accordance with Chapter 57.20. Full load meter testing is conducted at 100% of rated nameplate test current. Light Load meter testing is conducted at 10% of rated nameplate test current. Average Result is a weighted average of the two test points using 80% full load and 20% light load.

All meter accuracy results and equipment used are traceable to the National Institute of Standards and Technology (NIST) in Gaithersburg, Maryland.

Certified meter test results for Meter Serial number 300-071-222 were obtained using a WECO Model 4150 test system with serial number 816701864.

Additional testing notes: Meter tested accurate.

Certified: Julie Medina
Supv – Meter Engineering

1. Customer Information

Customer Name KEITH GRAHAM
 Bill Account # 22113-80024
 Daytime Phone (717) 701-7508
 Alternate Phone 717 701- [REDACTED] 6024

2. Employment Status for head of household

- Full-Time (35 or more hours/week)
- Part-Time (34 or less hours/week)
- Unemployed (currently not employed)
- Retired
- Homemaker
- Student
- Other

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Send my enrollment information to: My U.S. Mailbox My Email → Candygraham@Comcast.net

3. Members in Household - List and include copies of all monthly sources of household income

- | | | | | |
|---|--|-----------------------------------|------------------------|---|
| ① | First Name <u>Keith</u> [REDACTED] | Last Name <u>Graham</u> | Age <u>38</u> | <input type="checkbox"/> No Income |
| | Gross Salary \$ _____ | Public Assistance \$ _____ | Pension/SS \$ _____ | SSI/SSD \$ _____ |
| | Unemployment \$ <u>\$ 760.00</u> [REDACTED] | Worker's Comp/Disability \$ _____ | Child Support \$ _____ | Other \$ _____ |
| ② | First Name <u>Jennifer</u> | Last Name <u>Graham</u> | Age <u>40</u> | <input checked="" type="checkbox"/> No Income |
| | Gross Salary \$ _____ | Public Assistance \$ _____ | Pension/SS \$ _____ | SSI/SSD \$ _____ |
| | Unemployment \$ _____ | Worker's Comp/Disability \$ _____ | Child Support \$ _____ | Other \$ _____ |
| ③ | First Name <u>Ariana</u> | Last Name <u>Graham</u> | Age <u>17</u> | <input checked="" type="checkbox"/> No Income |
| | Gross Salary \$ _____ | Public Assistance \$ _____ | Pension/SS \$ _____ | SSI/SSD \$ _____ |
| | Unemployment \$ _____ | Worker's Comp/Disability \$ _____ | Child Support \$ _____ | Other \$ _____ |
| ④ | First Name <u>Ashlynn</u> | Last Name <u>Graham</u> | Age <u>16</u> | <input checked="" type="checkbox"/> No Income |
| | Gross Salary \$ _____ | Public Assistance \$ _____ | Pension/SS \$ _____ | SSI/SSD \$ _____ |
| | Unemployment \$ _____ | Worker's Comp/Disability \$ _____ | Child Support \$ _____ | Other \$ _____ |
| ⑤ | First Name <u>Katelynn</u> | Last Name <u>Graham</u> | Age <u>14</u> | <input checked="" type="checkbox"/> No Income |
| | Gross Salary \$ _____ | Public Assistance \$ _____ | Pension/SS \$ _____ | SSI/SSD \$ _____ |
| | Unemployment \$ _____ | Worker's Comp/Disability \$ _____ | Child Support \$ _____ | Other \$ _____ |

6, 7, 8, 9, 10 - on separate paper. *If there are additional members in your household, please list their name, age and income sources on a separate sheet of paper.*

4. Premise Information - all fields required for free weatherization

Type of Structure Apartment Row Home Single
 Mobile Home Townhouse
 Year Home was Built 2001 I don't know
 Electric Water Heater Yes No

If you rent, provide the following:

Landlord Name _____
 Landlord Address _____
 Landlord Phone () _____
 Landlord Email _____

5. Monthly Expenses

\$898.00 household #10
 Mortgage or Rent ~~[REDACTED]~~
 Section 8 / Subsidized Yes No
 Water / Sewer \$ 75.00
 Food \$ 200.00
 Basic Phone \$ 50.00
 PPL Electric \$ 311.00

Only check the box if the expense is the primary heat source:

- Gas - \$ _____
- Coal - \$ _____
- Oil - \$ _____
- Wood - \$ _____
- Propane - \$ _____
- Electric Heat -

| | | | | |
|-----|-----------|--------|-------------|-----------|
| 6# | Alexander | Graham | Age = 10 | No income |
| 7# | Athena | Graham | Age = 7 | No income |
| 8# | Isabella | Graham | Age = 4 | No income |
| 9# | Ariella | Graham | Age = 2 | No income |
| 10# | Juliet | Graham | Age = 3Mths | No income |



**MONETARY DETERMINATION
PANDEMIC UI ASSISTANCE**

Date Mailed: 5/7/2020

Keith J Graham
4 Stine Ave
Carlisle, PA 17013-9649

700

Start →

Claimant ID:
84734
Claim Effective Date (BYB):
04/12/2020
Benefit Year Ending (BYE):
12/26/2020
Agreement Number:
Section 2102 of the CARES Act of 2020

This determination notifies you, that you are financially eligible for Pandemic Unemployment Assistance (PUA) benefits pursuant to Section 2102 of the CARES Act of 2020 and the applicable federal regulations at 20 CFR, Part 625. Provided you meet all program deadlines and eligibility requirements during the week(s) claimed, you are eligible for a weekly benefit amount (WBA) of \$195.00 and a dependent(s) allowance (DA) of \$0.

weekly Amount

Your WBA is based on your highest quarterly wages paid and/or net income earned from self-employment as compared to the total of all wages paid and/or net income earned during your most recent federal tax year that ended prior to the beginning of the pandemic. Your WBA should equal at least 50% of the average weekly wage benefit amount in Pennsylvania, as provided by the United States Department of Labor in UIPL 03-20, if you qualify for less than the maximum UC benefit rate of \$561.00.

Our records and/or the records you provided show, that during your base period wages and/or self-employment net income reported were;

Employment Income:

No employment histories found.

Self-Employment Income: \$0.00

Insufficient or No Employment/Self-Employment Income:

If you had insufficient or no employment/self-employment income and you meet all program deadlines and eligibility requirements during the week(s) claimed, you are eligible for the Minimum WBA of \$195.00. See "Other Important Information" on Page 2.

APPEAL DEADLINE

If you disagree with this determination, you have the right to appeal and your appeal must be received postmarked by 7/6/2020.

You may file your appeal by email or fax.

Email Appeal: UCAppeal@pa.gov
Fax Appeal: 717-772-0378

Your appeal must include your name, Social Security Number, if possible a copy of the determination, a statement that you want to file an appeal from this determination, and the reasons for your appeal. An appeal must be received by the close of business on the last day to appeal.

*Auxiliary aids and services are available upon request to individuals with disabilities.
Equal Opportunity Employer/Program*

