

Kimberly G. Krupka

33 S. Seventh Street, P.O. Box 4060
Allentown, PA 18105
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ATTORNEYS

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THOMAS E. REILLY, JR.
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NICHOLAS SANDERCOCK
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MICHAEL S. HORVATH, II

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DONALD LaBARRE, Jr., Ret.
CHARLES J. FONZONE, Ret.
MICHAEL A. HENRY, Ret.

Of Counsel:
PATRICK J. REILLY ~
MARIANNE S. LAVELLE

‡Also admitted in CO
~Also admitted in DC
~Also admitted in FL
‡Also admitted in MA
~Also admitted in MD
*Also admitted in NJ
•Also admitted in NM
*Also admitted in NY
▲Also admitted in TX

Allentown Office:
33 S. Seventh Street
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Allentown, PA 18105
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Easton Office:
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Easton, PA 18042
Phone: 610/258-1506
Fax: 610/258-0701

Lehighon Office
415 Mahoning Street
Lehighon, PA 18235
Phone: 610/377-0500

February 9, 2022

Via Email: ebarnes@pa.gov

The Honorable Elizabeth H. Barnes
Administrative Law Judge
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
P O Box 3265, 400 North St
Harrisburg PA 17105-3265

**Re: Kenneth Singh v. PPL Electric Utilities Corporation
Docket No. C-2021-3028984**

Dear Judge Barnes:

Enclosed please find in the above-referenced matter a copy of PPL Hearing Exhibit Nos. 1 through 3. I propose to introduce these documents into evidence at the Initial Telephonic Hearing on Thursday, February 17, 2022 at 2:00 PM.

I have sent copies of these exhibits to the Complainant.

Very truly yours,



Kimberly G. Krupka

KGK/kmc
Enclosure

Cc: Kenneth Singh (w/ enc.) (via Email and Federal Express)

*** Account Information ***

*** Current Account Status ***

Account Number: 86748-11082
 Mail To: KENNETH SINGH
 130 DONALD AVE
 MIDDLETOWN PA 17057
 Requested By: KENNETH SINGH
 (717) 939-0173 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 |
|------------|------------------------------|----------|--------------------|-----------------|---------------|------------------|-------------|----------|-----------|-----|-----------|
| 02/13/2018 | ELECTRIC SERVICE | | \$23.42 | | | | | | | | |
| 02/13/2018 | Town Square Energy East, LLC | | \$9.47 | | | | | | | | |
| 02/13/2018 | Regular Bill | 03/06 | \$-51.55 | | | | 0944/0000 | 00000A | 28 | 142 | |
| 03/16/2018 | ELECTRIC SERVICE | | \$22.59 | | | | | | | | |
| 03/16/2018 | Town Square Energy East, LLC | | \$8.20 | | | | | | | | |
| 03/16/2018 | Regular Bill | 04/09 | \$-20.76 | | | | 0756/0000 | 00000A | 30 | 123 | |
| 04/16/2018 | ELECTRIC SERVICE | | \$21.19 | | | | | | | | |
| 04/16/2018 | ELECTRIC SERVICE | | \$0.70 | | | | | | | | |
| 04/16/2018 | Town Square Energy East, LLC | | \$7.07 | | | | | | | | |
| 04/16/2018 | Cirro Energy | | \$0.20 | | | | | | | | |
| 04/16/2018 | Regular Bill | 05/07 | \$8.40 | | | | 0009/0007 | 00000A | 30 | 109 | |
| 04/25/2018 | Payment | | \$-100.00 | | | | | | | | |
| 05/16/2018 | ELECTRIC SERVICE | | \$21.03 | | | | | | | | |
| 05/16/2018 | Cirro Energy | | \$5.59 | | | | | | | | |
| 05/16/2018 | Regular Bill | 06/06 | \$-64.98 | | | | 0269/0049 | 00000A | 31 | 86 | |
| 06/14/2018 | ELECTRIC SERVICE | | \$21.19 | | | | | | | | |
| 06/14/2018 | Cirro Energy | | \$5.79 | | | | | | | | |
| 06/14/2018 | Regular Bill | 07/05 | \$-38.00 | | | | 0015/0132 | 00000A | 30 | 89 | |
| 07/17/2018 | ELECTRIC SERVICE | | \$22.93 | | | | | | | | |
| 07/17/2018 | Cirro Energy | | \$10.34 | | | | | | | | |
| 07/17/2018 | Regular Bill | 08/07 | \$-4.73 | | | | 0000/0355 | 00000A | 30 | 159 | |
| 08/15/2018 | ELECTRIC SERVICE | | \$22.47 | | | | | | | | |
| 08/15/2018 | Cirro Energy | | \$9.49 | | | | | | | | |
| 08/15/2018 | Regular Bill | 09/05 | \$27.23 | | | | 0000/0351 | 00000A | 31 | 146 | |
| 08/29/2018 | Payment | | \$-90.00 | | | | | | | | |
| 09/14/2018 | ELECTRIC SERVICE | | \$23.28 | | | | | | | | |
| 09/14/2018 | Cirro Energy | | \$10.79 | | | | | | | | |
| 09/14/2018 | Regular Bill | 10/05 | \$-28.70 | | | | 0014/0304 | 00000A | 31 | 166 | |
| 10/15/2018 | ELECTRIC SERVICE | | \$20.63 | | | | | | | | |
| 10/15/2018 | Cirro Energy | | \$5.85 | | | | | | | | |
| 10/15/2018 | Regular Bill | 11/05 | \$-2.22 | | | | 0030/0132 | 00000A | 29 | 90 | |
| 11/13/2018 | ELECTRIC SERVICE | | \$21.77 | | | | | | | | |
| 11/13/2018 | Cirro Energy | | \$7.48 | | | | | | | | |
| 11/13/2018 | Regular Bill | 12/04 | \$27.03 | | | | 0491/0000 | 00000A | 31 | 115 | |
| 11/27/2018 | Payment | | \$-100.00 | | | | | | | | |

PPL EXHIBIT 1

| DATE | TRANSACTION TYPE | DUE DATE | TRANSACTION AMOUNT | BALANCE FORWARD | ACTUAL BILLED | DEFERRED BALANCE | DEG DAY H/C | RDG/TYPE | DAYS USED | KWH | BILLED KW |
|------------|-------------------------|----------|--------------------|-----------------|---------------|------------------|-------------|----------|-----------|-----|-----------|
| 12/13/2018 | ELECTRIC SERVICE | | \$23.08 | | | | | | | | |
| 12/13/2018 | Cirro Energy | | \$10.21 | | | | | | | | |
| 12/13/2018 | Regular Bill | 01/03 | \$-39.68 | | | | 0888/0000 | 00000A | 30 | 157 | |
| 01/18/2019 | ELECTRIC SERVICE | | \$22.57 | | | | | | | | |
| 01/18/2019 | Cirro Energy | | \$9.82 | | | | | | | | |
| 01/18/2019 | Regular Bill | 02/11 | \$-7.29 | | | | 0957/0000 | 00000A | 34 | 151 | |
| 02/14/2019 | ELECTRIC SERVICE | | \$23.08 | | | | | | | | |
| 02/14/2019 | Cirro Energy | | \$10.86 | | | | | | | | |
| 02/14/2019 | Regular Bill | 03/07 | \$26.65 | | | | 1064/0000 | 00000A | 29 | 167 | |
| 02/27/2019 | Payment | | \$-100.00 | | | | | | | | |
| 03/15/2019 | ELECTRIC SERVICE | | \$21.92 | | | | | | | | |
| 03/15/2019 | Cirro Energy | | \$8.97 | | | | | | | | |
| 03/15/2019 | Regular Bill | 04/08 | \$-42.46 | | | | 0893/0000 | 00000A | 29 | 138 | |
| 04/15/2019 | ELECTRIC SERVICE | | \$20.34 | | | | | | | | |
| 04/15/2019 | Cirro Energy | | \$6.37 | | | | | | | | |
| 04/15/2019 | Regular Bill | 05/06 | \$-15.75 | | | | 0503/0000 | 00000A | 29 | 98 | |
| 05/16/2019 | ELECTRIC SERVICE | | \$12.38 | | | | | | | | |
| 05/16/2019 | ELECTRIC SERVICE | | \$8.13 | | | | | | | | |
| 05/16/2019 | National Gas & Electric | | \$2.58 | | | | | | | | |
| 05/16/2019 | Cirro Energy | | \$3.90 | | | | | | | | |
| 05/16/2019 | Regular Bill | 06/06 | \$11.24 | | | | 0066/0006 | 00000A | 33 | 101 | |
| 05/30/2019 | Payment | | \$-80.00 | | | | | | | | |
| 06/17/2019 | ELECTRIC SERVICE | | \$20.30 | | | | | | | | |
| 06/17/2019 | National Gas & Electric | | \$5.98 | | | | | | | | |
| 06/17/2019 | Regular Bill | 07/08 | \$-42.48 | | | | 0020/0156 | 00000A | 30 | 95 | |
| 07/18/2019 | ELECTRIC SERVICE | | \$24.46 | | | | | | | | |
| 07/18/2019 | National Gas & Electric | | \$11.15 | | | | | | | | |
| 07/18/2019 | Regular Bill | 08/08 | \$-6.87 | | | | 0000/0396 | 00000A | 32 | 177 | |
| 08/15/2019 | ELECTRIC SERVICE | | \$26.19 | | | | | | | | |
| 08/15/2019 | National Gas & Electric | | \$13.61 | | | | | | | | |
| 08/15/2019 | Regular Bill | 09/05 | \$32.93 | | | | 0000/0415 | 00000A | 29 | 216 | |
| 08/28/2019 | Payment | | \$-100.00 | | | | | | | | |
| 09/16/2019 | ELECTRIC SERVICE | | \$22.86 | | | | | | | | |
| 09/16/2019 | National Gas & Electric | | \$8.57 | | | | | | | | |
| 09/16/2019 | Regular Bill | 10/07 | \$-35.64 | | | | 0000/0267 | 00000A | 30 | 136 | |
| 10/17/2019 | ELECTRIC SERVICE | | \$21.42 | | | | | | | | |
| 10/17/2019 | National Gas & Electric | | \$6.30 | | | | | | | | |
| 10/17/2019 | Regular Bill | 11/07 | \$-7.92 | | | | 0087/0104 | 00000A | 32 | 100 | |
| 11/15/2019 | ELECTRIC SERVICE | | \$14.91 | | | | | | | | |
| 11/15/2019 | ELECTRIC SERVICE | | \$6.71 | | | | | | | | |
| 11/15/2019 | National Gas & Electric | | \$5.87 | | | | | | | | |
| 11/15/2019 | Dynegy | | \$2.11 | | | | | | | | |
| 11/15/2019 | Regular Bill | 12/09 | \$21.68 | | | | 0229/0000 | 00000A | 29 | 106 | |

Bill Account: 86748-11082

Account Activity Statement

Date: 02/04/22

Page: 3

| DATE | TRANSACTION TYPE | DUE DATE | TRANSACTION AMOUNT | BALANCE FORWARD | ACTUAL BILLED | DEFERRED BALANCE | DEG DAY H/C | RDG/TYPE | DAYS USED | KWH | BILLED KW |
|------------|------------------|----------|--------------------|-----------------|---------------|------------------|-------------|----------|-----------|-----|-----------|
| 11/27/2019 | Payment | | \$-100.00 | | | | | | | | |
| 12/16/2019 | ELECTRIC SERVICE | | \$22.75 | | | | | | | | |
| 12/16/2019 | Dynegy | | \$8.50 | | | | | | | | |
| 12/16/2019 | Regular Bill | 01/06 | \$-47.07 | | | | 0791/0000 | 00000A | 30 | 133 | |
| 01/16/2020 | ELECTRIC SERVICE | | \$22.88 | | | | | | | | |
| 01/16/2020 | Dynegy | | \$10.16 | | | | | | | | |
| 01/16/2020 | Regular Bill | 02/06 | \$-14.03 | | | | 0932/0000 | 00000A | 33 | 159 | |

*** Account Information ***

*** Current Account Status ***

Account Number: 86748-11082
 Mail To: KENNETH SINGH
 130 DONALD AVE
 MIDDLETOWN PA 17057
 Requested By: KENNETH SINGH
 (717) 939-0173 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 |
|------------|------------------|----------|--------------------|-----------------|---------------|------------------|-------------|----------|-----------|-----|-----------|
| 02/14/2020 | ELECTRIC SERVICE | | \$22.32 | | | | | | | | |
| 02/14/2020 | Dynegy | | \$8.88 | | | | | | | | |
| 02/14/2020 | Regular Bill | 03/09 | \$17.17 | | | | 0822/0000 | 00000A | 29 | 139 | |
| 02/27/2020 | Payment | | \$-90.00 | | | | | | | | |
| 03/17/2020 | ELECTRIC SERVICE | | \$21.99 | | | | | | | | |
| 03/17/2020 | Dynegy | | \$8.37 | | | | | | | | |
| 03/17/2020 | Regular Bill | 04/07 | \$-42.47 | | | | 0754/0000 | 00000A | 32 | 131 | |
| 04/16/2020 | ELECTRIC SERVICE | | \$19.99 | | | | | | | | |
| 04/16/2020 | Dynegy | | \$6.01 | | | | | | | | |
| 04/16/2020 | Regular Bill | 05/07 | \$-16.47 | | | | 0473/0000 | 00000A | 30 | 94 | |
| 05/15/2020 | ELECTRIC SERVICE | | \$19.95 | | | | | | | | |
| 05/15/2020 | Dynegy | | \$5.69 | | | | | | | | |
| 05/15/2020 | Regular Bill | 06/08 | \$9.17 | | | | 0433/0000 | 00000A | 29 | 89 | |
| 05/27/2020 | Payment | | \$-100.00 | | | | | | | | |
| 06/16/2020 | ELECTRIC SERVICE | | \$20.84 | | | | | | | | |
| 06/16/2020 | Dynegy | | \$7.22 | | | | | | | | |
| 06/16/2020 | Regular Bill | 07/07 | \$-62.77 | | | | 0044/0154 | 00000A | 32 | 113 | |
| 07/16/2020 | ELECTRIC SERVICE | | \$23.53 | | | | | | | | |
| 07/16/2020 | Dynegy | | \$11.89 | | | | | | | | |
| 07/16/2020 | Regular Bill | 08/06 | \$-27.35 | | | | 0000/0396 | 00000A | 30 | 186 | |
| 08/17/2020 | ELECTRIC SERVICE | | \$26.41 | | | | | | | | |
| 08/17/2020 | Dynegy | | \$16.81 | | | | | | | | |
| 08/17/2020 | Regular Bill | 09/08 | \$15.87 | | | | 0000/0492 | 00000A | 30 | 263 | |
| 08/31/2020 | Payment | | \$-100.00 | | | | | | | | |
| 09/16/2020 | ELECTRIC SERVICE | | \$22.42 | | | | | | | | |
| 09/16/2020 | Dynegy | | \$10.22 | | | | | | | | |
| 09/16/2020 | Regular Bill | 10/07 | \$-51.49 | | | | 0007/0316 | 00000A | 32 | 160 | |
| 10/16/2020 | ELECTRIC SERVICE | | \$6.56 | | | | | | | | |
| 10/16/2020 | ELECTRIC SERVICE | | \$13.23 | | | | | | | | |
| 10/16/2020 | Cirro Energy | | \$2.85 | | | | | | | | |
| 10/16/2020 | Dynegy | | \$1.92 | | | | | | | | |
| 10/16/2020 | Regular Bill | 11/09 | \$-26.93 | | | | 0113/0016 | 00000A | 30 | 94 | |
| 11/16/2020 | ELECTRIC SERVICE | | \$20.61 | | | | | | | | |
| 11/16/2020 | Cirro Energy | | \$5.21 | | | | | | | | |
| 11/16/2020 | Regular Bill | 12/07 | \$-1.11 | | | | 0314/0005 | 00000A | 29 | 117 | |

| DATE | TRANSACTION TYPE | DUE DATE | TRANSACTION AMOUNT | BALANCE FORWARD | ACTUAL BILLED | DEFERRED BALANCE | DEG DAY H/C | RDG/TYPE | DAYS USED | KWH | BILLED KW |
|------------|---------------------|----------|--------------------|-----------------|---------------|------------------|-------------|----------|-----------|-----|-----------|
| 12/16/2020 | ELECTRIC SERVICE | | \$21.27 | | | | | | | | |
| 12/16/2020 | Cirro Energy | | \$5.96 | | | | | | | | |
| 12/16/2020 | Regular Bill | 01/06 | \$26.12 | | | | 0701/0000 | 00000A | 32 | 134 | |
| 01/08/2021 | Payment | | \$-100.00 | | | | | | | | |
| 01/19/2021 | ELECTRIC SERVICE | | \$24.11 | | | | | | | | |
| 01/19/2021 | Cirro Energy | | \$7.83 | | | | | | | | |
| 01/19/2021 | Regular Bill | 02/09 | \$-41.94 | | | | 0963/0000 | 00000A | 31 | 176 | |
| 02/18/2021 | ELECTRIC SERVICE | | \$24.51 | | | | | | | | |
| 02/18/2021 | Cirro Energy | | \$8.32 | | | | | | | | |
| 02/18/2021 | Regular Bill | 03/11 | \$-9.11 | | | | 1099/0000 | 00000A | 33 | 187 | |
| 03/19/2021 | ELECTRIC SERVICE | | \$22.60 | | | | | | | | |
| 03/19/2021 | Cirro Energy | | \$6.23 | | | | | | | | |
| 03/19/2021 | Regular Bill | 04/12 | \$19.72 | | | | 0771/0000 | 00000A | 29 | 140 | |
| 04/01/2021 | Payment | | \$-90.00 | | | | | | | | |
| 04/20/2021 | ELECTRIC SERVICE | | \$22.17 | | | | | | | | |
| 04/20/2021 | Cirro Energy | | \$5.21 | | | | | | | | |
| 04/20/2021 | Regular Bill | 05/11 | \$-42.90 | | | | 0514/0000 | 00000A | 32 | 117 | |
| 05/20/2021 | ELECTRIC SERVICE | | \$21.45 | | | | | | | | |
| 05/20/2021 | AP GAS AND ELECTRIC | | \$3.87 | | | | | | | | |
| 05/20/2021 | Regular Bill | 06/10 | \$-17.58 | | | | 0238/0012 | 00000A | 29 | 91 | |
| 06/21/2021 | ELECTRIC SERVICE | | \$22.50 | | | | | | | | |
| 06/21/2021 | AP GAS AND ELECTRIC | | \$4.97 | | | | | | | | |
| 06/21/2021 | Regular Bill | 07/12 | \$9.89 | | | | 0036/0217 | 00000A | 30 | 117 | |
| 07/02/2021 | Payment | | \$-100.00 | | | | | | | | |
| 07/21/2021 | ELECTRIC SERVICE | | \$26.23 | | | | | | | | |
| 07/21/2021 | AP GAS AND ELECTRIC | | \$8.88 | | | | | | | | |
| 07/21/2021 | Regular Bill | 08/11 | \$-55.00 | | | | 0000/0400 | 00000A | 32 | 209 | |
| 08/19/2021 | ELECTRIC SERVICE | | \$22.59 | | | | | | | | |
| 08/19/2021 | ELECTRIC SERVICE | | \$1.62 | | | | | | | | |
| 08/19/2021 | AP GAS AND ELECTRIC | | \$1.29 | | | | | | | | |
| 08/19/2021 | Cirro Energy | | \$10.65 | | | | | | | | |
| 08/19/2021 | Regular Bill | 09/09 | \$-18.85 | | | | 0000/0032 | 000000 | 29 | 160 | |
| 09/17/2021 | ELECTRIC SERVICE | | \$24.56 | | | | | | | | |
| 09/17/2021 | Cirro Energy | | \$11.93 | | | | | | | | |
| 09/17/2021 | Regular Bill | 10/12 | \$17.64 | | | | 0000/0299 | 00000A | 30 | 168 | |
| 09/29/2021 | Payment | | \$-90.00 | | | | | | | | |
| 10/18/2021 | ELECTRIC SERVICE | | \$21.33 | | | | | | | | |
| 10/18/2021 | Cirro Energy | | \$7.53 | | | | | | | | |
| 10/18/2021 | Regular Bill | 11/08 | \$-43.50 | | | | 0031/0087 | 00000A | 29 | 106 | |
| 11/16/2021 | ELECTRIC SERVICE | | \$20.94 | | | | | | | | |
| 11/16/2021 | Cirro Energy | | \$7.95 | | | | | | | | |
| 11/16/2021 | Regular Bill | 12/07 | \$-14.61 | | | | 0397/0007 | 00000A | 31 | 112 | |

| DATE | TRANSACTION TYPE | DUE DATE | TRANSACTION AMOUNT | BALANCE FORWARD | ACTUAL BILLED | DEFERRED BALANCE | DEG DAY H/C | RDG/TYPE | DAYS USED | KWH | BILLED KW |
|------------|------------------|----------|--------------------|-----------------|---------------|------------------|-------------|----------|-----------|-----|-----------|
| 12/16/2021 | ELECTRIC SERVICE | | \$21.92 | | | | | | | | |
| 12/16/2021 | Cirro Energy | | \$9.66 | | | | | | | | |
| 12/16/2021 | Regular Bill | 01/06 | \$16.97 | | | | 0750/0000 | 00000A | 30 | 136 | |
| 12/17/2021 | Credit | | \$-25.00 | | | | | | | | |
| 01/07/2022 | Payment | | \$-100.00 | | | | | | | | |
| 01/19/2022 | ELECTRIC SERVICE | | \$23.11 | | | | | | | | |
| 01/19/2022 | Cirro Energy | | \$12.43 | | | | | | | | |
| 01/19/2022 | Regular Bill | 02/09 | \$-72.49 | | | | 1025/0000 | 00000A | 34 | 175 | |

Account Contact History
Account: 8674811082 Customer Name: KENNETH SINGH
From 11/6/2017 to 2/4/2022

| Contact Date | Contact Type | Remarks | User |
|--------------|-----------------------------|--|----------------|
| 2022-01-10 | Miscellaneous | WATT Generalist - Escalated Call Back - Lehigh Work Item 2811599 Completed | TAMI L ROLAND |
| 2022-01-10 | Miscellaneous | WATT ID 2811599 REC D EMAIL TO CALL CUST RE SURVEY RESPONSE. CALLED KENNETH SINGH EXPL FROM PPL CALLING RE HIS REQUEST ON THE SURVEY HE RESPONDED HE DIDN T MEAN TO REQUEST THE CALL DID NOT NEED ANYTHING. CLOSED CALL. | TAMI L ROLAND |
| 2022-01-10 | Miscellaneous | SURVEY RESPONSE - CUST STATES FROM 12 17 CALL DISSATISFIED BECAUSE The long wait time. It should not be like that. | TAMI L ROLAND |
| 2022-01-10 | Miscellaneous | WATT Generalist - Escalated Call Back - Lehigh Work Item 2811599 Created | TAMI L ROLAND |
| 2021-12-17 | Request Credit | Customer agreed to goodwill credit of 25.00 to satisfy formal complaint | KELLY A BELL |
| 2021-10-07 | Special Situation | WATT ITEM 2772880 - Called cust due to recvng cust PUC formal - no answer no voicemail rang several times - if when cust calls ok to transfer to me or I can call him back | KELLY A BELL |
| 2021-10-07 | SC - PUC Formal Complaint | The customer filed PUC Formal Complaint Docket No. C-2021-3028984 - WATT ID 2772880 | E02623 |
| 2021-10-06 | Miscellaneous | WATT FieldFormalComplaint - Service Related Work Item 2772880 Created | DONNA BARRY |
| 2021-09-15 | Credit | Caller KENNETH SINGH Ratepayer User Comments cx received call and wanted to know what it was about adv we did not make call and may be scam call. cx stated they are still upset with ppl because of the hold times.adv next meter reading is 9 20 | JENN ALWALAH |
| 2021-09-15 | WUR Assessment | KENNETH SINGH 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. | JENN ALWALAH |
| 2021-08-30 | Miscellaneous | Cust emailed pplnews - whenever I have called PPL wait times have been about 30 minutes or longer. So this is a chronic problem with PPL Electric. cust already filed complaint in regards to this and contact was already made by SR rep notating acct no further action required | KELLY A BELL |
| 2021-08-25 | SC - GRACE EXTENSION | BCS 3794127 - Closed Date - 08 25 2021 - THE COMPANY IS BILLING HIM IN ACCORDANCE TO THE APPROVED RATES. I ADVISED THE CUSTOMER TO FILE A COMPLAINT ON THE COMPANY S WEBSITE REGARDING THE WAIT TIME ISSUE. CUSTOMER UNDERSTOOD BUT WAS NOT SATISFIED. HOWEVER CUSTOMER AGREED TO CLOSE THE CASE. CASE CLOSED. | E02623 |
| 2021-08-10 | Miscellaneous | WATT Generalist - Escalated Call Back - Lehigh Work Item 2747859 Completed | TAMI L ROLAND |
| 2021-08-10 | Miscellaneous | WATT ID 2747859 WORKING ON REDUCING IT. CONTINUED TO COMPLAIN ABOUT HOLD TIMES APOLOGIZED AGAIN EXPL I SEE HE FILED A PUC COMPLAINT HE CAN WAIT TO HEAR THEIR RESPONSE. TOLD HIM TO HAVE A GOOD DAY. | TAMI L ROLAND |
| 2021-08-10 | Miscellaneous | WATT ID 2747859 CALLED KENNETH SINGH EXPL RETURNING CALLBK REQ FROM SURVEY. SAID SLEEPING WOULD CALL BACK LATER TODAY OFFERED TO CALL HIM TO AVOID HOLD THEN SAID TOMORROW BETWEEN 3-4. SINCE HE CONTINUED TO TALK I EXPL I COULD GO OVER NOW APOLOGIZED SEV TIMES FOR HOLD TIME SAID WE ARE | TAMI L ROLAND |
| 2021-08-10 | Miscellaneous | WATT ID 2747859 ON SURVEY FORM this is very high on top of my other charges. I feel with the extra money they should be able to hire new representatives as to provide much better service. | TAMI L ROLAND |
| 2021-08-10 | Miscellaneous | RESEARCH AMERICA SURVEY-SAYS She was annoyed with me when I said I waited a long time to speak with someone she was kind of rude to me. PPL should have more service representatives on call so there is less wait. There are charges of 18.67 a month for customer service this is very high on top of | TAMI L ROLAND |
| 2021-08-10 | Miscellaneous | WATT Generalist - Escalated Call Back - Lehigh Work Item 2747859 Created | TAMI L ROLAND |
| 2021-07-16 | Cust Choice 1 Bill | Supplier added on 2021-07-21 - Cirro Energy | |
| 2021-07-16 | Batch Enrollment | | |
| 2021-07-07 | SC - PUC Informal Complaint | PUC MDIA BCS 3794127 | CUCL143 |
| 2021-07-02 | Miscellaneous | Caller KENNETH SINGH Ratepayer. called about supplier rate explain process and then started about he had to wait 1 hrs. Inform he is welcome to write a complain on the website then he started about the being under staffed. Said will call the PUC about our charges being told him to have a wonderful weekend and He hung up I said good bye. | BRENDA C GROSS |
| 2021-04-15 | Credit | Caller KENNETH SINGH Ratepayer. cust service and wait times but he understood the info reviewed | TAYLOR ROSIE |

| Contact Date | Contact Type | Remarks | User |
|--------------|--------------------|--|-------------------|
| 2021-04-15 | Credit | Caller KENNETH SINGH Ratepayer. supplier he wants and ppl doesnt treat him any differently for choosing a diff supplier bc ppl is a distributor not a supplier to where even if he had ppl as his default supplier we pass on the cost from our default supplier bc we dont supplier electric we only distribute it and cust said he was not sat with ppl s | TAYLOR ROSIE |
| 2021-04-15 | Credit | Caller KENNETH SINGH Ratepayer. 17.88 cust charge on his bill saying we charge too much for such bad cust service adv the customer charge is a monthly charge to recover the costs of billing meters and equipment and cust said ppl treats him poorly bc he switches suppliers and is not with ppl as his supplier adv cust it is his right to choose which ever | TAYLOR ROSIE |
| 2021-04-15 | Credit | Caller KENNETH SINGH Ratepayer. were supposed to send us the enrollment on Mon and his current supplier Cirro is going to be charging him a high rate which is why he wanted it switched to AP Gas and Electric asap and he said he s going to call them to see why it took so long to send us the enrollment then cust was complaining about the | TAYLOR ROSIE |
| 2021-04-15 | Credit | Caller KENNETH SINGH Ratepayer. volume and apologized that he had to wait that long adv we received the enrolled from AP Gas and Electric on 4 14 and it takes 3 bus days for the supplier to switch so they will go effective on 4 19 adv I cant guarantee what time but AP Gas and Electric will be effective on his acct on 4 19 and cust was concerned bc they | TAYLOR ROSIE |
| 2021-04-15 | Credit | Caller KENNETH SINGH Ratepayer User Comments esc cb cci saying ppl has horrific cust service and he had to wait over 30 mins to speak with an agent and the agent was not helpful and there was no sup available to take over the call adv I will pass on his concerns and we will work on having shorter wait times adv we have had high call | TAYLOR ROSIE |
| 2021-04-15 | WUR Assessment | ... ed in SO No. | TAYLOR ROSIE |
| 2021-04-15 | WUR Assessment | KENNETH SINGH Ratepayer. Caller s Concern Billed Amounts. Position Stated No. Investigation reqd No. . WUR Required No. Caller s Concern Suppliers - General Inquiries. Position Stated Yes. Sat No. WUR Required No. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat No. WUR Required No. Provided PUC No. Interest ... | TAYLOR ROSIE |
| 2021-04-15 | Choice Inquiry | Caller KENNETH SINGH Ratepayer User Comments CCI to confirm APG E has taken over as suppl adv Cirro energy will take over 04 19 cust adv he spoke w suppl on Fri that services will switch on Mon adv we rcvd notif on Wed it will take 3 bus days to process cust req. sup cust not sat | ELAINE AIKENS |
| 2021-04-15 | WUR Assessment | KENNETH SINGH Ratepayer. Caller s Concern Suppliers - General Inquiries. Position Stated Yes. Sat No. WUR Required No. Provided PUC No. Interested in SO No. | ELAINE AIKENS |
| 2021-04-14 | Cust Choice 1 Bill | Supplier added on 2021-04-19 - AP Gas and Electric | |
| 2021-04-14 | Batch Enrollment | | |
| 2020-09-22 | Cust Choice 1 Bill | Supplier added on 2020-09-25 - Cirro Energy | |
| 2020-09-22 | Batch Enrollment | | |
| 2020-09-14 | Choice Inquiry | Caller KENNETH SINGH Ratepayer. Notes continued until he switches to Cirro Energy. SAT. | SIMONE DAWSON |
| 2020-09-14 | WUR Assessment | KENNETH SINGH Ratepayer. Caller s Concern Suppliers - General Inquiries. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No. | SIMONE DAWSON |
| 2020-09-14 | Choice Inquiry | Caller KENNETH SINGH Ratepayer. RP states his contract with Dynegy is about to expire and was adv to contact them before 9 17. RP states he s w Dynegy and states he will not be resigning with once the contract. RP states that he signed with Cirro Energy today 9 14. Adv PPL will be notified and it will take 3 business to update. Adv he will stay with Dynegy | SIMONE DAWSON |
| 2020-05-22 | Rate Case | Caller KENNETH SINGH Ratepayer User Comments calling about monthly cust charge- thinks it s too high- very conservative w his usage and cust charge is most of his bill. Rates are not disputable can expl can write contact PUC- can view tariff online- prov phn for PUC | JULIE A KRZYWIEC |
| 2020-05-22 | WUR Assessment | KENNETH SINGH Ratepayer. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat No. WUR Required No. Provided PUC Yes. Interested in SO No. | JULIE A KRZYWIEC |
| 2020-05-22 | Call Transfer | Caller KENNETH SINGH Ratepayer User Comments RP WAS TRANSFERRED TO T25 TO DISCUSS WHY CUSTOMER CHARGES ARE SO HIGH | VENCESUELA PEASE |
| 2020-05-22 | WUR Assessment | KENNETH SINGH Ratepayer. Caller s Concern Call Transfer. Position Stated Yes. Sat No. WUR Required No. Provided PUC No. Interested in SO No. | VENCESUELA PEASE |
| 2019-11-05 | Choice Inquiry | Caller KENNETH SINGH Ratepayer User Comments vrfd order rcv10-30 for dynegy and effec 11-4. disco call before sat after r p began ranting about how our long wait times are just a way to treat customers with contempt.claimed fact that 50000 people out of power was just an excuse | REBECCA L BALLINO |
| 2019-11-05 | WUR Assessment | KENNETH SINGH Ratepayer. Caller s Concern Suppliers - General Inquiries. Position Stated Yes. Sat No. WUR Required No. Provided PUC No. Interested in SO No. | REBECCA L BALLINO |
| 2019-10-30 | Cust Choice 1 Bill | Supplier added on 2019-11-04 - Dynegy | |
| 2019-10-30 | Batch Enrollment | | |

| Contact Date | Contact Type | Remarks | User |
|--------------|----------------------------|---|------------------------|
| 2019-10-23 | Choice Inquiry | Caller KENNETH SINGH Ratepayer User Comments sw KENNETH SINGH rp 717 939-0173 supplier contract ends 10 31 new company will send enroll Dyrnegi on 10 29 advd can take up to 3 business days question customer charge advd to cover cost billing meters equip reg PUC not satis w customer charge does understand | CHRISTINA H ROBSON |
| 2019-10-23 | WUR Assessment | KENNETH SINGH Ratepayer. Caller s Concern Suppliers - General Inquiries. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No. | CHRISTINA H ROBSON |
| 2019-10-23 | Credit | Caller Back Office Ratepayer. call came in with no sound | SAMANTHA RHODES |
| 2019-08-20 | Credit | Caller KENNETH SINGH Ratepayer User Comments cci regarding wire hanging very low issued ticket via power problem tool cust sat | BRANDON BALLARD |
| 2019-08-20 | WUR Assessment | KENNETH SINGH Ratepayer. Caller s Concern Power Outage. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. | BRANDON BALLARD |
| 2019-08-20 | Electric Outage - Issuance | Cond 1 Cond 2 Cond 3 Cond 4 Note e188167 Call Type 32 Wire Down Pole to House Comments customer states wire low from pole to house states looks like single wire line not 3 stranded together | WCT |
| 2019-08-20 | Electric Outage - Issuance | Cond 1 Cond 2 Cond 3 Cond 4 Note IVR Call Type 10 No Lights Comments none | IVR |
| 2019-08-20 | Electric Outage - Issuance | Cond 1 Cond 2 Cond 3 Cond 4 Note IVR Call Type 10 No Lights Comments none | IVR |
| 2019-04-29 | Cust Choice 1 Bill | Supplier added on 2019-05-02 - National Gas Electric | |
| 2019-04-29 | Batch Enrollment | | |
| 2019-04-22 | Credit | Caller KENNETH SINGH Ratepayer User Comments KENNETH SINGH Balance Due - 15.75 Last Payment Amount 100.00 Last Payment Date 2 27 2019 swtch to Natioanl gas and Energy once we receive infor Cirro Energy will cancel cust sat | JACQUELINE HOLLIDAY |
| 2019-04-22 | WUR Assessment | KENNETH SINGH Ratepayer. Caller s Concern Suppliers - General Inquiries. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No. | JACQUELINE HOLLIDAY |
| 2019-04-19 | Credit | Caller KENNETH SINGH Ratepayer User Comments CCI TO SWITCH GENERATION SUPPLIER HIS CONTRACT IS SOON UP WITH CURRENT SUPPLIER ADV TO CALL BACK ON MONDAY | ALANTE HAWTHORNE |
| 2019-04-19 | WUR Assessment | KENNETH SINGH Ratepayer. Caller s Concern Suppliers - General Inquiries. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No. | ALANTE HAWTHORNE |
| 2018-12-17 | Batch Enrollment | | |
| 2018-04-09 | Cust Choice 1 Bill | Supplier added on 2018-04-12 - Cirro Energy | |
| 2018-04-09 | Batch Enrollment | | |
| 2018-04-02 | Choice Inquiry | Caller KENNETH SINGH Ratepayer User Comments CUST CALLED IN TO EXPEDITE 3 DAY SUPPLIER CHANGE PROCESS ADV CUST THAT IS STANDARD WE CAN NOT SPEED UP THE PROCESS ADV CUST WE HAVE NOT RECEIVED ENROLLMENT INFO FROM SUPPLIER CUST DISCO CALL UNABLE TO PROVIDE FUTURE VALUE | TYONDRA ALSTON |
| 2018-04-02 | WUR Assessment | KENNETH SINGH Ratepayer. Caller s Concern Supplier Pricing. Position Stated Yes. Sat No. WUR Required No. Provided PUC No. Interested in SO No | TYONDRA ALSTON |
| 2018-03-23 | Choice Inquiry | Caller KENNETH SINGH Ratepayer User Comments advd wl be up to ea supplier to send enrollment cncl for corr dates town quare and cirro sat | STEPHANIE K KOLINOFSKY |
| 2018-03-23 | WUR Assessment | KENNETH SINGH Ratepayer. Caller s Concern Supplier Pricing. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No | STEPHANIE K KOLINOFSKY |
| 2017-12-30 | Electric Outage - Issuance | Cond 1 Cond 2 Cond 3 Cond 4 Note IVR Call Type 10 No Lights Comments none | IVR |
| 2017-12-30 | 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 |
| 2017-12-28 | Cust Choice 1 Bill | Supplier added on 2018-01-03 - Town Square Energy East LLC | |
| 2017-12-28 | Batch Enrollment | | |
| 2017-12-26 | Credit | Caller KENNETH SINGH Ratepayer User Comments cust called to get info on supplier change | ITEAJAH LUCAS |
| 2017-12-26 | WUR Assessment | KENNETH SINGH Ratepayer. Caller s Concern Other. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No | ITEAJAH LUCAS |

Informal Case View

| General | | | |
|-------------------------|---|-------------------------|--|
| BCS Case No. | 3794127 | Case Notes | Count : 1 Detail... |
| CSS Account No. | 8674811082 | Received Date | 07/07/2021 |
| CSS Name | KENNETH SINGH | Due Date | 08/05/2021 |
| Name | KENNETH SINGH | Investigator Name | CASE POOL, BCS |
| Service Address 1 | 130 DONALD AVE | Mailing Address 1 | |
| Service Address 2 | | Mailing Address 2 | |
| Service City, State Zip | MIDDLETOWN, PA 17057- | Mailing City, State Zip | , - |
| PUC Address | 130 DONALD AVENUE,,MIDDLETOWN,PA,17057- | | |
| Service Class | RESIDENTIAL | Case Origin | PUC WEBSITE |
| Phone Number | (717) 939-0173 | Prior Case Number | 0 |
| Income Level | | On Track | No |
| Reason For Contact | PEOPLE-DELIVERED SERVICE (I.E., SCHEDULING DELAYS, PERSONNEL, DAMAGES) (# 58) | | |
| Customer Position | <p>TRIED TO CALL PPL'S CUSTOMER SERVICE # 1-800-342-5775 ON JULY 1, 2021. WAS TOLD THAT THE WAIT TIME WOULD BE 35 MINUTES. ON JULY 2, 2021, CALLED PPL AGAIN AS MY CONCERNS WERE URGENT.. WAS TOLD THAT THE WAIT TIME WOULD BE 32 MINUTES. I WAS OFFERED THAT PPL WOULD CALL ME IN 32 MINUTES. IT WAS 72 MINUTES BEFORE THEY CALLED. WE PAY A VERY HIGH CUSTOMER CHARGE OF \$18.68 TO PPL EVERY MONTH, AND IT INCREASES EVERY MONTH. FOR CHARGING SUCH A HIGH CUSTOMER CHARGE. THE WAIT TIME SHOULD NOT BE MORE THAN 5 MINUTES AS SOME OTHER UTILITIES DO. - RELIEF SOUGHT - THEY SHOULD BE ORDERED TO GIVE ME CREDIT OR REFUND MY MONEY UNTIL SUCH TIME THAT THE WAIT TIME IS CUT TO FIVE MINUTES OR LESS.</p> | | |
| Company Position | 07/02/2021 THEY HAD THE USUAL EXCUSES OF TOO MANY CALLS, BUSY TIMES ,ETC. | | |
| Related Information | | | |

| | | | |
|--|------------|------------------------|------|
| Misc Info | | | |
| Heating | No | Service | On |
| Acct Bal Due Date | 08/11/2021 | Total Account Balance | 0.00 |
| Budget Bill Amount | 31.00 | | |
| Arrearage | 0.00 | Reported Income Amount | 0.00 |
| Date of Last Customer Contact prior to Complaint | | 07/02/2021 | |

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

| | |
|--------------------------------------|---------------------------|
| Category and Section | |
| Primary Category | Company Access Difficulty |
| Secondary Category | |
| Tertiary Category | |
| Assign To Section | CCC- |

| | |
|---------------------------|----------------------------------|
| Ownership | |
| Contact Person | E180613 - Kiernan-Johnson,Ashley |
| Written By | Kiernan-Johnson,Ashley |
| Written By Date | 08/03/2021 |

| | | | |
|---|---|---------------------------|----|
| 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 | |
| <p>7/2/2021 (date of last contact)- PPL Electric Utilities (PPL EU, The Company) records indicate Kenneth Singh contacted it to discuss supplier rates. The customer advised the Customer Service Representative (CSR) that he had an excessive wait time to reach a representative to address his concerns. The CSR advised the customer that he is able to file a complaint on the Company's website. The customer advised he had further questions regarding our customer charges and will contact the Public Utility Commission. The Company records indicate the call was discontinued.</p> | |
| Company's Final Position to the Customer | |

PPL Electric Utilities (PPL EU, The Company) records indicate Kenneth Singh contacted it to discuss supplier rates.

The customer advised the Customer Service Representative (CSR) that he had an excessive wait time to reach a representative to address his concerns.

The CSR advised the customer that he is able to file a complaint on the Company's website.

The customer advised he had further questions regarding our customer charges and will contact the Public Utility Commission.

The Company records indicate the call was discontinued.

Details of Company's Investigation after BCS Contact

8/2/2021- The Company engaged its analytics department to investigate the customer's claim. The Company did not find any record of phone number (717) 939-0173 contacting it on 7/1/2021.

Company's Final Position to BCS

The Company has no record of the customer calling in on 7/1/2021.

The customer was able to speak to a representative on 7/2/2021.

The PUC approves the rates the Company charges its customers.

The Company is billing this customer in accordance to the approved rates.

The Company records indicate the customer charge, effective 7/1/2021, is \$18.67.

The customer's account balance is \$0.00

The customer has a credit on his account in the amount of \$55.00.

Attachments are being sent via email to pcsvpucbsc@pa.gov.

[Analysis Information](#)

| | |
|-----------|----|
| Justified | No |
|-----------|----|

No Analysis Items Found

| | |
|--------------|-----------------------|
| Case History | Return to Normal View |
| Change State | Dismiss |

Home

Case Search

Decision Detail

| General | | | |
|-------------------------|---|-------------------------|----------------|
| BCS Case No. | 3794127 | CSS Account No. | 8674811082 |
| Customer Name | KENNETH SINGH | Investigator Name | CASE POOL, BCS |
| Address 1 | 130 DONALD AVE | Service Class | RESIDENTIAL |
| Address 2 | | Case Origin | PUC WEBSITE |
| City, State Zip | MIDDLETOWN , PA 17057 | Head Date | |
| Service Restore Amount | | Current Monthly Payment | |
| Service Continue Amount | | Service Continue Date | |
| Decision Issue | No | Ending Monthly Payment | |
| Chapter | | Oral/Written | Oral |
| Section Rule | | Violation | NO |
| Total Balance | 0.00 | Closed Date | 08/25/2021 |
| Reconnect Amount | 0.00 | Balance Date | 08/03/2021 |
| Special Budget Amount | | Regular Budget Amount | |
| Arrears Payment Plus | | Final Monthly Payment | |
| Resolution | VERBAL CLOSE - I SPOKE TO THE CUSTOMER, EXPLAINED THE COMPANY IS BILLING HIM IN ACCORDANCE TO THE APPROVED RATES. I ADVISED THE CUSTOMER TO FILE A COMPLAINT ON THE COMPANY'S WEBSITE REGARDING THE WAIT TIME ISSUE. CUSTOMER UNDERSTOOD, BUT WAS NOT SATISFIED. HOWEVER, CUSTOMER AGREED TO CLOSE THE CASE. CASE CLOSED. | | |
| Terms | | | |
| Letter Description | | | |

Action Required Options

Action Required

 Yes No

| | | | |
|------------------|--|-------------------|-------------------------------|
| WorkQ Category | <input type="text" value=""/> | | |
| Sub Category | <input type="text" value=""/> | | |
| Up Front Amount | <input type="text" value=""/> | Up Front Due Date | <input type="text" value=""/> |
| Bill Type | <input type="text" value=""/> | | |
| Plus Amount | <input type="text" value=""/> | | |
| Beginning Date | <input type="text" value=""/> | | |
| Write-Off Amount | <input type="text" value=""/> | | |
| Comments | <p>BCS # 3794127 - Closed Date - 08/25/2021 - THE COMPANY IS BILLING HIM IN ACCORDANCE TO THE APPROVED RATES. I ADVISED THE CUSTOMER TO FILE A COMPLAINT ON THE COMPANY'S WEBSITE REGARDING THE WAIT TIME ISSUE. CUSTOMER UNDERSTOOD BUT WAS</p> | | |
| Processed By | E02623 | Processed Date | 8/25/2021 4:26:14 PM |

[Return to Case](#)
