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\*Also admitted in NY  
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November 24, 2020

Via Email

Administrative Law Judge Francis J. Bradley  
Pennsylvania Public Utility Commission  
Suite 4063  
801 Market Street  
Philadelphia, PA 19107

Re: Sabrina Jefferson v. PPL Electric Utilities Corporation  
Docket No. F-2020-3021902

Dear Judge Bradley:

Enclosed please find in the above-referenced matter three (3) copies of PPL Hearing Exhibit Nos. 1 through 4. I propose to introduce these documents into evidence at the initial telephonic hearing on Thursday, December 3, 2020, at 10:00 AM.

I have sent copies of these exhibits to Complainant.

Very truly yours,

KIMBERLY G. KRUPKA  
KGK/kmc  
Enclosure

Cc: Sabrina Jefferson (w/ enc.)

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

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

Account Number: 920-19123  
Requested By: BRINA JEFFERSON  
01)838-2670 Extension:

Mail To: SABRINA JEFFERSON

Payment Agreement  
Installment: \$0.00 Balance: \$0.00  
Budget Bill Amortization  
Installment: \$0.00 Balance: \$0.00  
Current Rate: RS

TE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
/16/2018	ELECTRIC SERVICE Regular Bill	02/06	\$1300.26				1261/0000	00000A	32	10805	
/13/2018	ELECTRIC SERVICE Regular Bill	03/06	\$926.61	\$1300.26			0931/0000	00000A	28	7709	
/13/2018	Late Payment Charge		\$2226.87								
/13/2018	Late Payment Charge		\$27.83								
/15/2018	ELECTRIC SERVICE Regular Bill	04/05	\$766.32	\$2226.87			0781/0000	00000A	30	6350	
/15/2018	Regular Bill		\$3021.02								
/11/2018	Late Payment Charge		\$37.41								
/11/2018	Late Payment Charge		\$0.35								
/16/2018	ELECTRIC SERVICE Regular Bill	05/07	\$720.12	\$3021.02			0766/0007	00000A	32	5979	
/16/2018	Regular Bill		\$3778.90								
/19/2018	COMP FEE ELEC - RMT NORM HRS		\$14.00								
/20/2018	Payment		\$-314.00								
/15/2018	ELECTRIC SERVICE Regular Bill	06/05	\$271.26	\$3464.90			0259/0038	00000A	29	2160	
/15/2018	Regular Bill		\$3750.16								
/13/2018	Late Payment Charge		\$0.18								
/13/2018	Late Payment Charge		\$0.82								
/13/2018	Late Payment Charge		\$45.88								
/14/2018	ELECTRIC SERVICE Regular Bill	07/05	\$180.45	\$3750.16			0014/0128	00000A	30	1385	
/14/2018	Regular Bill		\$3977.49								
/16/2018	ELECTRIC SERVICE Regular Bill	08/06	\$185.11	\$3977.49			0000/0380	00000A	32	1460	
/16/2018	Regular Bill		\$4162.60								
/24/2018	Payment		\$-200.00								
/14/2018	ELECTRIC SERVICE		\$186.09								
/14/2018	Late Payment Charge		\$0.18								
/14/2018	Late Payment Charge		\$47.95								
/14/2018	Late Payment Charge		\$1.40								
/14/2018	Regular Bill	09/04	\$4198.22	\$3962.60			0000/0339	00000A	29	1468	
/11/2018	Late Payment Charge		\$2.02								
/11/2018	Late Payment Charge		\$0.18								
/11/2018	Late Payment Charge		\$50.28								
/14/2018	BUDGET BILLING		\$435.00								
/14/2018	Regular Bill	10/05	\$4685.70								

PPL/Jefferson-000001

PPL EXHIBIT 1

TE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
/11/2018	Late Payment Charge		\$0.18								
/11/2018	Late Payment Charge		\$2.68								
/11/2018	Late Payment Charge		\$50.28								
/11/2018	Late Payment Charge		\$5.44								
/15/2018	BUDGET BILLING		\$435.00								
/15/2018	Regular Bill	11/05	\$5179.28	\$4685.70	\$163.81	\$-522.07			31		
/13/2018	BUDGET BILLING		\$435.00								
/13/2018	Late Payment Charge		\$50.28								
/13/2018	Late Payment Charge		\$3.41								
/13/2018	Late Payment Charge		\$0.18								
/13/2018	Late Payment Charge		\$10.88								
/13/2018	Regular Bill	12/04	\$5679.03	\$5179.28	\$386.11	\$-570.96			29		
/11/2018	Late Payment Charge		\$50.28								
/11/2018	Late Payment Charge		\$0.18								
/11/2018	Late Payment Charge		\$4.22								
/11/2018	Late Payment Charge		\$16.32								
/13/2018	BUDGET BILLING		\$470.00								
/13/2018	Regular Bill	01/03	\$6220.03	\$5679.03	\$679.23	\$-361.73			30		
/09/2019	Late Payment Charge		\$22.20								
/09/2019	Late Payment Charge		\$0.18								
/09/2019	Late Payment Charge		\$5.10								
/09/2019	Late Payment Charge		\$50.28								
/16/2019	BUDGET BILLING		\$470.00								
/16/2019	Regular Bill	02/06	\$6767.79	\$6220.03	\$738.16	\$-93.57			34		
/12/2019	Late Payment Charge		\$28.08								
/12/2019	Late Payment Charge		\$50.28								
/12/2019	Late Payment Charge		\$0.18								
/12/2019	Late Payment Charge		\$6.07								
/14/2019	BUDGET BILLING		\$470.00								
/14/2019	Regular Bill	03/07	\$7322.40	\$6767.79	\$762.67	\$199.10			29		
/13/2019	Late Payment Charge		\$50.28								
/13/2019	Late Payment Charge		\$7.13								
/13/2019	Late Payment Charge		\$0.18								
/13/2019	Late Payment Charge		\$33.96								
/15/2019	BUDGET BILLING		\$418.00								
/15/2019	Regular Bill	04/08	\$7831.95	\$7322.40	\$592.92	\$374.02			29		
/09/2019	BUDGET BILLING		\$690.44								
/09/2019	Regular Bill	04/30	\$8522.39	\$7831.95	\$316.42				25		
/02/2019	Charge Off		\$-33.96								
/02/2019	Charge Off		\$-0.18								
/02/2019	Charge Off		\$-0.35								
/02/2019	Charge Off		\$-50.28								
/02/2019	Charge Off		\$-50.28								
/02/2019	Charge Off		\$-0.18								

DATE	AMOUNT	FORWARD	BILLED	BALANCE	H/C	TYPE	USED	KW
/02/2019 Charge Off	\$-28.08							
/02/2019 Charge Off	\$-50.28							
/02/2019 Charge Off	\$-22.20							
/02/2019 Charge Off	\$-0.18							
/02/2019 Charge Off	\$-50.28							
/02/2019 Charge Off	\$-0.18							
/02/2019 Charge Off	\$-16.32							
/02/2019 Charge Off	\$-0.18							
/02/2019 Charge Off	\$-10.88							
/02/2019 Charge Off	\$-50.28							
/02/2019 Charge Off	\$-0.18							
/02/2019 Charge Off	\$-5.44							
/02/2019 Charge Off	\$-50.28							
/02/2019 Charge Off	\$-0.18							
/02/2019 Charge Off	\$-50.28							
/02/2019 Charge Off	\$-0.18							
/02/2019 Charge Off	\$-47.95							
/02/2019 Charge Off	\$-45.88							
/02/2019 Charge Off	\$-0.18							
/02/2019 Charge Off	\$-37.41							
/02/2019 Charge Off	\$-27.83							
/02/2019 Charge Off	\$-4022.22							
/02/2019 Charge Off	\$-3823.44							
/02/2019 Charge Off	\$-14.00							
/02/2019 Charge Off	\$-7.13							
/02/2019 Charge Off	\$-6.07							
/02/2019 Charge Off	\$-5.10							
/02/2019 Charge Off	\$-4.22							
/02/2019 Charge Off	\$-3.41							
/02/2019 Charge Off	\$-2.68							
/02/2019 Charge Off	\$-2.02							
/02/2019 Charge Off	\$-1.40							
/02/2019 Charge Off	\$-0.82							

**Account Contact History**  
**Account: 5492019123 Customer Name: SABRINA JEFFERSON**  
From 8/20/2016 to 11/18/2020

Contact Date	Contact Type	Remarks	User
2020-10-22	Miscellaneous	WATT CCC Formal Complaint - Bill Dispute Work Item 2611908 Created	APRIL TOU
2020-09-02	SC - GRACE EXTENSION	The Company is reviewing the decision with BCS and we might appeal. As a result at this time we are not writing off any money.	E165934
2020-08-21	SC - GRACE EXTENSION	BCS 3758651. DATE CLOSED 08 20 2020. COMPANY ACTED WITHIN RIGHT TO PROVIDE BALANCE TO COLLECTIONS AGENCY. PUC DOES NOT HAVE JURISDICTION OVER COLLECTION AGENCIES. CUSTOMER RESPONSIBLE FOR TOTAL ACCOUNT BALANCE OF 3 788.90 FOR SERVICE UNTIL APRIL 19 2018. COMPANY SHALL NOT REQUIRE CUSTOMER TO PAY FOR SERVICE PROVIDED IN CUSTOMER S NAME AFTER APRIL 19 2018	KELLY ANN COSLETT
2020-02-12	SC - PUC Informal Complaint	PUC MDIA BCS 3758651	CUCL143
2020-02-04	Correspondence - General	Template Name Master Utility Report Created By JODY MOENICH Letter Edited Yes CS Letters ID 3520828	CSLET
2020-02-04	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2020-02-04	Billing	Caller SABRINA JEFFERSON Ratepayer. notes Cont. bill is with MRS BPO agency.	JODY MOENICH
2020-02-04	Billing	Caller SABRINA JEFFERSON Ratepayer User Comments CCI about this bill adv her that bill is written off and sent to a collection agency PPL no longer has bill. cust hung up no sat set	JODY MOENICH
2020-02-04	WUR Assessment	SABRINA JEFFERSON Ratepayer. Caller s Concern Billing Payment - WUR will be sent. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No.	JODY MOENICH
2020-01-28	Miscellaneous	WATT Scanned - Dispute Work Item 2511252 Completed	KATHLEEN MCANDREW
2020-01-28	Miscellaneous	WATT ID 2511252 working watt 2511252 sent a contact letter to customer	KATHLEEN MCANDREW
2020-01-28	Correspondence - General	Template Name Contact PPL Created By McAndrew Kathleen A Letter Edited No CS Letters ID 3512481	CSLET
2020-01-27	Miscellaneous	WATT Scanned - Dispute Work Item 2511252 Created	KOFAX
2020-01-03	WUR Assessment	SABRINA JEFFERSON Ratepayer. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	JAMINE LOWERY
2020-01-03	Billing	Caller SABRINA JEFFERSON Ratepayer. CONTIN adv that investigation was completed adv the usage is very high for the residence and that prev tenant used same amt..sat	JAMINE LOWERY
2020-01-03	Billing	Caller SABRINA JEFFERSON Ratepayer. wanted to know how to dispute charges rp adv she did not live in the home after feb 15 adv rp that she will need to send documents adv she was at a diff address at that point in time adv that a lease w2 checkstub will suffice adv of fax number she will need to send it to adv the usage for the first bills were actual usag	JAMINE LOWERY
2020-01-03	Maintain Bill Account	Caller SABRINA JEFFERSON Ratepayer updated primary phone from 925-864-6372 to primary phone 201-838-2670. Consent Attained	JAMINE LOWERY
2020-01-03	Maintain Bill Account	Caller SABRINA JEFFERSON Ratepayer updated mailing address from 3534 CHURCH RD EASTON PA 18045 to Reason Forwarding Address	JAMINE LOWERY
2019-05-08	Correspondence - Collections	Final Bill Reminder	
2019-04-12	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 3086154	CSLET
2019-04-10	Reoccurring OnTrack Referral	Reminder call to customer to check for OT application and submit to local agency.	CSLET
2019-04-08	Connect Issued	CTP-Customer caller jeanne amodeo-owner CallerRelation Ratepayer date of connect 04 09 2019 new address 3534 CHURCH RD EASTON PA 18045 DepositAmt 0 DepositReq No Pre Bal 0 Pre Bal Req No ID Req No Send AddName Letter No	JANICE L IRELAND
2019-04-08	Are You Moving Letter	Are You Moving Letter	
2019-04-05	Connect Issued	CTP-Applicant caller Fred Jefferson CallerRelation Ratepayer date of connect 04 08 2019 new address 3534 CHURCH RD EASTON PA 18045 DepositAmt 0 DepositReq No Pre Bal 1790.12 Pre Bal Req Yes ID Req No Send AddName Letter No Send SecDep Letter Yes	CARLA M MANN
2019-04-05	Are You Moving Letter	Are You Moving Letter	
2019-04-05	SC - RECURRING REFERRAL TO OTRK	Referred to Ontrack.	IVR
2019-04-05	Added Payment Agreement	IVR - Reconnect Term Date 2019-04-05 PFA Provided YES med cond No. Customer was provided Reco 2 terms of 7322.40 due on 2019-04-09 installments of 509.55. Negotiated downpayment of 6590.16 with installment of 1241.79.	IVR
2019-04-02	Cut Out for Non-Pay Issued		CUMCL024
2019-03-29	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2019-03-25	Leave Door Hanger Issued	DELIVER 3 DAY NOTICE	CUMCL024
2019-03-25	Credit - Outbound Call		KEVIN MANTELL
2019-03-19	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2019-03-18	Correspondence - Collections	CUT DATE 2019-04-01 AMOUNT 7 322.40	



Contact Date	Contact Type	Remarks	User
2019-03-18	Data Repair	Data Repair DR_IR149873A - UPDATE N A TO 671	HOLLY BAKER
2019-03-15	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2019-03-13	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2019-03-11	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2019-03-05	Credit - Outbound Call		KEVIN MANTELL
2019-03-01	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2019-02-21	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2019-02-19	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2019-02-15	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2019-02-14	Winter Collection	Winter Collection Notice	
2019-02-14	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2019-01-31	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2019-01-29	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2019-01-23	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2019-01-15	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2019-01-14	Winter Collection	Winter Collection Notice	
2019-01-07	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2018-12-19	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2018-12-13	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2018-12-07	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2018-12-07	Check Read -Customer Request Completed	Action Taken Read Meter	MDT
2018-12-05	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2018-11-29	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2018-11-27	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2018-11-20	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
2018-11-16	Winter Collection	Winter Collection Notice	
2018-11-16	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 2908580	CSLET
2018-11-15	Credit	Caller Fred Jefferson Spouse User Comments Cus called to get acct info and to do meter investigation	ANDRE PERRY
2018-11-15	WUR Assessment	Fred Jefferson Spouse. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC Yes.	ANDRE PERRY
2018-11-15	SC - RECURRING REFERRAL TO OTRK	Referred to Ontrack.	E187009
2018-11-15	Added Payment Agreement	Fred Jefferson Spouse. Agreement Type CU. Cust agrees to PAG terms NO. First payment of 2 208.00 is due 11 15 2018. Second payment of 655.75 is due on 12 04 2018 . Payment Plan installment amount 156.00. Emailed PAG info to fredandsabrina2004@gmail.com.	ANDRE PERRY
2018-11-15	Credit	Caller Fred Jefferson Spouse. Obs spk w rp adv of pd 5 179.28 and termination today asked when he can make a payment he adv he can make a payment of 500.00 today. Rp requested to speak w a billing rep to speak about the high balance on the acct beginning with 01 18. Adv conseq Rev 11 15 2018 17 08 Transferred to T21	MALACHI HOWARD
2018-11-15	Credit	Fred Jefferson Spouse. Offered LIHEAP - Yes Offered OnTrack - Yes . Emailed agency contact info to fredandsabrina2004@gmail.com .	ANDRE PERRY
2018-11-15	Credit	Confirmed service is scheduled for termination on 11 15 2018. Amount is 3 777.49. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	ANDRE PERRY
2018-11-15	Check Read -Customer Request Issued	Cus called and thinks meter isnt reading properly.	ANDRE PERRY
2018-11-15	Credit	Caller Fred Jefferson Spouse. Cus called and stated that his meter isnt reading properly and wanted a meter investigation. Confirmed service is scheduled for termination on 11 15 2018. Amount is 3 777.49. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	ANDRE PERRY
2018-11-15	Credit	Confirmed service is scheduled for termination on 11 15 2018. Amount is 3 777.49. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	MALACHI HOWARD
2018-11-13	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2018-11-09	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2018-11-07	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2018-10-30	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2018-10-26	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2018-10-24	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2018-10-16	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2018-10-12	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2018-10-09	Reoccurring OnTrack Referral	You were referred to Ontrack. Reminder call made. Calls remind customer to check for application and submit back to agency in their county.	CSLET
2018-10-05	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 2790654	CSLET

Contact Date	Contact Type	Remarks	User
2018-10-04	Credit	Caller fred jefferson Spouse User Comments 10 day Fred Jefferson the spouse stated he understood the puc information.	YAZARIE MICTIL
2018-10-04	Credit - Outbound Call		YAZARIE MICTIL
2018-10-04	WUR Assessment	fred jefferson Spouse. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC Yes.	YAZARIE MICTIL
2018-10-04	SC - RECURRING REFERRAL TO OTRK	Referred to Ontrack.	E187721
2018-10-04	Added Payment Agreement	fred jefferson Spouse. Agreement Type CU. Cust agrees to PAG terms NO. First payment of 915.00 is due 10 04 2018. Second payment of 643.48 is due on 10 05 2018 . Payment Plan installment amount 156.00. Emailed PAG info to fredandsabrina2004@gmail.com.	YAZARIE MICTIL
2018-10-04	Credit	fred jefferson Spouse. Offered OnTrack - Yes . Emailed agency contact info to sabrina.jefferson@outlook.com .	YAZARIE MICTIL
2018-10-04	SC - MED CERT - 3 DAY	Caller fred jefferson Spouse. Customer claims medical condition	E187721
2018-10-04	Credit	Confirmed service is scheduled for termination on 10 04 2018. Amount is 3 777.49. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.	YAZARIE MICTIL
2018-10-02	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2018-09-06	Credit - Outbound Call		BHUPINDER SAPPAL
2018-09-06	Credit	Caller FRED JEFFERSON Spouse User Comments OB SW Husband liv at resi gave acc info incl shut off today said his wife is working on this but reviewed P A adv to pay to bring his bal down and call us to document the payment too said he will	BHUPINDER SAPPAL
2018-09-06	WUR Assessment	FRED JEFFERSON Spouse. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC Yes.	BHUPINDER SAPPAL
2018-09-06	SC - Income Verification	Income verification required.	E183837
2018-09-06	Added Payment Agreement	FRED JEFFERSON Spouse. Agreement Type CU. Cust agrees to PAG terms NO. First payment of 915.00 is due 09 06 2018. Second payment amount and due date will appear on next bill . Payment Plan installment amount 156.00. Emailed PAG info to fredandsabrina2004@gmail.com.	BHUPINDER SAPPAL
2018-09-06	Credit	Confirmed service is scheduled for termination on 09 06 2018. Amount is 3 777.49. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	BHUPINDER SAPPAL
2018-09-04	Cut Out for Non-Pay Issued		CUMCL024
2018-08-28	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2018-08-21	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
2018-08-17	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 2722038	CSLET
2018-08-16	Credit - Outbound Call		SHARLENE ESTREMEREA
2018-08-16	Credit	Caller FRED JEFFERSON Spouse User Comments Cust Understood.	SHARLENE ESTREMEREA
2018-08-16	WUR Assessment	FRED JEFFERSON Spouse. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC Yes. Interested in SO HungUp	SHARLENE ESTREMEREA
2018-08-16	SC - RECURRING REFERRAL TO OTRK	Referred to Ontrack.	E183831
2018-08-16	Disputed Payment Agreement	FRED JEFFERSON Spouse. Agreement Type CU. Cust agrees to PAG terms NO. OUR Provided. Total payment due 08 26 2018 524.00. First payment of 524.00 is due 08 22 2018. Second payment of 391.62 is due on 09 04 2018 . Payment Plan installment amount 156.00. Enrolled in BB YES. Emailed PAG info to fredandsabrina@gmail.com.	SHARLENE ESTREMEREA
2018-08-16	Correspondence - Budget Billing	bbstcsr.doc	
2018-08-16	Start Budget Billing	FRED JEFFERSON Spouse. Agreement Type CU. Cust agrees to PAG terms NO. OUR Provided. Total payment due 08 26 2018 524.00. First payment of 524.00 is due 08 22 2018. Second payment of 391.62 is due on 09 04 2018 . Payment Plan installment amount 156.00. Enrolled in BB YES. Emailed PAG info to fredandsabrina@gmail.com.	SHARLENE ESTREMEREA
2018-08-16	Credit	FRED JEFFERSON Spouse. Offered OnTrack - Yes . .	SHARLENE ESTREMEREA
2018-08-16	Credit	Confirmed service is scheduled for termination on 08 23 2018. Amount is 3 777.49. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	SHARLENE ESTREMEREA
2018-08-16	Credit	FRED JEFFERSON Spouse. Offered OnTrack - Yes . .	SHARLENE ESTREMEREA
2018-08-16	Credit	FRED JEFFERSON Spouse. Offered OnTrack - Yes . .	SHARLENE ESTREMEREA
2018-08-16	Credit	FRED JEFFERSON Spouse. Offered OnTrack - Yes . Emailed agency contact info to fredandsabrina@gmail.com .	SHARLENE ESTREMEREA
2018-08-16	Credit	FRED JEFFERSON Spouse. Offered OnTrack - Yes . Emailed agency contact info to sabrina.jefferson@outlook.com .	SHARLENE ESTREMEREA
2018-08-16	Credit	Confirmed service is scheduled for termination on 08 23 2018. Amount is 3 777.49. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	SHARLENE ESTREMEREA
2018-08-14	Leave Door Hanger Issued	DELIVER 3 DAY NOTICE	CUMCL024
2018-08-06	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2018-08-03	Correspondence - Collections	CUT DATE 2018-08-16 AMOUNT 3 777.49	

Contact Date	Contact Type	Remarks	User
2018-07-23	Credit	Caller Fred Jeffeson Spouse User Comments Fred Jeffeson cci to make payment on the account made payment for 200.00 Balance Due 4 162.60 Last Payment Amount 314.00 Last Payment Date 4 20 2018 Previous Balance 3 977.49 went over PAG advised amount owed with PAG is 383.00 due 07 19 2018 advised could cause PAG to default not paying full amt cust sat	JACQUELINE HOLLIDAY
2018-07-23	WUR Assessment	Fred Jeffeson Spouse. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	JACQUELINE HOLLIDAY
2018-07-23	CSS WEB Interface Payment	Caller Fred Jeffeson Spouse Occupant. Comments Made Payment in the amount of 200.00. Confirmation number was has been emailed to fredandfsabrina2004@gmail.com.. Confirmation Number 18072381	JACQUELINE HOLLIDAY
2018-07-17	Reoccurring OnTrack Referral	You were Referred. Reminder call made. Call reminds the customer to check for application and submit back.	CSLET
2018-07-13	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 2671606	CSLET
2018-07-12	WUR Assessment	SABRINA JEFFERSON Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	LASHERIKA JOHNSON
2018-07-12	SC - REFERRAL TO ONTRACK	Referred to Ontrack.	E187726
2018-07-12	Payment Arrangement Letter Sent	Non-Catch-Up Activation PAG	
2018-07-12	Added Payment Agreement	SABRINA JEFFERSON Ratepayer. Agreement Type NCU. Cust agrees to PAG terms YES. First payment of 383.00 is due 07 19 2018. Future payments beginning with next bill will include installment amount of 156.00. Enrolled in BB NO. Emailed PAG info to sabrina.jefferson@icloud.com.	LASHERIKA JOHNSON
2018-07-12	Credit	SABRINA JEFFERSON Ratepayer. Offered OnTrack - Yes . Emailed agency contact info to sabrina.jefferson@icloud.com .	LASHERIKA JOHNSON
2018-07-12	Call Transfer	SABRINA JEFFERSON Ratepayer. Customer transferred to apply for OnTrack.	LASHERIKA JOHNSON
2018-07-12	Financial Statement Added		LASHERIKA JOHNSON
2018-07-12	Credit	Confirmed service is scheduled for termination on 07 12 2018. Amount is 3 750.16. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	LASHERIKA JOHNSON
2018-07-02	WUR Assessment	fred jefferson Spouse. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC Yes.	WILLIAMSON,MYKA
2018-07-02	SC - Income Verification	Income verification required.	E186138
2018-07-02	Disputed Payment Agreement	fred jefferson Spouse. Agreement Type CU. Cust agrees to PAG terms NO. OUR Provided. Total payment due 07 12 2018 1 140.33. First payment of 599.00 is due 07 02 2018. Second payment of 541.33 is due on 07 05 2018 . Payment Plan installment amount 314.00. Enrolled in BB NO. Emailed PAG info to fredandsabrina2004@gmail.com.	WILLIAMSON,MYKA
2018-07-02	Credit	Confirmed service is scheduled for termination on 07 02 2018. Amount is 3 750.16. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	WILLIAMSON,MYKA
2018-06-28	Cut Out for Non-Pay Issued		CUMCL024
2018-06-21	Leave Door Hanger Issued		CUMCL024
2018-06-13	Credit - Outbound Call	Caller Back Office Ratepayer. 10 day hung up	PAMELA SILVERMAN
2018-06-13	Credit - Outbound Call		PAMELA SILVERMAN
2018-06-12	Correspondence - Collections	CUT DATE 2018-06-26 AMOUNT 3 750.16	
2018-04-19	Special Situation	PAYMENTUS_IVR paid 314.00	SELF SERVICE USER
2018-04-19	Payment Arrangement Letter Sent	Non-Catch-Up Activation PAG	
2018-04-19	Changed Payment Agreement	PAYMENTUS_IVR paid 314.00	SELF SERVICE USER
2018-04-19	Cut In Issued	SYSTEM GENERATED ORDER BASED ON CUSTOMER PAYMENT	SELF SERVICE USER
2018-04-19	WUR Assessment	Miracle Jefferson Daughter. Caller s Concern Other - Miscellaneous. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	ANDRE PERRY
2018-04-19	Credit	Caller Miracle Jefferson Daughter. Cus called to get to paymentus.	ANDRE PERRY
2018-04-19	Credit	Caller fred jefferson Spouse. called about shut off ... adv 314.00 to establish reco arrng stated cannot pay until 1st adv cannot post date pymnts Rev 04 19 2018 18 57 adv to cb tomorrow to s w high bill dept	CELITA ROBINSON
2018-04-19	Added Payment Agreement	IVR - Reconnect Term Date 2018-04-19 PFA Provided YES med cond No. Customer was provided Reco terms of 314.00 due on 2018-04-25 installments of 314.00.	IVR
2018-04-19	Financial Statement Added		IVR
2018-04-18	Cut Out for Non-Pay Issued		CUMCL024
2018-04-12	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2018-04-03	Correspondence - Collections	CUT DATE 2018-04-17 AMOUNT 2 226.87	
2018-03-19	Correspondence - General	Template Name Customer Disputes Balance - Payment Due - No P A - UR Created By Kime Jacqueline Letter Edited No CS Letters ID 2498784	CSLET
2018-03-19	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2018-03-19	SC - GRACE EXTENSION		e163621
2018-03-19	Miscellaneous	WATT Billing - Customer Disclaims Bill Work Item 1986275 Completed	JACQUELINE KIME

Contact Date	Contact Type	Remarks	User
2018-03-19	Billing	Working customer disclaims bill watt - the customer started service on 12-15. The meter was recording usage up to 1-8 and meter was changed on 1-10. The outreading is correct - customer was using a very large amt of electric daily - see actual daily readings up to CMO. sending ltr to explain usage is actual. sent ltr with UR and statement. Closed watt.	JACQUELINE KIME
2018-03-15	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2018-03-01	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2018-01-18	WUR Assessment	SABRINA JEFFERSON Ratepayer. Caller s Concern Usage Inquiry. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No	MARI A BEDE
2018-01-18	SC - Referral to Billing	Caller SABRINA JEFFERSON Ratepayer. RP RECEIVED A BILL FOR 1 300.26 10805 KWH USED.. ISSUED WATT FOR THE METER READINGS TO BE CHECKED. ADV WE WILL CORRECT THE BIL AND ISSUE A NEW BILL SAT GRACED THE ACCOUNT NOT INTERESTED IN SOP SAT	E162349
2018-01-18	Miscellaneous	SW SABRINA JEFFERSON RP CURRENT BILL IS FOR 10805 KWH. PLEASE REVIEW METER REPLACEMENT KWH ENTERED. THANK YOU	MARI A BEDE
2018-01-18	Miscellaneous	WATT Billing - Customer Disclaims Bill Work Item 1986275 Created	MARI A BEDE
2018-01-18	Maintain Bill Account	Caller SABRINA JEFFERSON Ratepayer added - as alternate phone Declined to Provide	MARI A BEDE
2018-01-18	Maintain Bill Account	Caller SABRINA JEFFERSON Ratepayer updated primary phone from 925-864-9286 to primary phone 925-864-6372. Consent Attained	MARI A BEDE
2018-01-18	Credit	Caller SABRINA JEFFERSON Ratepayer User Comments cci to see why her bill was so high transferred to I25	NYANGEL HOLMES
2018-01-18	WUR Assessment	SABRINA JEFFERSON Ratepayer. Caller s Concern Usage Inquiry. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO No	NYANGEL HOLMES
2018-01-10	Change Meter Only Issued	This order was issued for Meter Vision OLD METER 83109222 OUT KWH 91942 DATE 2018-01-10 NEW METER 300637929 IN KWH 00000 IN KW 0.0 There is a pending connect at this account with a date in the past. Complete the connect and then complete the CMO.e CMO.	PAM0001
2018-01-10	RF Meter Replacement	RF Meter Installed at premise - 2018-01-10 - 83109222 Installed	CSSDR044
2017-12-18	Credit	Caller SABRINA JEFFERSON Ratepayer. OB WELCOME. Hung up	SHARLENE ESTREMER
2017-12-15	Electric Choice New Customer Kit		CUBSO214
2017-12-15	Choice Inquiry	New Connect Privacy Release Default - OK to Release All	SYSTEM SYSTEM
2017-12-15	myPPL Alerts - WEB	User E165738 agreed to T Cs-Enrolled	SELF SERVICE USER
2017-12-15	Connect Completed		KAREN C RENARD
2017-12-13	Online Billing Account Update	E-Bill process - Caller SABRINA JEFFERSON Customer Satisfied Understands Yes offered paperless billing offered outage alerts via Email	KAREN C RENARD
2017-12-13	Connect Questions	TYPE OF CONNECT REQUEST METERED RATEPAYER OWNS THE PROPERTY N RATEPAYER WILL OCCUPY THE PROPERTY Y NON-RESIDENTIAL USE ASSOCIATED WITH THE PROPERTY NONE TYPE OF PROPERTY RESIDENTIAL ELECTRIC HEAT Y RESIDENTIAL USE ASSOCIATED WITH THE PROPERTY RESIDENTIAL USE WILL BE FOR THE RATEPAYERS SOLE BENEFIT	KAREN C RENARD
2017-12-13	Connect Issued	Electric CTP-Applicant caller SABRINA JEFFERSON CallerRelation Ratepayer date of connect 12 15 2017 new address 3534 CHURCH RD EASTON PA 18045 DepositAmt 0 DepositReq No Pre Bal 0 Pre Bal Req No ID Req No Send AddName Letter No	KAREN C RENARD

Agreement Edit Help

Start Date	Type	Status	Agreement Amount
04/05/19	Reconnection Two	Refused	7,831.95 ^
11/15/18	Catch-Up	Refused	5,179.28
10/04/18	Catch-Up	Refused	4,198.22
09/06/18	Catch-Up	Refused	4,198.22
08/16/18	Catch-Up	Expired	3,962.60
07/12/18	Non-Catch-Up	Defaulted	3,977.49
07/02/18	Catch-Up	Expired	3,750.16
04/19/18	Reconnection	Defaulted	3,778.90

- Add...
- Change...
- Delete
- Undelete

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## Informal Case View

Case Search

General			
BCS Case No.	3758651	Case Notes	Count : 2 <a href="#">Detail...</a>
CSS Account No.	5492019123	Received Date	02/12/2020
CSS Name	SABRINA JEFFERSON	Due Date	03/12/2020
Name	SABRINA JEFFERSON	Investigator Name	CASE POOL, BCS
Service Address 1	3534 CHURCH RD	Mailing Address 1	[REDACTED]
Service Address 2		Mailing Address 2	[REDACTED]
Service City, State Zip	EASTON, PA 18045-	Mailing City, State Zip	[REDACTED]
PUC Address	3534 CHURCH ROAD,,EASTON,PA,18045-		
Service Class	RESIDENTIAL	Case Origin	TELEPHONE
Phone Number		Prior Case Number	0
Income Level	1	On Track	No
Reason For Contact	BILLING DISPUTES (# 18)		
Customer Position	BILLING DISPUTE CUSTOMER IS DISPUTING THE BALANCE AMOUNT FOR 8500. CUSTOMER LEFT THE PROPERTY ON FEBRUARY 18, 2019 DUE TO EVICTION FOR DOMESTIC ISSUE. CUSTOMER SEND THE PROOF OF 4 YEAR RESTRAINING ORDER, CURRENT LEASE, AND THE WHAT THE SHELTER LIVED IN. CUSTOMER WOULD LIKE THE BILLING FOR 8500 TO BE WAIVED.		
Company Position	02/03/2020 PPL ELECTRIC STATED THE BALANCE AMOUNT FOR 8500 IS CURRENTLY RIDE OFF ACCOUNT.		
Related Information			
Misc Info			
Heating	Yes	Service	On
Acct Bal Due Date	04/30/2019	Total Account Balance	0.00
Budget Bill Amount	312.00		
Arrearage	0.00	Reported Income Amount	0.00
Date of Last Customer Contact prior to Complaint	02/04/2020		
Type Assignment			
Case Type	Informal		

PPL EXHIBIT 4

PPL/Jefferson-000010

Category and Section

Primary Category	Disconnect Date
Secondary Category	
Tertiary Category	
Assign To Section	CCC-

Ownership

Contact Person	E169190 - Young,Jennifer
Written By	Young,Jennifer
Written By Date	03/13/2020

Other Information

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

Informal Final Report

## Details of the Company's Original Investigation

12/13/2017 - PPL Electric Utilities (the Company) records indicate Sabrina Jefferson called to establish an electric service account at 3534 Church Rd., Easton, PA 18045, effective 12/15/2017. The Company assigned account number 54920-19123.

04/05/2019 - The Company records indicate it received a request from a new applicant (Steven J Inc.) to establish a new electric service account at 3534 Church Rd., Easton, PA 18045, effective 04/08/2019. This request initiated the final bill in the name of Sabrina Jefferson.

04/09/2019 - The Company rendered a final residential bill statement for the electric service to 3534 Church Rd., Easton, PA 18045 in the name of Sabrina Jefferson. The bill amount was \$8,522.39.

06/17/2019 - The Company sent Sabrina Jefferson's unpaid balance of \$8,522.39 to MRS BPO, a collections agency, to pursue the debt.

01/27/2020 - The Company records indicate it received a letter from Sabrina Jefferson which included a letter from A Woman's Place and a copy of a lease which started on 06/01/2019. The letter from A Woman's Place indicated Sabrina Jefferson and her daughter had been residing at A Woman's Place safe house since February 24,2018 due to fleeing domestic violence.

01/28/2020 - The Company reviewed the documentation and sent Ms. Jefferson a letter requesting she contact the Company directly to discuss.

02/04/2020 - (Date of last contact) - The Company records indicate Sabrina Jefferson contacted it in regards to the account balance. The Company explained the balance had been sent to a collection agency. The Company records indicate the customer ended the call.

## Company's Final Position to the Customer

The Company records indicate Sabrina Jefferson contacted it on 02/04/2020 in regards to the account balance.

PPL/Jefferson-000011

The Company explained the balance had been sent to a collection agency.

The Company records indicate the customer ended the call.

Details of Company's Investigation after BCS Contact

No additional investigation is necessary.

Company's Final Position to BCS

The Company records indicate Sabrina Jefferson called on 12/13/2017 to establish an electric service account at 3534 Church Rd., Easton, PA 18045, effective 12/15/2017.

The Company records indicate that a new applicant requested an electric service account at 3534 Church Rd., Easton, PA 18045 to start as of 04/09/2019. This action resulted in the discontinuance of Sabrina Jefferson's account at this location.

The Company has no records to support Ms. Jefferson contacting it to request the discontinuance to the electric service in her name at 3534 Church Rd., Easton, PA 18045.

Sabrina Jefferson was not in compliance with the regulations found at 56.266(a).

While the Company is not insensitive to Ms. Jefferson's situation, its position is that the customer had an obligation to notify the Company that she had vacated and wanted to cancel her account.

Because she failed to provide proper notification, the customer is financially liable for the billed usage from 12/15/2017 (the date she requested the account to begin in her name) to 04/09/2019 (the date a new applicant requested an account at the location she activated in her name).

Ms. Jefferson is responsible for \$8,522.39.

The Company sent Sabrina Jefferson's unpaid balance of \$8,522.39 to MRS BPO, a collections agency, to pursue the debt.

Ms. Jefferson should contact the collections agency to make arrangements to pay.

Analysis Information

Justified No

No Analysis Items Found

Return To Search	Case History	Print
Decision	Change State	Dismiss

Home

## Decision Detail

Case Search

General			
BCS Case No.	3758651	CSS Account No.	5492019123
Customer Name	SABRINA JEFFERSON	Investigator Name	CASE POOL, BCS
Address 1	3534 CHURCH RD	Service Class	RESIDENTIAL
Address 2		Case Origin	TELEPHONE
City, State Zip	EASTON , PA 18045	Head Date	08/05/2020
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	56	Oral/Written	Written
Section Rule	56.1	Violation	ACTUAL
Total Balance	3788.90	Closed Date	08/20/2020
Reconnect Amount	0.00	Balance Date	03/13/2020
Special Budget Amount	0.00	Regular Budget Amount	312.00
Arrears Payment Plus	0.00	Final Monthly Payment	0.00
Resolution	DECISION ISSUED: COMPANY ACTED WITHIN RIGHT TO PROVIDE BALANCE TO COLLECTIONS AGENCY. PUC DOES NOT HAVE JURISDICTION OVER COLLECTION AGENCIES. CUSTOMER PROVIDED SUFFICIENT DOCUMENTATION SUPPORTING DEPARTURE FROM PROPERTY IN FEBRUARY 2018. CUSTOMER FAILED TO REQUEST DISCONNECTION OF SERVICE. COMPANY TERMINATED SERVICE ON 04/19/2018 AND CUSTOMER DID NOT REQUEST TO HAVE SERVICE RECONNECTED. CUSTOMER RESPONSIBLE FOR TOTAL ACCOUNT BALANCE OF \$3,788.90 FOR SERVICE UNTIL APRIL 19, 2018. COMPANY SHALL NOT REQUIRE CUSTOMER TO PAY FOR SERVICE PROVIDED IN CUSTOMER'S NAME AFTER APRIL 19, 2018.		
Terms			
Letter Description			

Action Required Options

Action

Yes  No

PPL/Jefferson-000013

Required WorkQ Category	▼		
Sub Category	▼		
Up Front Amount		Up Front Due Date	
Bill Type	▼		
Plus Amount			
Beginning Date			
Write-Off Amount			
Comments	BCS#3758651. DATE CLOSED: 08/20/2020. COMPANY ACTED WITHIN RIGHT TO PROVIDE BALANCE TO COLLECTIONS AGENCY. PUC DOES NOT HAVE JURISDICTION OVER COLLECTION AGENCIES.		
Processed By	E165934	Processed Date	8/21/2020 2:22:24 PM

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