



**PPL ELECTRIC  
EXHIBIT 1**

Account Activity Statement

Date: 06/24/22  
Page: 1

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

Account Number: 00751-88073  
Mail To: JOSEPH LAWLOR  
142 W MAIN ST  
NEWMANSTOWN PA 17073

Requested By: JOSEPH LAWLOR  
(717) 639-1468 Extension:

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

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
06/28/2018	ELECTRIC SERVICE		\$217.73								
06/28/2018	Regular Bill	07/19	\$217.73		\$277.13	\$137.13	0006/0206	0000A	29	1698	
07/16/2018	Payment		\$-217.73								
07/30/2018	ELECTRIC SERVICE		\$295.03								
07/30/2018	Regular Bill	08/20	\$295.03		\$248.02	\$245.15	0000/0390	0000A	32	2411	
08/13/2018	Payment		\$-150.00								
08/20/2018	Payment		\$-145.03								
09/04/2018	BUDGET BILLING		\$140.00								
09/04/2018	Regular Bill	09/25	\$140.00		\$245.89	\$351.04			30		
09/19/2018	Payment		\$-140.00								
10/04/2018	BUDGET BILLING		\$140.00								
10/04/2018	Regular Bill	10/25	\$140.00		\$171.67	\$322.71			30		
10/22/2018	Payment		\$-140.00								
11/01/2018	BUDGET BILLING		\$140.00								
11/01/2018	Regular Bill	11/26	\$140.00		\$187.72	\$310.43			33		
11/12/2018	Payment		\$-140.00								
12/03/2018	BUDGET BILLING		\$200.00								
12/03/2018	Regular Bill	12/26	\$200.00		\$179.87	\$290.30			30		
12/17/2018	Payment		\$-200.00								
01/04/2019	BUDGET BILLING		\$200.00								
01/04/2019	Regular Bill	01/28	\$200.00		\$174.98	\$234.28			29		
01/16/2019	Payment		\$-200.00								
02/04/2019	BUDGET BILLING		\$200.00								
02/04/2019	Regular Bill	02/25	\$200.00		\$174.98	\$234.28			29		
02/13/2019	Payment		\$-200.00								
02/19/2019	Payment		\$-40.00								
03/05/2019	BUDGET BILLING		\$231.00								
03/05/2019	Regular Bill	03/26	\$191.00		\$240.00						
03/11/2019	Payment		\$-240.00								

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
04/03/2019	BUDGET BILLING		\$231.00								
04/03/2019	Regular Bill	04/24	\$182.00		\$176.18	\$179.46			29		
04/09/2019	Payment		\$-182.00								
05/06/2019	BUDGET BILLING		\$231.00								
05/06/2019	Regular Bill	05/28	\$231.00		\$189.12	\$137.58			33		
05/13/2019	Payment		\$-131.00								
05/20/2019	Payment		\$-100.00								
06/05/2019	BUDGET BILLING		\$296.00								
06/05/2019	Regular Bill	06/26	\$296.00		\$189.35	\$30.93			30		
06/12/2019	Payment		\$-100.00								
06/24/2019	Payment		\$-196.00								
07/01/2019	Payment		\$-96.00								
07/05/2019	BUDGET BILLING		\$296.00								
07/05/2019	Regular Bill	07/29	\$200.00		\$252.76	\$-12.31			31		
07/15/2019	Payment		\$-200.00								
08/05/2019	Budget Bill Int Only		\$-0.03								
08/05/2019	BUDGET BILLING		\$267.77								
08/05/2019	Regular Bill	08/26	\$267.74		\$280.08				30		
08/12/2019	Payment		\$-267.74								
09/03/2019	BUDGET BILLING		\$214.00								
09/03/2019	Regular Bill	09/24	\$214.00		\$234.51	\$20.51			29		
09/16/2019	Payment		\$-214.00								
10/04/2019	BUDGET BILLING		\$214.00								
10/04/2019	Regular Bill	10/28	\$214.00		\$232.85	\$39.36			33		
10/14/2019	Payment		\$-214.00								
11/04/2019	BUDGET BILLING		\$214.00								
11/04/2019	Regular Bill	11/25	\$214.00		\$146.11	\$-28.53			29		
11/18/2019	Payment		\$-214.00								
12/04/2019	Budget Bill Int Only		\$-0.06								
12/04/2019	BUDGET BILLING		\$197.00								
12/04/2019	Regular Bill	12/26	\$196.94		\$168.62	\$-56.91			28		
12/16/2019	Payment		\$-196.94								
01/07/2020	Budget Bill Int Only		\$-0.13								
01/07/2020	BUDGET BILLING		\$197.00								
01/07/2020	Regular Bill	01/28	\$196.87		\$214.19	\$-39.72			34		

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
01/20/2020	Payment		\$-196.87								
02/04/2020	Budget Bill Int Only		\$-0.05								
02/04/2020	BUDGET BILLING		\$197.00								
02/04/2020	Regular Bill	02/25	\$196.95	\$194.90	\$-41.82				30		
02/18/2020	Payment		\$-196.95								
03/05/2020	Budget Bill Int Only		\$-0.06								
03/05/2020	BUDGET BILLING		\$197.00								
03/05/2020	Regular Bill	03/26	\$196.94	\$247.14	\$8.32				32		
03/18/2020	Payment		\$-196.94								
04/03/2020	BUDGET BILLING		\$197.00								
04/03/2020	Regular Bill	04/27	\$197.00	\$287.78	\$99.10				29		
04/15/2020	Payment		\$-197.00								
05/05/2020	BUDGET BILLING		\$197.00								
05/05/2020	Regular Bill	05/26	\$197.00	\$311.63	\$213.73				30		
05/21/2020	Payment		\$-197.00								
06/04/2020	BUDGET BILLING		\$312.00								
06/04/2020	Regular Bill	06/25	\$312.00	\$327.22	\$228.95				32		
06/11/2020	Payment		\$-312.00								
07/06/2020	BUDGET BILLING		\$312.00								
07/06/2020	Regular Bill	07/27	\$312.00	\$356.79	\$273.74				29		
07/13/2020	Payment		\$-312.00								
08/05/2020	Special Agreement		\$-464.10								
08/05/2020	BUDGET BILLING		\$776.10								
08/05/2020	Regular Bill	08/26	\$312.00	\$502.36					31		
08/26/2020	Payment		\$-162.00								
08/26/2020	Payment		\$-147.75								
09/03/2020	BUDGET BILLING		\$269.00								
09/03/2020	SPECIAL AGREEMENT - BB SETTLE		\$38.67								
09/03/2020	Regular Bill	09/24	\$309.92	\$2.25	\$476.68	\$207.68			31		
09/21/2020	Payment		\$-309.92								
10/06/2020	BUDGET BILLING		\$269.00								
10/06/2020	SPECIAL AGREEMENT - BB SETTLE		\$38.67								
10/06/2020	Regular Bill	10/27	\$307.67	\$310.75	\$249.43				31		
10/22/2020	Payment		\$-307.67								
11/04/2020	BUDGET BILLING		\$269.00								
11/04/2020	SPECIAL AGREEMENT - BB SETTLE		\$38.67								
11/04/2020	Regular Bill	11/25	\$307.67	\$255.70	\$236.13				29		

Bill Account: 00751-88073  
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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



10/01/2021 Regular Bill	10/25	\$266.60	0025/0148	00000A	30	2141
10/11/2021 Payment		\$-266.60				
11/01/2021 ELECTRIC SERVICE		\$248.57				
11/01/2021 Regular Bill	11/22	\$248.57	0140/0031	00000A	31	1997
11/08/2021 Payment		\$-248.57				
12/01/2021 ELECTRIC SERVICE		\$274.91				
12/01/2021 Regular Bill	12/22	\$274.91	0686/0000	00000A	30	2211
12/07/2021 Payment		\$-274.91				
01/03/2022 ELECTRIC SERVICE		\$426.11				
01/03/2022 Regular Bill	01/24	\$426.11	0797/0000	00000A	33	3033
01/28/2022 Payment		\$-150.00				
02/01/2022 Payment		\$-276.11				
02/01/2022 ELECTRIC SERVICE		\$323.36				
02/01/2022 Regular Bill	02/22	\$323.36	1145/0000	00000A	29	2367
02/16/2022 Payment		\$-323.36				
03/02/2022 ELECTRIC SERVICE		\$185.22				
03/02/2022 Regular Bill	03/23	\$185.22	0864/0000	00000A	29	1304
03/17/2022 Payment		\$-185.22				
03/31/2022 ELECTRIC SERVICE		\$167.67				
03/31/2022 Regular Bill	04/21	\$167.67	0605/0000	00000A	29	1169
04/11/2022 Payment		\$-167.67				
05/02/2022 ELECTRIC SERVICE		\$186.57				
05/02/2022 Regular Bill	05/23	\$186.57	0441/0002	00000A	32	1317
05/09/2022 Payment		\$-186.57				
06/01/2022 ELECTRIC SERVICE		\$198.83				
06/01/2022 Regular Bill	06/22	\$198.83	0081/0109	00000A	30	1399
06/08/2022 Payment		\$-198.83				

**PPL ELECTRIC  
EXHIBIT 2**

**Account Contact History**  
**Account: 75188073 Customer Name: JOSEPH LAWLOR**  
**From 4/9/2017 to 7/8/2022**

Contact Date	Contact Type	Remarks	User
2022-06-03	Special Situation	PAYMENTUS_IVR paid 198.83	SELF SERVICE USER
2022-05-06	SC - PUC Formal Complaint	The customer filed PUC Formal Complaint Docket No. F-2022-3032354 - WATT ID 2866220	E02623
2022-05-06	Miscellaneous	WATT CCC Formal Complaint - Bill Dispute Work Item 2866220 Created	DONNA BARRY
2022-05-06	Special Situation	PAYMENTUS_IVR paid 186.57	SELF SERVICE USER
2022-04-12	SC - GRACE EXTENSION	Received notice that the customer appealed the PUC decision for BCS 3819274. Necessary protections placed on the customer's account until 04/22/2022.	E02623
2022-04-08	Special Situation	PAYMENTUS_IVR paid 167.67	SELF SERVICE USER
2022-03-16	Special Situation	PAYMENTUS_IVR paid 185.22	SELF SERVICE USER
2022-03-12	Connect/Disconnect	Text sent to 7176391488 - Customer response NO RESPONSE	IVR
2022-03-07	SC - GRACE EXTENSION	BCS 3819274 DEC CLOSED 03/07/2022 BILLS ARE BASED ON ACTUAL AUTOMATED METER READER AMR READINGS. THE CUSTOMER'S BILL ISSUED FOR THE BILLING PERIOD FROM 12/2020-1/2021 WAS IN THE AMOUNT OF 312.92 FOR 2.431 KWH. THE PRICE TO COMPARE WAS 0.7544 AS OF 11/30/2021 AND INCREASED TO 0.9502 ON 12/1/2021. MTR TESTED 100.4 ACCURATE. BILLS ARE CORRECT AS RENDERED.	e02239
2022-02-24	Miscellaneous	Caller HEATHER DAVID Other User Comments cci will be putting acct in her name with new service adv Meter Test results were mailed t approx 2/18/22 to r via the mail. call ended b f i could offer sop.	KATHLEEN DUFFEY
2022-02-24	WUR Assessment	HEATHER DAVID Other: Caller's Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	KATHLEEN DUFFEY
2022-02-18	Correspondence - General	Template Name Bill Inquiry-Meter Testad OK Created By Eibach Linda M Letter Edited Yes CS Letters ID 4510935	CSLET
2022-02-18	SC - GRACE EXTENSION	Suspend Change automatically added by CSLET	CSLET
2022-02-18	Miscellaneous	WATT Generalist - Meter Test-CMO issued Work Item 2817108 Completed	LINDA M EIBACH
2022-02-18	Miscellaneous	WATT ID 2817108 sent meter test results to customer on 2/18/22.	LINDA M EIBACH
2022-02-15	Special Situation	PAYMENTUS_IVR paid 323.36	SELF SERVICE USER
2022-02-12	Credit	Caller HEATHER DAVID Other User Comments Heather David called re acct Bal. Adv 2/1 bill 323.36. Adv bill sent out since generated 2/1/2022 still in mail. Rev 02/12/2022 08:27 Cust hung up before thanks or future value.	SUSAN COHEN
2022-02-12	WUR Assessment	HEATHER DAVID Other: Caller's Concern Account Balance. Position Stated Yes. Sat Yes. WUR Required No. Caller's Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	SUSAN COHEN
2022-02-11	Meter	Caller Back Office Ratepayer left message for customer to let him know we would be at his home tomorrow- Saturday to change this meter.- info provided by metering supervisor Nicole Reatrick.	JESSICA L BECHTEL
2022-02-02	Credit	meter test	E153463
2022-02-02	WUR Assessment	HEATHER DAVID Other User Comments CCI to see about meter change order. transferred to service	RYAN DENEFRIO
2022-01-31	Special Situation	Provided PUC No. Interested in SO Not on Phone.	RYAN DENEFRIO
2022-01-27	IVR Customer Initiated Payment	PAYMENTUS_IVR paid 276.11	SELF SERVICE USER
2022-01-27	SC - PUC Informal Complaint	Scheduled date 1/27/2022 Amount 150.00 User IVR Owner YES. Confirmation Number 22012793	IVR
2022-01-27	Miscellaneous	PUC MDIA BCS 3819274	CUCI.143
2022-01-21	Miscellaneous	RECEIVED 35 METER TEST FEE. ISSUED CMO	LINDA M EIBACH
2022-01-21	Miscellaneous	WATT Generalist - Meter Test-CMO issued Work Item 2817108 Created	LINDA M EIBACH
2022-01-21	Change Meter Only/Issued	Customer requested meter tested. Tag and box old meter with bill acct. and send to SFC-Meter Test-Customer Complaint.	LINDA M EIBACH

2022-01-14	High Bill	Caller JOSEPH LAWLOR Ratepayer. i was telling him conf usage has increased - complained that our price is so high- adv he can shop but then said that suppliers are higher. wants to know why other electric company down the road doesnt charge this much adv that i cannot discuss the other company i dont know what they charge or how they bill -gave puc	SUZANNE R CONKLIN
2022-01-14	Choice Inquiry	Caller JOSEPH LAWLOR Ratepayer. states that he was never told that our rates change every 6 mons. states that his bill is telling him a different amt that we charge adv that he has to add gen and tran together to get PTC- woman in background Heather David she was added to acct per her recd with RP auth - she kept telling him that it was wrong with things	SUZANNE R CONKLIN
2022-01-14	High Bill	Caller JOSEPH LAWLOR Ratepayer. will adjust last 12 mons of bills -but we have to wait for the meter test adv will get results in the mail - states after he gets the results he will call us	SUZANNE R CONKLIN
2022-01-14	High Bill	Caller JOSEPH LAWLOR Ratepayer. User Comments states that he has called before and we have told him numerous things to do to help with the bill and nothing has worked wants meter tested. gave info for meter test gave puc - asked if this cb can be adjusted adv that it was an actual read -adv if meter test comes back that it's not within puc guidelines we	SUZANNE R CONKLIN
2022-01-14	Correspondence - General	Template Name Master Utility Report. Created By SUZANNE R CONKLIN Letter Edited No CS Letters ID 4471251	CSLET
2022-01-14	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2022-01-14	WUR Assessment	JOSEPH LAWLOR Ratepayer. Caller's Concern. Billed Amounts. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC Yes. Interested In SO No.	SUZANNE R CONKLIN
2022-01-14	Maintain Additional Account Names	Caller JOSEPH LAWLOR Ratepayer. User Comments ccl bill high usage high. no external heating or electric heating over regular usage for previous years. xfer to eng edu. cx on forced hot air heating cant find good explanation as to why usage is so high.	SUZANNE R CONKLIN
2022-01-14	Call Transfer	JOSEPH LAWLOR Ratepayer. Caller's Concern. Call Transfer. Position Stated No. Investigation reqd No. WUR Required No. Provided PUC No. Interested in SO No.	MICHAEL CRAWFORD
2022-01-14	WUR Assessment	Caller JOSEPH LAWLOR Ratepayer. adv the high bill transferred to billing	MICHAEL CRAWFORD
2022-01-14	Credit	PAYMENTUS IVR paid 274.91	RAVEN DRAYTON
2021-12-06	Special Situation	PAYMENTUS IVR paid 248.57	SELF SERVICE USER
2021-11-08	Special Situation	PAYMENTUS IVR paid 266.60	SELF SERVICE USER
2021-10-11	Special Situation	PAYMENTUS IVR paid 142.79	SELF SERVICE USER
2021-09-17	Special Situation	PAYMENTUS IVR paid 150.00	SELF SERVICE USER
2021-09-10	Special Situation	PAYMENTUS IVR paid 171.66	SELF SERVICE USER
2021-09-07	Special Situation	PAYMENTUS IVR paid 150.00	SELF SERVICE USER
2021-08-30	Special Situation	PAYMENTUS IVR paid 150.00	SELF SERVICE USER
2021-08-17	High Bill	Caller JOSEPH LAWLOR Ratepayer. User Comments CUST DISPUTED BILL ENDING 8 3 21 WENT OVER GRAPH AND HOME PROFILE. CURRENT BILL 3 MORE DAYS THAN LAST MONTH. ELECTRIC HOT WATER HEATER CENTRAL AIR CONDITIONING. NOT SAT WANTS METER TEST PREVIOUS REP GAVE HIM INSTRUCTIONS NOT SAT SENT UTILITY RPT	JUDITH K JONES
2021-08-17	Correspondence - General	Template Name Master Utility Report. Created By JUDITH K JONES Letter Edited No CS Letters ID 4234297	CSLET
2021-08-17	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2021-08-17	WUR Assessment	JOSEPH LAWLOR Ratepayer. Caller's Concern. Billed Amounts. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No. Interested in SO No.	JUDITH K JONES
2021-08-17	Usage Analysis	Caller JOSEPH LAWLOR Ratepayer. Reviewed Bill History Yes. Reviewed Daily Hourly Usage Yes. Is Usage in line Yes. Customer Satisfied No.	JUDITH K JONES
2021-08-17	Call Transfer	Caller JOSEPH LAWLOR Ratepayer. User Comments est was concerned about high bill. xfr to ee	JUDITH K JONES
2021-08-17	WUR Assessment	JOSEPH LAWLOR Ratepayer. Caller's Concern. Call Transfer. Position Stated No. Investigation reqd No. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	MATTHEW FINN
2021-08-10	Correspondence - General	Template Name Master Utility Report. Created By DIANE L DYMOND Letter Edited No CS Letters ID 4224572	MATTHEW FINN
2021-08-10	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2021-08-09	Miscellaneous	Caller JOSEPH LAWLOR Ratepayer. User Comments went over usage adv when in the 80 s used over 100 kwh a day in the 70 s dropped down to 40 50 kwh adv last year was 502.36 this year 321.66 sat asked said for now. adv to ck usage turn off air. c b for results. gave metering test info..	DIANE L DYMOND
2021-08-09	WUR Assessment	JOSEPH LAWLOR Ratepayer. Caller's Concern. Billed Amounts. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No.	DIANE L DYMOND

2021-08-09	WUR Assessment	JOSEPH LAWLOR Ratepayer. Caller's Concern Billed Amounts. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	DIANE L DYMOND
2021-08-09	Call Transfer	Caller JOSEPH LAWLOR Ratepayer. User Comments rp wants to know why bill is so high transferred to Energy Education sat	TAWATHA JOAN SHIPMAN
2021-08-09	WUR Assessment	JOSEPH LAWLOR Ratepayer. Caller's Concern Call Transfer. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO. Not on Phone.	TAWATHA JOAN SHIPMAN
2021-07-09	Special Situation	PAYMENTUS IVR paid 276.19	SELF SERVICE USER
2021-06-18	Special Situation	PAYMENTUS IVR paid 236.67	SELF SERVICE USER
2021-05-25	IVR Customer Initiated Payment	Scheduled date 5.25.2021 Amount 225.06 User IVR Owner YES. Confirmation Number 21052562	IVR
2021-04-23	IVR Customer Initiated Payment	Scheduled date 4.23.2021 Amount 247.77 User IVR Owner YES. Confirmation Number 21042326	IVR
2021-03-24	Credit	Caller JOSEPH LAWLOR Ratepayer. User Comments sat cx made pymnt	TYPORSHA BROWNING
2021-03-24	WUR Assessment	JOSEPH LAWLOR Ratepayer. Caller's Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	TYPORSHA BROWNING
2021-03-24	CSS WEB Interface Payment	Caller JOSEPH LAWLOR Ratepayer Occupant. Comments Made Payment in the amount of 363.87. Confirmation number was read.. Confirmation Number 21032440	TYPORSHA BROWNING
2021-02-23	Budget Billing	Caller JOSEPH LAWLOR Ratepayer. User Comments cu on BB adv was inc due to usage to 316.00 BB settlement was pd in full 1.13.21. cust req to be removed from BB adv 135.79 owed will be added to next bill sat	KATHLEEN DUFFEY
2021-02-23	WUR Assessment	JOSEPH LAWLOR Ratepayer. Caller's Concern General Information. 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 No.	KATHLEEN DUFFEY
2021-02-23	CSS WEB Interface Payment	Caller JOSEPH LAWLOR Ratepayer Occupant. Comments Made Payment in the amount of 316.00. Confirmation number was read.. Confirmation Number 21022336	KATHLEEN DUFFEY
2021-02-23	Stop Budget Bill	Caller JOSEPH LAWLOR Ratepayer. BB stopped with NEXT bill. The deferred balance amount of 135.79 is due in full with the next bill. Emailed to outlawlor1@yahoo.com	KATHLEEN DUFFEY
2021-01-12	IVR Customer Initiated Payment	Scheduled date 1.12.2021 Amount 625.42 User IVR Owner YES. Confirmation Number 21011250	IVR
2020-12-18	Choice Inquiry	Caller JOSEPH LAWLOR Ratepayer. Supplier will end on 12.23.2020 and PPL rate is 0.07317. caller ADC is 8.74 advise call to use the Summary page to keep up with kwn and cost. Sent out a BB brochure..	CHERYL FARRAY
2020-12-18	Budget Billing	Caller JOSEPH LAWLOR Ratepayer. User Comments Caller JOSEPH LAWLOR Ratepayer User Comments review of the BB works. BB amt is 316.00 amd will review in FEB 2021. BB settlement will paid off in 1 payment on the next bill. 309.42. Supplier was also cancelled out and this was making his bill higher and his BB higher. Direct Energy Services will end on	CHERYL FARRAY
2020-12-18	Correspondence - General	Template Name Budget Billing Explanation Created By Faray Cheryl Letter Edited No CS Letters ID 3878519	CSLET
2020-12-18	WUR Assessment	... s. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	CHERYL FARRAY
2020-12-18	WUR Assessment	JOSEPH LAWLOR Ratepayer. Caller's Concern Billed Amounts. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern General Information. Position Stated Yes. Sat Yes. WUR Required No. Caller's Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Caller's Concern Suppliers - General Inquiries. Position Stated Ye...	CHERYL FARRAY
2020-12-18	CSS WEB Interface Payment	Caller JOSEPH LAWLOR Ratepayer Occupant. Comments Made Payment in the amount of 354.67. Confirmation number was emailed to outlawlor1@yahoo.com.. Confirmation Number 20121846	CHERYL FARRAY
2020-12-18	Product Change	as per caller request to have the 309.42	CHERYL FARRAY
2020-12-18	Customer Choice Drop	Supplier dropped on 2020-12-23 - Direct Energy Services	CHERYL FARRAY
2020-11-30	IVR Customer Initiated Payment	IVR Payment 307.67 Confirmation Number 20112648	IVR
2020-10-21	Special Situation	PAYMENTUS IVR paid 307.67	SELF SERVICE USER
2020-09-18	CSS WEB Interface Payment	Caller SMS Ratepayer Occupant. Comments Made Payment in the amount of 309.92. Confirmation number was read..	IVR
2020-09-04	Special Situation	HIGH BILL ALERT	SUPP HB
2020-08-25	Special Situation	PAYMENTUS IVR paid 162.00	SELF SERVICE USER
2020-08-25	Special Situation	PAYMENTUS IVR paid 147.75	SELF SERVICE USER
2020-08-24	WUR Assessment	JOSEPH LAWLOR Ratepayer. Caller's Concern General Information. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	LUKE D COLEMAN

2020-08-24	Budget Billing	Caller JOSEPH LAWLOR Ratepayer. providd the ph for paymnts also inf BB will adjust on its own every 3 months inf will begin at 268 cust wantd to lower due to suppl pricing. . advsd adjustmnt s occur automaticly every 3rd month. Caller JOSEPH LAWLOR Ratepayer. adv to call them to ask how they got enrollmnt also to make sure no fees if cancels default ppl 3 bus days and would get letter may find beneficial to stop BB orce ahead and usage is less than the BB amt can always go back on BB in future sat	LUKE D COLEMAN
2020-08-11	Choice Slamming	Caller JOSEPH LAWLOR Ratepayer User Comments wanted to know why bill so high adv currently paying high rate of 12.49 cents per kwh prior to bill due 4 27 20 was paying less but that bill started the high rate-settled in Aug so the BB never had a chance to adjust for the higher actual bills doesn't think he ever enrolled w them continued... Template Name Master Utility Report Created By APRIL MCPIKE Letter Edited No CS Letters ID 3696607 Suspend Charge automatically added by CSLET	APRIL MCPIKE CSLET CSLET
2020-08-11	Choice Slamming		
2020-08-11	Correspondence - General		
2020-08-11	SC - GRACE EXTENSION		
2020-08-11	WUR Assessment	Caller JOSEPH LAWLOR Ratepayer. Caller s Concern General Information. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Slamming Allegation - PPL did NOT Remove Supplier. Position Stated Yes. Sat Yes. WUR Required Yes. Provided PUC No. Interested in SO No.	APRIL MCPIKE SUPP_HB IVR
2020-08-06	Special Situation	HIGH BILL ALERT	
2020-07-13	IVR Customer Initiated Payment	IVR Payment 312.00 Confirmation Number 20071292	
2020-07-07	Special Situation	HIGH BILL ALERT	
2020-06-10	Budget Billing	Caller JOSEPH LAWLOR Ratepayer User Comments tp ci inquiring why BB wen up. adv was behind and we have been billing less than their actual usage. ad increase it to help balance out the deferred bal until settlement aug. ad of BB amt 312.00 cst paid bal 312.00. SAT	SUPP_HB IVR
2020-06-10	Budget Billing		JONSHÉE DRAYTON
2020-06-10	WUR Assessment	JOSEPH LAWLOR Ratepayer. Caller s Concern General Information. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Quarterly Adjustment. 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 No.	JONSHÉE DRAYTON
2020-06-10	CSS WEB Interface Payment	Caller JOSEPH LAWLOR Ratepayer Occupant. Comments Made Payment in the amount of 312.00. Confirmation number was read.. Confirmation Number 20061014	JONSHÉE DRAYTON JONSHÉE DRAYTON
2020-06-10	Maintain Bill Account	Caller JOSEPH LAWLOR Ratepayer added - as alternate phone Does Not Have	JONSHÉE DRAYTON
2020-06-10	Maintain Bill Account	Caller JOSEPH LAWLOR Ratepayer updated primary phone from 717-639-1468 to primary phone 717-639-1468. Consent Attained	JONSHÉE DRAYTON
2020-06-05	Special Situation	HIGH BILL ALERT	
2020-05-20	Special Situation	PAYMENTUS_IVR paid 197.00	SUPP_HB SELF SERVICE USER
2020-05-06	Special Situation	HIGH BILL ALERT	
2020-04-14	Special Situation	PAYMENTUS_IVR paid 197.00	SUPP_HB SELF SERVICE USER
2020-04-04	Special Situation	HIGH BILL ALERT	
2020-02-18	Special Situation	PAYMENTUS_IVR paid 196.95	SUPP_HB SELF SERVICE USER
2020-01-20	Special Situation	PAYMENTUS_IVR paid 196.87	SELF SERVICE USER
2019-12-16	Special Situation	PAYMENTUS_IVR paid 196.94	SELF SERVICE USER
2019-11-18	Special Situation	PAYMENTUS_IVR paid 214.00	SELF SERVICE USER
2019-10-11	Special Situation	PAYMENTUS_IVR paid 214.00	SELF SERVICE USER
2019-09-16	Special Situation	PAYMENTUS_IVR paid 214.00	SELF SERVICE USER
2019-08-09	Special Situation	PAYMENTUS_IVR paid 267.74	SELF SERVICE USER
2019-07-12	Special Situation	PAYMENTUS_IVR paid 200.00	SELF SERVICE USER
2019-07-01	Special Situation	PAYMENTUS_IVR paid 96.00	SELF SERVICE USER
2019-06-21	Special Situation	PAYMENTUS_IVR paid 196.00	SELF SERVICE USER
2019-06-21	Budget Billing	Caller Heather David Other. User Comments Expl to cust bb is for information and adv cust paying extra adds a credit to the account. There is not a way for her to change the bb summary by paying extra.	SHARITA MURRY
2019-06-21	Correspondence - General	Template Name Master Utility Report Created By SHARITA MURRY Letter Edited No CS Letters ID 3189445	CSLET
2019-06-21	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2019-06-21	WUR Assessment	Heather David Other. Caller s Concern General Information. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No. Interested in SO No.	SHARITA MURRY
2019-06-11	Special Situation	PAYMENTUS_IVR paid 100.00	SELF SERVICE USER
2019-05-17	Special Situation	PAYMENTUS_IVR paid 100.00	SELF SERVICE USER
2019-05-13	Special Situation	PAYMENTUS_IVR paid 131.00	SELF SERVICE USER

2019-04-08	Special Situation	PAYMENTUS IVR paid 182.00	SELF SERVICE USER
2019-03-11	Special Situation	PAYMENTUS IVR paid 240.00	SELF SERVICE USER
2019-02-19	Special Situation	PAYMENTUS IVR paid 40.00	SELF SERVICE USER
2019-02-12	Special Situation	PAYMENTUS IVR paid 200.00	SELF SERVICE USER
2018-12-14	Special Situation	PAYMENTUS IVR paid 200.00	SELF SERVICE USER
2018-11-12	Special Situation	PAYMENTUS IVR paid 140.00	SELF SERVICE USER
2018-10-22	Special Situation	PAYMENTUS IVR paid 140.00	SELF SERVICE USER
2018-09-18	Special Situation	PAYMENTUS IVR paid 140.00	SELF SERVICE USER
2018-08-17	Special Situation	PAYMENTUS IVR paid 145.03	SELF SERVICE USER
2018-08-15	Cust Choice 1 Bill	Supplier added on 2018-08-20 - Direct Energy Services	SELF SERVICE USER
2018-08-15	Batch Enrollment		
2018-08-13	Special Situation	PAYMENTUS IVR paid 150.00	SELF SERVICE USER
2018-08-08	Choice Standard Offer	CSR Comments Ratepayer was rate comparison shopping and may call back to enroll in SOP. RK	RONALD KORCH
2018-08-08	Billing	Caller JOSEPH LAWLOR Ratepayer User Comments adv ppl rate is 0.07449	IVEY, TIFFANY
2018-08-08	WEB Maintain Bill Account	Caller JOSEPH LAWLOR requested unlock profile and password reset for outlawlor1.	IVEY, TIFFANY
2018-08-08	WUR Assessment	.... WUR Required No. Provided PUC No. Interested in SO Yes	IVEY, TIFFANY
2018-08-08	WUR Assessment	JOSEPH LAWLOR Ratepayer. Caller s Concern Annual Review. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern General Information. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Quarterly Adjustment. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Supplier Pricing. Position Stated Yes. Sat Yes. ....	IVEY, TIFFANY
2018-08-08	Correspondence - Budget Billing	bbstcsr.doc	
2018-08-08	Start Budget Billing	outlawlor1@yahoo.com	IVEY, TIFFANY
2018-07-13	Special Situation	PAYMENTUS IVR paid 217.73	SELF SERVICE USER
2018-06-13	Bill Comparison	Caller JOSEPH LAWLOR Ratepayer User Comments Rev d 4 30 to 5 30 usage expl d usage increased on 4 13 now has roommate who used both elec space heater or a c @ times expl d how to view usage online	CATHERINE M TOBIAS
2018-06-13	WUR Assessment	JOSEPH LAWLOR Ratepayer. Caller s Concern Billed Amounts. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No	CATHERINE M TOBIAS
2017-10-06	Choice Inquiry	New Connect Privacy Release Default - OK to Release All	SYSTEM SYSTEM

**PPL ELECTRIC  
EXHIBIT 3**

**PPL Electric Utilities**  
827 Hausman Road  
Allentown, PA 18104-9392  
Tel. 800.342.5775 Fax 484.634.3484  
www.pplelectric.com



JOSEPH LAWLOR  
142 W MAIN ST  
NEWMANSTOWN, PA 17073

February 18, 2022

**Bill Account Number:** 00751-88073

Dear JOSEPH LAWLOR:

On 01/14/2022, you contacted us to discuss the amount of your electric bill (bill period ending 01/03/2022).

To assist you with understanding your electricity consumption and the resulting bill, we reviewed your usage history. We completed a home analysis, which among other things, looks at the size of your home, number of occupants, the heating and cooling sources, and appliances. We conducted the analysis to learn more about your home and your energy consumption.

We also confirmed the bill you called about is not an estimate. The billed amount came from an actual meter reading.

Because you still had concerns about the amounts of your bills, we offered to test the accuracy of the electric meter at your home. You accepted and paid \$35 for this service.

We tested your meter on 02/17/2022, and have enclosed the report from the test. Based on the results, your electric meter was recording your electricity consumption accurately. Based on our review, your bills are correct.

Lastly, we encourage you to view and monitor your electricity use regularly on our website at [pplelectric.com](http://pplelectric.com). If you have not already done so, you will need to create a user name and password to link your bill account number to your profile.

After logging into your account, at [pplelectric.com](http://pplelectric.com), you will see a graph of electricity use. On that graph, select **show me my energy use**. This application lets you track your home's energy use. It also shows the average daily temperature. The weather has a direct impact on electricity usage for homes that rely on electricity for heating or cooling. Using this site regularly will improve your understanding of your electricity use and might help you find ways to save money on future bills.

We have enclosed an account activity statement for your reference. Your account balance is \$0.00 and will become past due on 03/06/2022. If you cannot pay the bill in full, please contact us to discuss payment options.

You can pay your bill:

- Electronically, at [pplelectric.com](http://pplelectric.com).
- By phone, at 1-800-342-5775.
- By mail, by sending your payment to PPL electric Utilities, P.O. Box 25239, Lehigh Valley, PA 18002-5239.
- In person, at a bill payment center (service fee applies). See list of payment centers at [pplelectric.com/paybill](http://pplelectric.com/paybill).
- By credit or debit card, by calling Paymentus at 1-844-278-3310, (service fee applies) to pay using Visa, MasterCard, Discover or debit card.

If you have questions or need more information, please visit [pplelectric.com](http://pplelectric.com) or call us at 1-800-342-5775. Customer service is available 24/7 for emergencies and outages, 7 a.m. to 6 p.m. Monday through Friday for payment assistance and 8 a.m. to 5 p.m. Monday through Friday for all other billing related issues.

Sincerely,

PPL Electric Utilities

# Save Energy, Save Money.

Your electric bill is determined by the amount of energy you use in your home, as well as the rate you pay for that energy. **YOU** are in control of your electric bill by conserving energy and shopping for the best rate.

## Things to keep in mind...

- Many households have computers, large screen TVs, cell phones, video games and many other appliances that we didn't have even five years ago, which accounts for higher usage
- Usage in every household varies
- When using electric heat or air conditioning, you will see seasonal swings in your usage
- When comparing usage, remember to look at the kilowatt hours used, not the dollars billed

## Tips to reduce your energy consumption

### General Heating and Cooling:

- Install newer, programmable thermostat
- Set thermostat at 68 in winter and 78 in summer
- Turn your thermostat back when sleeping or away from home for four or more hours
- Reducing thermostat in winter and increasing thermostat in summer will result in a savings on your heating/cooling costs of 2% for each 1 degree change
- Make sure vents, registers and radiators are clean
- Add insulation, caulk and seal drafty areas

### Heat Pumps:

- Do not increase temperature more than two degrees at one time
- Clean or replace filters monthly
- Keep outside unit free of snow and ice
- Make sure auxiliary/emergency heat is not on when it is not needed
- Set thermostat fan to 'auto'

### Laundry:

- Dry full loads
- Dry loads consecutively
- Clean the lint filter after each load
- Hang laundry instead of using dryer
- Wash in cold water

### Lighting:

- Use timers
- Use compact fluorescent bulbs
- Keep fixtures and bulbs clean
- Be sure your dishwasher is full when running it

### Refrigeration:

- Refrigerator should be set between 36 and 40 degrees
- Freezer should be set between 0 and 5 degrees
- Make sure door seals are airtight
- Allow one inch of space on each side for good circulation
- Keep your refrigerator out of sunlight not in a hot garage
- Clean the cooling coils in the back of refrigerator often
- Refrigerator and freezers operate more efficiently when full, not overloaded

### Other:

- Turn off TVs when no one is watching
- Lower the setting on your dehumidifier
- Use sleep mode when computer is not in use
- Buy Energy Star rated appliances
- Use the sleep function on devices when available
- Air dry dishes instead of using cycle in dishwasher

### Cooling:

- Keep window units out of the sun and unobstructed
- Seal gaps alongside of the window

### Cooking:

- Use smaller electric pans or toaster oven for small meals
- Don't open oven when cooking
- Reheat food in microwave or toaster oven

### Water Heating:

- Lower the temperature to 120 degrees
- Insulate the hot water pipes
- Repair leaky faucets
- Install low flow showerheads
- Take a short shower instead of a bath
- Do not let the water run
- Run dishwasher with full loads only

Visit [papowerswitch.com](http://papowerswitch.com) for options to shop for another generation supplier  
Visit [ppllectric.com](http://ppllectric.com) to see your daily and hourly usage to help find ways to conserve



PPL Electric Utilities

## Metering Support Laboratory

### Laboratory Test Results

Customer Name: Joseph Lawlor  
Customer Billing Account: 00751-88073  
Meter Manufacturer: Landis and Gyr  
Meter Serial Number: 300553418  
Meter Test Date: 02/17/2022  
Meter Test Results:

- Full Load Test: 100.04%
- Light Load Test: 100.05%
- Average Accuracy: 100.04%

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 300553418 were obtained using a WECO Model 4150 test system with serial number 7753301545.

Additional testing notes: Enter Additional Notes

Certified: Michael Perrin  
Senior Engineer, Metering Support

PPL Electric Utilities

Account Activity Statement

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

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

Account Number: 0075188073  
 Mail To: JOSEPH LAWLOR  
 142 W MAIN ST  
 NEWMANSTOWN, PA 17073  
 Service Address: JOSEPH LAWLOR  
 142 W MAIN ST  
 NEWMANSTOWN, PA 17073  
 Date/Time Retrieved: 2/18/2022 9:35 AM

Payment Agreement:  
 Installment: 0  
 Balance: 0  
 Budget Bill Amortization:  
 Installment: 0  
 Balance: 0  
 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
1/20/2020	Payment		\$-196.87	\$0.00	\$0.00	\$0.00			0	0	0
2/4/2020	Budget Bill Int Only		\$-0.05	\$0.00	\$0.00	\$0.00			0	0	0
2/4/2020	BUDGET BILLING		\$197.00	\$0.00	\$0.00	\$0.00			0	0	0
2/4/2020	Regular Bill	02/25	\$196.95	\$0.00	\$194.90	\$-41.82			30	0	0
2/18/2020	Payment		\$-196.95	\$0.00	\$0.00	\$0.00			0	0	0
3/5/2020	Budget Bill Int Only		\$-0.06	\$0.00	\$0.00	\$0.00			0	0	0
3/5/2020	BUDGET BILLING		\$197.00	\$0.00	\$0.00	\$0.00			0	0	0
3/5/2020	Regular Bill	03/26	\$196.94	\$0.00	\$247.14	\$8.32			32	0	0
3/18/2020	Payment		\$-196.94	\$0.00	\$0.00	\$0.00			0	0	0
4/3/2020	BUDGET BILLING		\$197.00	\$0.00	\$0.00	\$0.00			0	0	0
4/3/2020	Regular Bill	04/27	\$197.00	\$0.00	\$287.78	\$99.10			29	0	0
4/15/2020	Payment		\$-197.00	\$0.00	\$0.00	\$0.00			0	0	0
5/5/2020	BUDGET BILLING		\$197.00	\$0.00	\$0.00	\$0.00			0	0	0
5/5/2020	Regular Bill	05/26	\$197.00	\$0.00	\$311.63	\$213.73			30	0	0
5/21/2020	Payment		\$-197.00	\$0.00	\$0.00	\$0.00			0	0	0
6/4/2020	BUDGET BILLING		\$312.00	\$0.00	\$0.00	\$0.00			0	0	0
6/4/2020	Regular Bill	06/25	\$312.00	\$0.00	\$327.22	\$228.95			32	0	0
6/11/2020	Payment		\$-312.00	\$0.00	\$0.00	\$0.00			0	0	0
7/6/2020	BUDGET BILLING		\$312.00	\$0.00	\$0.00	\$0.00			0	0	0
7/6/2020	Regular Bill	07/27	\$312.00	\$0.00	\$356.79	\$273.74			29	0	0
7/13/2020	Payment		\$-312.00	\$0.00	\$0.00	\$0.00			0	0	0
8/5/2020	Special Agreement		\$-464.10	\$0.00	\$0.00	\$0.00			0	0	0
8/5/2020	BUDGET BILLING		\$776.10	\$0.00	\$0.00	\$0.00			0	0	0
8/5/2020	Regular Bill	08/26	\$312.00	\$0.00	\$502.36	\$0.00			31	0	0
8/26/2020	Payment		\$-162.00	\$0.00	\$0.00	\$0.00			0	0	0

PPL Electric Utilities

Date	Transaction Type	Due Date	Transaction Amount	Balance Forward	Actual Billed	Deferred Balance	Deg Day H/C	RDG Type	Days Used	KWH	Billed KW
8/26/2020	Payment		\$-147.75	\$0.00	\$0.00	\$0.00			0	0	0
9/3/2020	BUDGET BILLING		\$269.00	\$0.00	\$0.00	\$0.00			0	0	0
9/3/2020	SPECIAL AGREEMENT - BB SETTLE		\$38.67	\$0.00	\$0.00	\$0.00			0	0	0
9/3/2020	Regular Bill	09/24	\$309.92	\$2.25	\$476.68	\$207.68			31	0	0
9/21/2020	Payment		\$-309.92	\$0.00	\$0.00	\$0.00			0	0	0
10/6/2020	BUDGET BILLING		\$269.00	\$0.00	\$0.00	\$0.00			0	0	0
10/6/2020	SPECIAL AGREEMENT - BB SETTLE		\$38.67	\$0.00	\$0.00	\$0.00			0	0	0
10/6/2020	Regular Bill	10/27	\$307.67	\$0.00	\$310.75	\$249.43			31	0	0
10/22/2020	Payment		\$-307.67	\$0.00	\$0.00	\$0.00			0	0	0
11/4/2020	BUDGET BILLING		\$269.00	\$0.00	\$0.00	\$0.00			0	0	0
11/4/2020	SPECIAL AGREEMENT - BB SETTLE		\$38.67	\$0.00	\$0.00	\$0.00			0	0	0
11/4/2020	Regular Bill	11/25	\$307.67	\$0.00	\$255.70	\$236.13			29	0	0
11/30/2020	Payment		\$-307.67	\$0.00	\$0.00	\$0.00			0	0	0
12/4/2020	BUDGET BILLING		\$316.00	\$0.00	\$0.00	\$0.00			0	0	0
12/4/2020	SPECIAL AGREEMENT - BB SETTLE		\$38.67	\$0.00	\$0.00	\$0.00			0	0	0
12/4/2020	Regular Bill	12/28	\$354.67	\$0.00	\$284.80	\$204.93			32	0	0
12/21/2020	Payment		\$-354.67	\$0.00	\$0.00	\$0.00			0	0	0
1/6/2021	BUDGET BILLING		\$316.00	\$0.00	\$0.00	\$0.00			0	0	0
1/6/2021	SPECIAL AGREEMENT - BB SETTLE		\$309.42	\$0.00	\$0.00	\$0.00			0	0	0
1/6/2021	Regular Bill	01/27	\$625.42	\$0.00	\$312.92	\$201.85			30	0	0
1/13/2021	Payment		\$-625.42	\$2.70	\$0.00	\$0.00			0	0	0
2/2/2021	BUDGET BILLING		\$316.00	\$0.00	\$0.00	\$0.00			0	0	0
2/2/2021	Regular Bill	02/23	\$316.00	\$0.00	\$249.94	\$135.79			33	0	0
2/23/2021	Payment		\$-316.00	\$0.00	\$0.00	\$0.00			0	0	0
3/4/2021	BUDGET BILLING		\$363.87	\$0.00	\$0.00	\$0.00			0	0	0
3/4/2021	Regular Bill	03/25	\$363.87	\$0.00	\$228.08	\$0.00			30	0	0
3/24/2021	Payment		\$-363.87	\$0.00	\$0.00	\$0.00			0	0	0
4/5/2021	ELECTRIC SERVICE		\$247.77	\$0.00	\$0.00	\$0.00			0	0	0
4/5/2021	Regular Bill	04/26	\$247.77	\$0.00	\$0.00	\$0.00	0617/0000	00000A	32	2024	0
4/23/2021	Payment		\$-247.77	\$0.00	\$0.00	\$0.00			0	0	0

PPL Electric Utilities

Date	Transaction Type	Due Date	Transaction Amount	Balance Forward	Actual Billed	Deferred Balance	Deg Day H/C	RDG Type	Days Used	KWH	Billed KW
5/4/2021	ELECTRIC SERVICE		\$225.06	\$0.00	\$0.00	\$0.00			0	0	0
5/4/2021	Regular Bill	05/25	\$225.06	\$0.00	\$0.00	\$0.00	0350/0010	00000A	29	1819	0
5/25/2021	Payment		\$-225.06	\$0.00	\$0.00	\$0.00			0	0	0
6/3/2021	ELECTRIC SERVICE		\$236.57	\$0.00	\$0.00	\$0.00			0	0	0
6/3/2021	Regular Bill	06/24	\$236.57	\$0.00	\$0.00	\$0.00	0132/0086	00000A	30	1916	0
6/21/2021	Payment		\$-236.57	\$0.00	\$0.00	\$0.00			0	0	0
7/2/2021	ELECTRIC SERVICE		\$276.19	\$0.00	\$0.00	\$0.00			0	0	0
7/2/2021	Regular Bill	07/26	\$276.19	\$0.00	\$0.00	\$0.00	0001/0319	00000A	29	2223	0
7/12/2021	Payment		\$-276.19	\$0.00	\$0.00	\$0.00			0	0	0
8/3/2021	ELECTRIC SERVICE		\$321.66	\$0.00	\$0.00	\$0.00			0	0	0
8/3/2021	Regular Bill	08/24	\$321.66	\$0.00	\$0.00	\$0.00	0000/0377	00000A	32	2614	0
8/30/2021	Payment		\$-150.00	\$0.00	\$0.00	\$0.00			0	0	0
9/1/2021	ELECTRIC SERVICE		\$292.79	\$0.00	\$0.00	\$0.00			0	0	0
9/1/2021	Regular Bill	09/22	\$464.45	\$171.66	\$0.00	\$0.00	0000/0368	00000A	29	2366	0
9/7/2021	Payment		\$-171.66	\$0.00	\$0.00	\$0.00			0	0	0
9/13/2021	Payment		\$-150.00	\$0.00	\$0.00	\$0.00			0	0	0
9/20/2021	Payment		\$-142.79	\$0.00	\$0.00	\$0.00			0	0	0
10/1/2021	ELECTRIC SERVICE		\$266.60	\$0.00	\$0.00	\$0.00			0	0	0
10/1/2021	Regular Bill	10/25	\$266.60	\$0.00	\$0.00	\$0.00	0025/0148	00000A	30	2141	0
10/11/2021	Payment		\$-266.60	\$0.00	\$0.00	\$0.00			0	0	0
11/1/2021	ELECTRIC SERVICE		\$248.57	\$0.00	\$0.00	\$0.00			0	0	0
11/1/2021	Regular Bill	11/22	\$248.57	\$0.00	\$0.00	\$0.00	0140/0031	00000A	31	1997	0
11/8/2021	Payment		\$-248.57	\$0.00	\$0.00	\$0.00			0	0	0
12/1/2021	ELECTRIC SERVICE		\$274.91	\$0.00	\$0.00	\$0.00			0	0	0
12/1/2021	Regular Bill	12/22	\$274.91	\$0.00	\$0.00	\$0.00	0686/0000	00000A	30	2211	0
12/7/2021	Payment		\$-274.91	\$0.00	\$0.00	\$0.00			0	0	0
1/3/2022	ELECTRIC SERVICE		\$426.11	\$0.00	\$0.00	\$0.00			0	0	0
1/3/2022	Regular Bill	01/24	\$426.11	\$0.00	\$0.00	\$0.00	0797/0000	00000A	33	3033	0
1/28/2022	Payment		\$-150.00	\$0.00	\$0.00	\$0.00			0	0	0
2/1/2022	Payment		\$-276.11	\$0.00	\$0.00	\$0.00			0	0	0

**PPL Electric Utilities**

Date	Transaction Type	Due Date	Transaction Amount	Balance Forward	Actual Billed	Deferred Balance	Deg Day H/C	RDG Type	Days Used	KWH	Billed KW
2/1/2022	ELECTRIC SERVICE		\$323.36	\$0.00	\$0.00	\$0.00			0	0	0
2/1/2022	Regular Bill	02/22	\$323.36	\$0.00	\$0.00	\$0.00	1145/0000	00000A	29	2367	0
2/16/2022	Payment		\$-323.36	\$0.00	\$0.00	\$0.00			0	0	0

## Understanding Your Rights

The Pennsylvania Public Utility Commission (PUC) is a regulatory agency that balances the needs of consumers and utilities to ensure safe and reliable utility service at reasonable rates. Additionally, the PUC establishes the rules and regulations with which utilities must comply.

If you do not agree with this report, you may file an informal complaint with the PUC by calling toll-free in PA at 1-800-692-7380. If you prefer, you may write the PUC, P.O. Box 3265, Harrisburg, PA 17105-3265.

The PUC will ask you to provide the following information.

- The customer's name and phone number.
- The customer's address, and if different, the service address.
- The utility company's name and the customer's account number, if there is one.
- A brief statement of the dispute and the relief sought.
- Whether the company has already investigated and reported the dispute.
- Whether the same formal or informal complaint was filed with the PUC in the past.
- The proposed shut-off date, if any.

If you need additional information or have other concerns, please call PPL toll-free at 1-800-DIAL-PPL (1-800-342-5775).

**PPL ELECTRIC  
EXHIBIT 4**

### Informal Case View

General			
BCS Case No.	3819274	Case Notes	Count : 0 <a href="#">Detail...</a>
CSS Account No.	75188073	Received Date	01/27/2022
CSS Name	JOSEPH LAWLOR	Due Date	02/25/2022
Name	JOSEPH LAWLOR	Investigator Name	CASE POOL, BCS
Service Address 1	142 W MAIN ST	Mailing Address 1	
Service Address 2		Mailing Address 2	
Service City, State Zip	NEWMANSTOWN, PA 17073-	Mailing City, State Zip	, -
PUC Address	142 W MAIN ST,,NEWMANSTOWN,PA,17073-		
Service Class	RESIDENTIAL	Case Origin	TELEPHONE
Phone Number		Prior Case Number	0
Income Level		On Track	No
Reason For Contact	BILLING DISPUTES (# 18)		
Customer Position	18 BILLING INVESTIGATION-CUSTOMER IS DISPUTING BILL JUMPING \$150.00 IN ONE MONTH. (DECEMBER-JANUARY)CUSTOMER REPORTS THAT USAGE HAS DECREASED AS THE HOUSEHOLD SIZE HAS DECREASED. CO SAYS USAGE HAS INCREASED. - RELIEF SOUGHT - BILLING INVESTIGATION THE CELL PHONE NUMBER (717) 639 - 1468 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS OUTLAWLOR1@YAHOO.COM HAS BEEN ALLOWED TO BE SHARED.		
Company Position Related Information	01/13/2022 WE WILL CHECK THE METER		
Misc Info	CELL PREFERRED		
Heating	No	Service	On
Acct Bal Due Date	02/22/2022	Total Account Balance	0.00
Budget Bill Amount	281.00		

Arrearage	0.00	Reported Income Amount	0.00
Date of Last Customer Contact prior to Complaint		01/14/2022	

<u>Type Assignment</u>	
Case Type	Informal

<u>Category and Section</u>	
Primary Category	High Bill
Secondary Category	
Tertiary Category	
Assign To Section	CCC-

<u>Ownership</u>	
Contact Person	E02239 - Waltman,Kelly A
Written By	Waltman, Kelly
Written By Date	02/23/2022

<u>Other Information</u>			
Adults	3	Children	1
Amount Needed to Update Most Recent Payment Arrangement		Universal Service Program	No

Informal Final Report

**Details of the Company's Original Investigation**

08/17/2021 - Joseph Lawlor contacted the Company in regards to the amount of the bill that was rendered on 01/03/2022 in the amount of \$426.11. The customer indicated that he does not think the bill is correct. Mr. Lawlor advised the Customer Service Representative (CSR)

01/03/2022 - The Company rendered a bill for \$426.11, which was due on 01/24/2022.

01/14/2022 (date of last contact) - Joseph Lawlor contacted the Company in regards to the amount of the bill that was rendered on 01/03/2022 in the amount of \$426.11. The customer indicated that he does not think the bill is correct. Mr. Lawlor advised the CSR that he would like to have his meter tested. The CSR advised the customer that there is a \$35.00 fee for the meter test and she offered to review the electric use to determine what he is using which would contribute to the amount of the bills. The CSR advised that she does see an increase in usage for the bill rendered on 01/03/2022 and the bill is based on an actual meter reading. Mr. Lawlor advised he has taken steps to reduce the bill

and he continues to pay more. The CSR explained that the Company's price to compare increased on 12/01/2021, which contributed to the bill being more. The CSR explained the Company's price to compare changes every 6-months. Mr. Lawlor stated after he gets the results of the meter test he would call us to discuss this further. The CSR advised if the meter test does not come back within the regulations, the Company will adjust the last 12-months of bills. The Company provided a utility report and suspended collection activity. (letter attached).

#### Company's Final Position to the Customer

Joseph Lawlor contacted the Company in regards to the amount of the bill that was rendered on 01/03/2022 in the amount of \$426.11.

The customer indicated that he does not think the bill is correct.

Mr. Lawlor advised the CSR that he would like to have his meter tested.

The CSR advised the customer that there is a \$35.00 fee for the meter test and she offered to review the electric use to determine what he is using which would contribute to the amount of the bills.

The CSR advised that she does see an increase in usage for the bill rendered on 01/03/2022 and the bill is based on an actual meter reading.

Mr. Lawlor advised he has taken steps to reduce the bill and he continues to pay more.

The CSR explained that the Company's price to compare increased on 12/01/2021, which contributed to the bill being more.

The CSR explained the Company's price to compare changes every 6-months.

Mr. Lawlor stated after he gets the results of the meter test he would call us to discuss this further.

The CSR advised if the meter test does not come back within the regulations, the Company will adjust the last 12-months of bills.

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

#### Details of Company's Investigation after BCS Contact

02/11/2022 - The Company left a message on the answer machine for Mr. Lawlor to inform him someone would be at his home tomorrow, 02/12/2022 to change his meter for his meter test request.

02/17/2022 - The Company completed the meter test and found that the meter tested with an average accuracy rate of

\$100.04%. The Company provided a utility report and suspended collection activity. (letter attached).

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 offered to test the accuracy of the meter at the property. As per its tariff, it 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 indicate it offered to current energy use to historical usage data at this location.

The Company records indicate the customer would call back after he receives his meter test results.

The Company records indicate the customer's home is not electrically heated.

The Company completed the meter test on 02/17/2022 and found that the meter tested with an average accuracy rate of \$100.04%.

Based on these results, the electric meter was recording the electricity consumption accurately.

The customer's account balance is \$0.00.

Attachments are being sent via email to pcsvcpcbcs@pa.gov and will be attached to the case.

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.	3819274	CSS Account No.	75188073
Customer Name	JOSEPH LAWLOR	Investigator Name	CASE POOL, BCS
Address 1	142 W MAIN ST	Service Class	RESIDENTIAL
Address 2		Case Origin	TELEPHONE
City, State Zip	NEWMANSTOWN , PA 17073	Head Date	03/07/2022
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	185.22	Closed Date	03/07/2022
Reconnect Amount	0.00	Balance Date	02/24/2022
Special Budget Amount	0.00	Regular Budget Amount	0.00
Arrears Payment Plus	0.00	Final Monthly Payment	0.00
Resolution	<p>DECISION ISSUED - THE CUSTOMER'S ACCOUNT IS NOT CODED AS ELECTRIC HEAT. THE CUSTOMER'S BILLS ARE BASED ON ACTUAL AUTOMATED METER READER (AMR) READINGS. THE CUSTOMER'S BILL ISSUED FOR THE BILLING PERIOD FROM 12/2020-1/2021 WAS IN THE AMOUNT OF \$312.92 FOR 2,431 KWH. THE PRICE TO COMPARE WAS \$0.7544 AS OF 11/30/2021 AND INCREASED TO \$0.9502 ON 12/1/2021. THE CUSTOMER WAS ISSUED A BILL IN THE AMOUNT OF \$426.11 ON 1/3/2022 THAT WAS DUE ON 1/24/2022. THE METER TESTED AT AN AVERAGE ACCURACY RATE OF 100.04% ON 2/17/2022. THE TOTAL ACCOUNT BALANCE IS \$185.22 AND DUE ON 3/23/2022. THE BILLS ARE CORRECT. CASE DISMISSED.</p>		

Terms	
Letter Description	

Action Required Options

Action Required	<input type="radio"/> Yes <input checked="" type="radio"/> No		
WorkQ Category	<input type="text"/>		
Sub Category	<input type="text"/>		
Up Front Amount	<input type="text"/>	Up Front Due Date	<input type="text"/>
Bill Type	<input type="text"/>		
Plus Amount	<input type="text"/>		
Beginning Date	<input type="text"/>		
Write-Off Amount	<input type="text"/>		
Comments	ECS43674274 DEC CLOSED 03/07/2022 BILLS ARE BASED ON ACTUAL AUTOMATED METER READER (AMR) READINGS. THE CUSTOMER'S BILL ISSUED FOR THE BILLING PERIOD FROM 12/2020-1/2021 WAS IN THE AMOUNT OF \$312.00 FOR 2.431 kWh. THE RATE TO		
Processed By	E02239	Processed Date	3/7/2022 1:39:32 PM

[Return to Case](#)