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Garrett P. Lent

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File #: 1

September 6, 2022

***VIA EMAIL***

Mediator Teri-Lee Rhoades  
Office of Administrative Law Judge  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building 2<sup>nd</sup> FL West  
400 North Street  
Harrisburg, PA 17120

**Re: Jacqueline Jackson v. PPL Electric Utilities Corporation  
Docket No. F-2022-3033449**

Mediator Rhoades:

The purpose of this letter is to report on the status of the above-referenced matter, as required by the Interim Order Setting Resolution Conference dated July 22, 2022. On August 12, 2022, a resolution conference was held between PPL Electric Utilities Corporation (“PPL Electric” or the “Company”) and Ms. Jacqueline Jackson (the “Complainant”). Participating in the resolution conference on behalf of the Company were PPL Electric Customer Service Senior Lead Holly Hankerson, PPL Electric Customer Service Operations Specialist Selena Alkhawand, and myself.

Although the parties were not able to fully resolve any issues during the resolution conference, PPL Electric remains willing to continue to engage in settlement negotiations with the Complainant. As a part of the resolution conference, PPL Electric also agreed to schedule an additional follow-up call between the Complainant and a PPL Electric customer service representative to discuss possible options to resolve the Complaint. This additional call occurred on Monday, August 15, 2022. PPL Electric has also sent two additional letters to the Complainant regarding possible options to resolve the disputed balance transfer that is the subject of this Complaint. However, PPL Electric believes that the Complainant may need additional time to gather the necessary documentation to avail herself of this option.

In light of these communications, PPL Electric does not believe it is necessary to refer the matter to the Office of Administrative Law Judge yet. As such, the Company requests at additional **60 days** from August 19, 2022, before this matter is referred to the Office of Administrative Law Judge. This will allow the Company and the Complainant additional time to discuss potential

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resolution of the Complaint. PPL Electric plans to submit another status report within 60 days of August 19, 2022, updating you on the status of settlement negotiations.

Should you have any questions or concerns regarding this matter, please do not hesitate to contact me.

Respectfully,



Garrett P. Lent

GPL/dmc

cc: Jacqueline Jackson (*via email*)

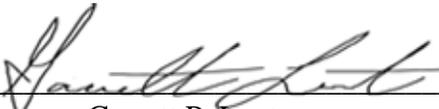
**CERTIFICATE OF SERVICE**

I hereby certify that a true and correct copy of the foregoing has been served upon the following persons, in the manner indicated, in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a participant).

**VIA E-MAIL ONLY**

Jacqueline Jackson  
1027 Yverdon Dr  
Camp Hill, PA 17011  
[J31mommy@gmail.com](mailto:J31mommy@gmail.com)

Date: September 6, 2022

  
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Garrett P. Lent