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 Melody Hartley,  
           v.  
 PPL Electric Utilities  
 Corporation

Docket No.:  
 C-2022-3034294

Initial Call-In  
 Telephonic Hearing  
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Judge's Chambers  
 State Office Building  
 801 Market Street  
 Philadelphia, PA

Wednesday, October 12, 2022  
 Commencing at 10:30 a.m.

INDEX TO EXHIBITS

Docket No. C-2022-3034294

Hearing Date: October 12, 2022

NUMBER                                  FOR IDENTIFICATION    IN EVIDENCE

Complainant's Exhibits:

Complainant's Exhibit 1

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Respondent's Exhibits:

Respondent's Exhibit 1

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Respondent's Exhibit 2

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Respondent's Exhibit 3

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Respondent's Exhibit 4

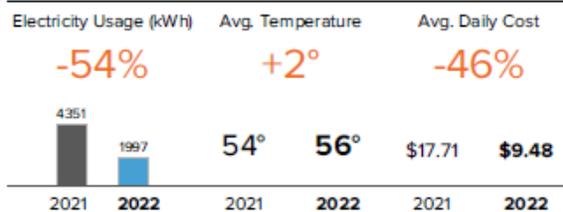
Document	71	77
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kWh Delivered (to Customer)			
Meter Number	Reading Dates	Meter Reading	Kilowatt-Hours
301029938	May 18	87884	1997
	Apr 19	85887	
Days Billed: 29		Avg. kWh/Day: 69	Total Delivered: 1997
Date Range	Annual Total Usage	Avg Monthly	
Jun 2021 - May 2022	40296 kWh	3358 kWh	

Next meter reading on or about: Jun 17, 2022.  
 State taxes this bill: About \$83.09. PA Gross Receipts Tax: About \$505.44.

**May**



**Supply Details**

Generation & Transmission Charges for Apr 19-May 18	
Transmission Charge: 1,997 kWh at 1.512¢ per kWh	30.19
Generation Charge: Capacity and Energy 1,997 kWh at 7.429¢ per kWh	148.36
<b>Total PPL Electric Utilities Charges</b>	<b>\$178.55</b>

For questions on these charges, please contact this supplier at:

1-800-342-5775
 
**PPL Electric Utilities**  
**Customer Services**  
 827 Hausman Rd  
 Allentown, PA 18104-9392

General information: Generation prices and charges are set by the electric generation supplier you have chosen. The Public Utility Commission regulates distribution rates and services. The Federal Energy Regulatory Commission regulates transmission prices and services.

**Billing Summary**

Previous Balance	\$8,103.92
Balance as of May 18, 2022	\$8,103.92
Budget Plan Amount	\$463.00
Total Supply Charges	\$178.55
Total Delivery Charges	\$96.41
Other Charges	
Payment Plan Deferred Amount	-\$7,018.92
Payment Plan Installment Amount	\$623.00
Total Other Charges	-\$6,395.92

**Amount Due By 6/8/22** **\$2,171.00**

Account Balance \$8,566.92

**Delivery Details**

Distribution Charges	
Residential Rate: RS for Apr 19 - May 18	
Customer Charge	16.50
1,997 kWh at 4.322¢ per kWh	86.31
Tax Cut and Jobs Act Credit at -7.58%	-6.42
System Improvement Charge at -0.01%	-0.01
PA Tax Adj Surcharge at 0.031%	0.03
<b>Total Delivery Charges</b>	<b>\$96.41</b>

-\$5,932.92



Account Number	Due Date	Amount Due
19131-28061	6/8/22	\$2,171.00

### Understanding Your Bill

- Act 129 Compliance Rider** - Monthly charge to recover costs for energy efficiency and conservation programs approved by the PUC.
- Budget Billing** - Most suppliers offer budget billing, which allows you to pay a fixed amount each month. Budget billing averages bills out over 12 months, so each monthly bill will be the same amount until the total bill is paid. The company may adjust the bill four times a year, up or down, depending on the customer's use. Residential customers may contact their electric utility and/or supplier and request budget billing at any time.
- Customer Charge** - The basic service charge to partially cover costs for billing, meter reading, equipment and service line maintenance. If you select a new supplier, the name, address and telephone number for both your distribution and supplier company will appear on your bill.
- Distribution Charge (Delivery)** - Part of the basic service charges on every customer's bill for delivering electricity from the electric distribution company to your home or business. The distribution charge is regulated by the Public Utility Commission. This charge will vary according to how much electricity you use.
- Generation Charge (Supply)** - Part of the basic service charges on every customer's bill for producing electricity. Generation service is competitively priced and is not regulated by the Public Utility Commission. This charge depends on the contract between the customer and the supplier.
- Kilowatt-hour (kWh)** - The basic unit of electric energy for which most customers are charged in cents per kilowatt-hour. A kilowatt-hour is the equivalent of using ten 100-watt light bulbs for one hour.
- kWh Delivered** - The amount of electricity we delivered to you for your use.
- Storm Damage Expense Rider** - Monthly charge to recover certain costs to make repairs after major storms.
- System Improvement Charge** - Monthly charge to recover costs for improving, repairing and replacing equipment that delivers electricity to your home or business.
- Smart Meter Rider** - Monthly charge to recover costs associated with the smart meter programs approved by the PUC.
- State Tax Adjustment Surcharge** - Monthly charge or credit to reflect changes in various state taxes. The surcharge may vary by bill component.
- Transmission Charge** - Part of the basic service charges on every customer's bill for transporting electricity from the source of supply to the electric distribution company. The Federal Energy Regulatory Commission regulates retail transmission prices and services. This charge will vary with your source of supply.
- Tax Cut and Jobs Act Credit** - Monthly adjustment for federal tax changes.
- Type(s) of Meter Readings:**  
**Actual** - Measures your monthly electricity use based on an actual reading.



We deliver.

1-800-342-5775  
For hours of operation and to pay/manage your account, visit pplelectric.com.

[Copy] Page 1  
Meter **301029938** Account **19131-28061**

Due Date	Amount Due
<b>5/10/22</b>	<b>\$8,103.92</b>

Service to:  
MELODY HARTLEY  
1040 BEAR DR  
NEWFOUNDLAND, PA 18445

[Billing Details on Back](#)

Because of Other Charges, your amount due does not equal your Usage Charges.

**Supply** **\$423.09**

PPL Electric Utilities  
1-800-342-5775

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**PPL Electric Utilities Price to Compare**  
**\$0.08941** Use this price when comparing supplier offers.

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**SHOP FOR ELECTRICITY**  
Visit PAPowerSwitch.com or www.oca.state.pa.us  
If you're shopping, know your contract expiration date.  
Account Number: **19131-28061**  
The price to compare is updated June 1<sup>st</sup> and December 1<sup>st</sup>.  
Rate: RS. View schedule at pplelectric.com/rates

Usage from Mar 18 - Apr 19

**Usage Charges \$630.53**

**Delivery** **\$207.44**

PPL Electric Utilities

Your \$5,041.01 previous balance includes \$198.18 in prior late payment charges.

**WANT TO SAVE?**  
To save, turn off exhaust fans within 20 minutes of finishing cooking or bathing.

Usage Summary



April

Electricity Usage (kWh)	Avg. Temperature	Avg. Daily Cost
<b>-10%</b>	<b>-1°</b>	<b>-4%</b>
2021: 5255, 2022: 4732	2021: 47°, 2022: 46°	2021: \$20.55, 2022: \$19.70

Questions/concerns? Contact us by 5/10/22

1-800-342-5775  
Visit pplelectric.com for hours of operation.  
Correspondence to:  
PPL Customer Service  
827 Hausman Road  
Allentown, PA 18104-9392

Account Number	Due Date	Amount Due
19131-28061	<b>5/10/22</b>	<b>\$8,103.92</b>

Amount Enclosed:

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MELODY HARTLEY  
1040 BEAR DR  
NEWFOUNDLAND, PA 18445

Please make check payable to: PPL ELECTRIC UTILITIES  
P.O. BOX 25222  
LEHIGH VALLEY, PA 18002-5222

⑆ 1200081039220008103924 1913128061

kWh Delivered (to Customer)			
Meter Number	Reading Dates	Meter Reading	Kilowatt-Hours
301029938	Apr 19	85887	4732
	Mar 18	81155	
Days Billed: 32		Avg. kWh/Day: 148	Total Delivered: 4732
Date Range	Annual Total Usage	Avg Monthly	
May 2021 - Apr 2022	42650 kWh	3554 kWh	

Next meter reading on or about: May 18, 2022.  
 State taxes this bill: About \$55.01. PA Gross Receipts Tax: About \$334.62.

**Supply Details**

Generation & Transmission Charges for Mar 18-Apr 19	
Transmission Charge: 4,732 kWh at 1.51¢ per kWh	71.55
Generation Charge: Capacity and Energy 4,732 kWh at 7.429¢ per kWh	351.54
<b>Total PPL Electric Utilities Charges</b>	<b>\$423.09</b>

For questions on these charges, please contact this supplier at:

 <p>1-800-342-5775</p>	 <p><b>PPL Electric Utilities</b>                  Customer Services                  827 Hausman Rd                  Allentown, PA 18104-9392</p>
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General information: Generation prices and charges are set by the electric generation supplier you have chosen. The Public Utility Commission regulates distribution rates and services. The Federal Energy Regulatory Commission regulates transmission prices and services.

**Billing Summary**

Previous Balance	\$6,459.84
Balance as of Apr 19, 2022	\$5,041.01
Total Supply Charges	\$423.09
Total Delivery Charges	\$207.44
Other Charges	
Transferred Amount	\$2,432.38
Total Other Charges	\$2,432.38

**Amount Due By 5/10/22** **\$8,103.92**

Account Balance \$8,103.92

**Delivery Details**

Distribution Charges	
<b>Residential Rate: RS for Mar 18 - Apr 19</b>	
Customer Charge	16.63
4,732 kWh at 4.32¢ per kWh	204.51
Tax Cut and Jobs Act Credit at -7.58%	-13.74
System Improvement Charge at -0.01%	-0.02
PA Tax Adj Surcharge at 0.031%	0.06
<b>Total Delivery Charges</b>	<b>\$207.44</b>

**Understanding Your Bill**

- Act 129 Compliance Rider** - Monthly charge to recover costs for energy efficiency and conservation programs approved by the PUC.
- Customer Charge** - The basic service charge to partially cover costs for billing, meter reading, equipment and service line maintenance. If you select a new supplier, the name, address and telephone number for both your distribution and supplier company will appear on your bill.
- Distribution Charge (Delivery)** - Part of the basic service charges on every customer's bill for delivering electricity from the electric distribution company to your home or business. The distribution charge is regulated by the Public Utility Commission. This charge will vary according to how much electricity you use.
- Generation Charge (Supply)** - Part of the basic service charges on every customer's bill for producing electricity. Generation service is competitively priced and is not regulated by the Public Utility Commission. This charge depends on the contract between the customer and the supplier.
- Kilowatt-hour (kWh)** - The basic unit of electric energy for which most customers are charged in cents per kilowatt-hour. A kilowatt-hour is the equivalent of using ten 100-watt light bulbs for one hour.
- kWh Delivered** - The amount of electricity we delivered to you for your use.
- Storm Damage Expense Rider** - Monthly charge to recover certain costs to make repairs after major storms.
- System Improvement Charge** - Monthly charge to recover costs for improving, repairing and replacing equipment that delivers electricity to your home or business.

\$3,062.91



Account Number	Due Date	Amount Due
19131-28061	5/10/22	\$8,103.92

#### Understanding Your Bill - Continued

**Smart Meter Rider** - Monthly charge to recover costs associated with the smart meter programs approved by the PUC.

**State Tax Adjustment Surcharge** - Monthly charge or credit to reflect changes in various state taxes. The surcharge may vary by bill component.

**Transmission Charge** - Part of the basic service charges on every customer's bill for transporting electricity from the source of supply to the electric distribution company. The Federal Energy Regulatory Commission regulates retail transmission prices and services. This charge will vary with your source of supply.

**Tax Cut and Jobs Act Credit** - Monthly adjustment for federal tax changes.

**Type(s) of Meter Readings:**

**Actual** - Measures your monthly electricity use based on an actual reading.



**We deliver.**

1-800-342-5775  
For hours of operation and to pay/manage your account, visit [ppl electric.com](http://ppl electric.com).

[Copy] Page 1  
Meter **301029938** Account **19131-28061**

Due Date	Amount Due
<b>4/11/22</b>	<b>\$6,459.84</b>

**New payment plan:** \$3,886.00 by Mar 17, 2022. Then \$1,023.53 is due by Apr 11, 2022. This is your monthly charges plus your installment of \$29.00.

**Service to:**  
MELODY HARTLEY  
1040 BEAR DR  
NEWFOUNDLAND, PA 18445

**Supply** **\$497.38**

PPL Electric Utilities  
1-800-342-5775

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**PPL Electric Utilities Price to Compare**

**\$0.08941** Use this price when comparing supplier offers.

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**SHOP FOR ELECTRICITY**

Visit [PAPowerSwitch.com](http://PAPowerSwitch.com) or [www.oca.state.pa.us](http://www.oca.state.pa.us)  
If you're shopping, know your contract expiration date.  
Account Number: **19131-28061**  
The price to compare is updated June 1<sup>st</sup> and December 1<sup>st</sup>.  
Rate: RS. View schedule at [ppl electric.com/rates](http://ppl electric.com/rates)

Usage from Feb 17 - Mar 18

**Usage Charges**  
**\$738.72**

**Delivery** **\$241.34**

PPL Electric Utilities

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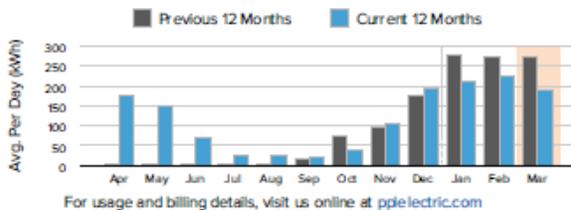
**Payment Plan Summary**

Last month you owed: \$2,432.38  
Balance remaining: \$2,432.38

Your \$5,465.31 previous balance includes \$145.06 in prior late payment charges.

**WANT TO SAVE?**  
Clean or replace furnace and air filters at least every 3 months. Dirty filters block air flow.

**Usage Summary**



**March**

Electricity Usage (kWh)	Avg. Temperature	Avg. Daily Cost
<b>-34%</b>	<b>+2°</b>	<b>-20%</b>
8480 (2021) / 5563 (2022)	36° (2021) / 38° (2022)	\$31.70 (2021) / \$25.47 (2022)

For usage and billing details, visit us online at [ppl electric.com](http://ppl electric.com)

**Questions/concerns?** Contact us by 4/11/22  
1-800-342-5775  
Visit [ppl electric.com](http://ppl electric.com) for hours of operation.  
Correspondence to:  
PPL Customer Service  
827 Hausman Road  
Allentown, PA 18104-9392

Account Number	Due Date	Amount Due
19131-28061	<b>4/11/22</b>	<b>\$6,459.84</b>

Amount Enclosed:

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MELODY HARTLEY  
1040 BEAR DR  
NEWFOUNDLAND, PA 18445

Please make check payable to: PPL ELECTRIC UTILITIES  
P.O. BOX 25222  
LEHIGH VALLEY, PA 18002-5222

1 9800064598480006459844 1913128061

kWh Delivered (to Customer)			
Meter Number	Reading Dates	Meter Reading	Kilowatt-Hours
301029938	Mar 18	81155	5563
	Feb 17	75592	
Days Billed: 29		Avg. kWh/Day: 192	Total Delivered: 5563
Date Range	Annual Total Usage	Avg Monthly	
Apr 2021 - Mar 2022	43173 kWh	3598 kWh	

Next meter reading on or about: Apr 19, 2022.  
 State taxes this bill: About \$60.69. PA Gross Receipts Tax: About \$369.17.

**Supply Details**

Generation & Transmission Charges for Feb 17-Mar 18	
Transmission Charge: 5,563 kWh at 1.512¢ per kWh	84.11
Generation Charge: Capacity and Energy 5,563 kWh at 7.429¢ per kWh	413.27
<b>Total PPL Electric Utilities Charges</b>	<b>\$497.38</b>

For questions on these charges, please contact this supplier at:



1-800-342-5775



**PPL Electric Utilities**  
**Customer Services**  
 827 Hausman Rd  
 Allentown, PA 18104-9392

General information: Generation prices and charges are set by the electric generation supplier you have chosen. The Public Utility Commission regulates distribution rates and services. The Federal Energy Regulatory Commission regulates transmission prices and services.

**Billing Summary**

Previous Balance	\$5,465.31
Balance as of Mar 18, 2022	\$5,465.31
Total Supply Charges	\$497.38
Total Delivery Charges	\$241.34
<b>Other Charges</b>	
Late Payment Charge	\$39.69
Payment Plan Installment Amount	\$202.69
Late Payment Charge	\$13.43
<b>Total Other Charges</b>	<b>\$255.81</b>

**Amount Due By 4/11/22** \$6,459.84

Account Balance \$6,459.84

**Delivery Details**

Distribution Charges	
<b>Residential Rate: RS for Feb 17 - Mar 18</b>	
Customer Charge	16.81
5,563 kWh at 4.322¢ per kWh	240.43
Tax Cut and Jobs Act Credit at -7.58%	-15.97
PA Tax Adj Surcharge at 0.031%	0.07
<b>Total Delivery Charges</b>	<b>\$241.34</b>

**Understanding Your Bill**

- Act 129 Compliance Rider** - Monthly charge to recover costs for energy efficiency and conservation programs approved by the PUC.
- Customer Charge** - The basic service charge to partially cover costs for billing, meter reading, equipment and service line maintenance. If you select a new supplier, the name, address and telephone number for both your distribution and supplier company will appear on your bill.
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- Generation Charge (Supply)** - Part of the basic service charges on every customer's bill for producing electricity. Generation service is competitively priced and is not regulated by the Public Utility Commission. This charge depends on the contract between the customer and the supplier.
- Kilowatt-hour (kWh)** - The basic unit of electric energy for which most customers are charged in cents per kilowatt-hour. A kilowatt-hour is the equivalent of using ten 100-watt light bulbs for one hour.
- Late Payment Charge** - Charge added if you do not pay your bill by the due date.
- kWh Delivered** - The amount of electricity we delivered to you for your use.

\$994.53



Account Number	Due Date	Amount Due
19131-28061	4/11/22	\$6,459.84

#### Understanding Your Bill - Continued

- Storm Damage Expense Rider** - Monthly charge to recover certain costs to make repairs after major storms.
  - Smart Meter Rider** - Monthly charge to recover costs associated with the smart meter programs approved by the PUC.
  - State Tax Adjustment Surcharge** - Monthly charge or credit to reflect changes in various state taxes. The surcharge may vary by bill component.
  - Transmission Charge** - Part of the basic service charges on every customer's bill for transporting electricity from the source of supply to the electric distribution company. The Federal Energy Regulatory Commission regulates retail transmission prices and services. This charge will vary with your source of supply.
  - Tax Cut and Jobs Act Credit** - Monthly adjustment for federal tax changes.
- Type(s) of Meter Readings:**  
**Actual** - Measures your monthly electricity use based on an actual reading.

**PPL ELECTRIC  
EXHIBIT 1**

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

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

Account Number: 19131-28061  
 Mail To: MELODY HARTLEY  
 1040 BEAR DR  
 NEWFOUNDLAND PA 18445  
 Requested By: MELODY HARTLEY  
 (570) 620-6161 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
10/16/2018	ELECTRIC SERVICE		\$17.35								
10/16/2018	Regular Bill	11/06	\$17.35				0154/0052	00000A	29	4	
11/13/2018	Late Payment Charge		\$0.22								
11/14/2018	ELECTRIC SERVICE		\$29.17								
11/14/2018	Regular Bill	12/05	\$46.74	\$17.35			0635/0000	00000A	29	105	
11/16/2018	Payment		\$-46.74								
12/14/2018	ELECTRIC SERVICE		\$24.25								
12/14/2018	Regular Bill	01/04	\$24.25				1011/0000	00000A	30	67	
12/31/2018	Payment		\$-24.25								
01/17/2019	ELECTRIC SERVICE		\$17.44								
01/17/2019	Regular Bill	02/07	\$17.44				1085/0000	00000A	34	9	
01/29/2019	Payment		\$-17.44								
02/20/2019	ELECTRIC SERVICE		\$16.37								
02/20/2019	Regular Bill	03/13	\$16.37				1132/0000	00000A	29		
03/18/2019	Payment		\$-16.37								
03/18/2019	ELECTRIC SERVICE		\$16.37								
03/18/2019	Regular Bill	04/08	\$16.37				1044/0000	00000A	31		
04/16/2019	ELECTRIC SERVICE		\$16.42								
04/16/2019	Late Payment Charge		\$0.20								
04/16/2019	Regular Bill	05/07	\$32.99	\$16.37			0585/0000	00000A	29		
04/18/2019	Payment		\$-32.99								
05/17/2019	ELECTRIC SERVICE		\$16.46								
05/17/2019	Regular Bill	06/10	\$16.46				0273/0007	00000A	31		
06/18/2019	ELECTRIC SERVICE		\$16.46								
06/18/2019	Late Payment Charge		\$0.21								
06/18/2019	Regular Bill	07/09	\$33.13	\$16.46			0047/0061	00000A	32		
07/16/2019	Late Payment Charge		\$0.42								
07/18/2019	ELECTRIC SERVICE		\$17.09								
07/18/2019	Regular Bill	08/08	\$50.64	\$33.13			0000/0271	00000A	30		
07/22/2019	Payment		\$-50.64								
08/16/2019	ELECTRIC SERVICE		\$17.18								

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KW	BILLED KW
08/16/2019	Regular Bill	09/09	\$17.18				0000/0268	00000A	29		
09/17/2019	ELECTRIC SERVICE		\$17.18								
09/17/2019	Late Payment Charge		\$0.21								
09/17/2019	Regular Bill	10/08	\$34.57	\$17.18			0014/0135	00000A	32		
09/23/2019	Payment		\$-34.57								
10/17/2019	ELECTRIC SERVICE		\$17.22								
10/17/2019	Regular Bill	11/07	\$17.22				0191/0040	00000A	30		
11/05/2019	Payment		\$-17.22								
11/15/2019	ELECTRIC SERVICE		\$17.16								
11/15/2019	Regular Bill	12/09	\$17.16				0570/0002	00000A	29		
12/17/2019	ELECTRIC SERVICE		\$17.16								
12/17/2019	Late Payment Charge		\$0.21								
12/17/2019	Regular Bill	01/07	\$34.53	\$17.16			0935/0000	00000A	32		
12/23/2019	Payment		\$-34.53								
01/17/2020	ELECTRIC SERVICE		\$16.47								
01/17/2020	Regular Bill	02/10	\$16.47				0949/0000	00000A	31		
01/21/2020	Payment		\$-16.47								
02/18/2020	ELECTRIC SERVICE		\$16.61								
02/18/2020	Regular Bill	03/10	\$16.61				1068/0000	00000A	32		
03/17/2020	Late Payment Charge		\$0.21								
03/18/2020	ELECTRIC SERVICE		\$21.43								
03/18/2020	Regular Bill	04/08	\$38.25	\$16.61			0738/0000	00000A	29	41	
03/28/2020	Miscellaneous		\$-0.21								
04/17/2020	ELECTRIC SERVICE		\$29.04								
04/17/2020	Regular Bill	05/11	\$67.08	\$38.04			0585/0000	00000A	30	110	
05/18/2020	Payment		\$-67.08								
05/18/2020	ELECTRIC SERVICE		\$29.88								
05/18/2020	Regular Bill	06/08	\$29.88				0477/0007	00000A	31	116	
06/17/2020	ELECTRIC SERVICE		\$28.90								
06/17/2020	Regular Bill	07/08	\$58.78	\$29.88			0051/0129	00000A	30	110	
07/17/2020	ELECTRIC SERVICE		\$28.14								
07/17/2020	Regular Bill	08/10	\$86.92	\$58.78			0000/0298	00000A	30	106	
08/03/2020	Payment		\$-86.92								
08/18/2020	ELECTRIC SERVICE		\$27.37								
08/18/2020	Regular Bill	09/08	\$27.37				0000/0375	00000A	32	100	
09/17/2020	ELECTRIC SERVICE		\$78.01								
09/17/2020	Regular Bill	10/08	\$105.38	\$27.37			0024/0168	00000A	30	554	

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
10/12/2020	Payment		\$-105.38								
10/19/2020	ELECTRIC SERVICE		\$284.90								
10/19/2020	Regular Bill	11/09	\$284.90				0277/0015	00000A	32	2410	
11/17/2020	ELECTRIC SERVICE		\$327.21								
11/17/2020	Regular Bill	12/08	\$612.11	\$284.90			0409/0005	00000A	29	2790	
12/17/2020	BUDGET BILLING		\$75.00								
12/17/2020	Regular Bill	01/07	\$687.11	\$612.11	\$608.77	\$533.77			30		
01/20/2021	BUDGET BILLING		\$75.00								
01/20/2021	Regular Bill	02/10	\$762.11	\$687.11	\$1091.68	\$1550.45			34		
01/21/2021	Payment		\$-200.00								
02/16/2021	Payment		\$-95.00								
02/19/2021	BUDGET BILLING		\$75.00								
02/19/2021	Regular Bill	03/15	\$542.11	\$467.11	\$955.23	\$2430.68			30		
03/22/2021	Payment		\$-95.00								
03/22/2021	BUDGET BILLING		\$365.00								
03/22/2021	Regular Bill	04/12	\$812.11	\$447.11	\$982.79	\$3048.47			31		
04/21/2021	BUDGET BILLING		\$365.00								
04/21/2021	Regular Bill	05/12	\$1177.11	\$812.11	\$616.47	\$3299.94			30		
05/20/2021	BUDGET BILLING		\$365.00								
05/20/2021	Regular Bill	06/10	\$1542.11	\$1177.11	\$513.67	\$3448.61			29		
06/16/2021	Payment		\$-380.00								
06/21/2021	BUDGET BILLING		\$704.00								
06/21/2021	Regular Bill	07/12	\$1866.11	\$1162.11	\$280.83	\$3025.44			32		
07/21/2021	BUDGET BILLING		\$704.00								
07/21/2021	Regular Bill	08/11	\$2570.11	\$1866.11	\$110.94	\$2432.38			30		
08/11/2021	Payment		\$-723.00								
08/19/2021	BUDGET BILLING		\$2538.80								
08/19/2021	Regular Bill	09/09	\$4385.91	\$1847.11	\$106.42				29		
09/14/2021	Special Agreement		\$-2432.38								
09/20/2021	Payment		\$-100.00								
09/20/2021	ELECTRIC SERVICE		\$91.65								
09/20/2021	SPECIAL AGREEMENT		\$202.69								
09/20/2021	Regular Bill	10/12	\$2147.87	\$1853.53			0015/0193	00000A	32	636	
10/05/2021	Payment		\$-324.06								
10/19/2021	ELECTRIC SERVICE		\$152.88								
10/19/2021	SPECIAL AGREEMENT		\$202.69								
10/19/2021	Regular Bill	11/09	\$2179.38	\$1823.81			0116/0022	00000A	29	1170	

Bill Account: 19131-28061

Account Activity Statement

Date: 10/03/22  
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
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06/17/2022 Regular Bill		07/11	\$8519.31	\$8378.88	\$140.43			30
07/19/2022	ELECTRIC SERVICE		\$84.63					
07/19/2022	Late Payment Charge		\$56.80					
07/19/2022	Late Payment Charge		\$16.82					
07/19/2022	Late Payment Charge		\$2.48					
07/19/2022	Regular Bill	08/09	\$8680.04	\$8519.31		0012/0257	00000A	32 423
08/17/2022	ELECTRIC SERVICE		\$46.88					
08/17/2022	Regular Bill	09/07	\$8726.92	\$8680.04		0000/0327	00000A	29 194
09/16/2022	ELECTRIC SERVICE		\$57.04					
09/16/2022	Regular Bill	10/11	\$8783.96	\$8726.92		0009/0182	00000A	30 253

**PPL ELECTRIC  
EXHIBIT 2**

**Account Contact History**  
**Account: 1913128061 Customer Name: MELODY HARTLEY**  
From 10/3/2018 to 10/3/2022

Contact Date	Contact Type	Remarks	User
2022-08-05	SC - PUC Formal Complaint	The Company received notice from the PUC that the customer filed Formal Complaint Docket No. C-2022-3034294	E02623
2022-08-05	Miscellaneous	WATT_CCG Formal Complaint - Ability to Pay High Bill Work Item 2914722 Created	DONNA BARRY
2022-07-31	Credit	my6kidz. Link to Assistance Programs page presented.	SELF SERVICE USER
2022-07-31	Credit	my6kidz. Link to Assistance Programs page presented.	SELF SERVICE USER
2022-07-12	Miscellaneous	WATT_CSS - PUC Payment Agreement Residential Work Item 2899388 Completed	RPAPR16
2022-07-12	SC - GRACE EXTENSION	Caller Back Office Ratepayer. Complaint dismissed. Refer to WATT 2899388 for dismissal details.	RPAPR16
2022-07-12	SC - PUC Mediation	Caller Back Office Ratepayer. SC Status from Open to Closed Cust Rights Given Y Cust Satisfied Y Comments Complaint dismissed. Refer to WATT 2899388 for dismissal details.	CUCL143
2022-07-11	Credit	Caller MELODY HARTLEY Ratepayer User Comments cx cannot pay amount due of 8519.31 and called to see what options she had to lower her balance due cx was informed that if the amount due of 8 519.31 is not paid by 7 11 22 she will be susceptible to late payment fees collection calls or notices and termination letters.	SERAPHINA PERSAD
2022-07-11	WUR Assessment	MELODY HARTLEY Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	SERAPHINA PERSAD
2022-07-09	Miscellaneous	WATT_CSS - PUC Payment Agreement Residential Work Item 2899388 Created	PUCMED
2022-06-13	Stop Budget Bill		CUMBB302
2022-06-13	SC - PUC Mediation	PUC MDIA BCS 3844151	CUCL143
2022-06-13	Credit - Outbound Call	Caller Back Office Ratepayer. WORKING OUTBOUND CAMPAIGN Called about past due balance. LMOM.	LAURA A FITZGERALD
2022-06-07	Credit	Caller MELODY HARTLEY Ratepayer User Comments CX WANTED ASSISTANCE CX DIDNT AGREE TO TEMS OF PAMENT_CUS NOT SAT	MAKIBA SNAGGS
2022-06-07	WUR Assessment	MELODY HARTLEY Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	MAKIBA SNAGGS
2022-06-07	Credit	Confirmed service is scheduled for termination on 06 14 2022. Amount is 8 103.92. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	MAKIBA SNAGGS
2022-06-01	Credit	Caller MELODY HARTLEY Ratepayer User Comments CCI stated she is going to call the PUC to see if she can get another arrangement as she was never notified of what agreement was SAT	CRYSTAL BROWN
2022-06-01	WUR Assessment	MELODY HARTLEY Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	CRYSTAL BROWN
2022-06-01	Credit	Confirmed service is scheduled for termination on 06 14 2022. Amount is 8 103.92. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	CRYSTAL BROWN
2022-05-31	Correspondence - Collections	CUT DATE 2022-06-14 AMOUNT 8 103.92	
2022-05-13	High Bill	Caller MELODY HARTLEY Ratepayer User Comments MELONDY HARTLEY HIGH BILL I REVIEW THE USAGE ON THE ACCT AND THERE ARE VERY HIGH PEAKS SHE STATED HER HH HEATER IS NOT WORKING ... SAT	TYONIA M CRAWFORD
2022-05-13	WUR Assessment	MELODY HARTLEY Ratepayer. 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.	TYONIA M CRAWFORD
2022-05-13	SC - Due Date Extension	Caller MELODY HARTLEY Ratepayer. FOR PMT...	E154783
2022-05-13	Call Transfer	Caller MELODY HARTLEY Ratepayer User Comments Call transferred to WAM RP would like to have someone come out to inspect meter to make sure there is nothing wrong with meter stated there is no way her bill should be as high as it is. RP is currently on Payment Agreement.	PAULA NICKSON
2022-05-13	WUR Assessment	MELODY HARTLEY Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO Not on Phone.	PAULA NICKSON
2022-05-13	Call Transfer	Caller MELODY HARTLEY Ratepayer User Comments cci and states there is something got to be wrong with her service because she lives alone and has an 8 000 bill and she had a PUC case but can not make an 1 000 payment and wanted to be transferred to power problem for someone to come out and look at her service	AMY BROWN
2022-05-13	WUR Assessment	MELODY HARTLEY Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC Yes. Interested in SO Not on Phone.	AMY BROWN
2022-05-13	Credit	MELODY HARTLEY Ratepayer. Gross monthly income provided exceeds requirements for assistance programs.	AMY BROWN
2022-05-13	Financial Statement Added		AMY BROWN
2022-04-26	Miscellaneous	WATT_CSS - PUC Payment Agreement Residential Exception Work Item 2845875 Completed	KILLIAN,JANAE

Contact Date	Contact Type	Remarks	User
2022-04-26	SC - PUC Mediation	Caller Back Office Ratepayer. SC Status from Open to Closed Cust Rights Given Y Cust Satisfied Y Comments LEVEL 3 BB 462.00 623.00 1085.00 BEGINNING MAY 2022	CUCL143
2022-04-26	Added Payment Agreement	WATT ID 2845875 LEVEL 3 BB 462.00 623.00 1085.00 BEGINNING MAY 2022....starting with nxt bill ppl bb 463.00 623.00 1086.00	KILLIAN,JANAE
2022-04-26	Correspondence - Budget Billing	bbpuc.doc	
2022-04-26	Start Budget Billing/Collection	WATT ID 2845875 LEVEL 3 BB 462.00 623.00 1085.00 BEGINNING MAY 2022....starting with nxt bill ppl bb 463.00 623.00 1086.00	KILLIAN,JANAE
2022-04-26	Financial Statement Added		KILLIAN,JANAE
2022-04-26	Changed Payment Agreement	setting puc pag	KILLIAN,JANAE
2022-04-26	Miscellaneous	WATT ID 2845875 LEVEL 3 BB 462.00 623.00 1085.00 BEGINNING MAY 2022	KILLIAN,JANAE
2022-03-24	Miscellaneous	WATT CSS - PUC Payment Agreement Residential Work Item 2845875 Created	PUCMED
2022-03-21	Product Change	RECONCILING UNPAID SPECIAL AGREEMENT INSTALLMENT	
2022-03-21	SC - PUC Mediation	PUC MDIA BCS 3823912	CUCL143
2022-03-21	Data Repair	Data Repair DR IR166395A - UPDATE N A TO 671	CSSDR044
2022-03-17	Credit	Caller MELODY HARTLEY Ratepayer User Comments S W Melody hartley. Unable to pay. Reviewed PAG. 3886 due 3 14 29 add. No BB. SAT Emailed terms.	JENNIFER KOOPMANS
2022-03-17	WUR Assessment	MELODY HARTLEY Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC Yes.	JENNIFER KOOPMANS
2022-03-17	SC - Income Verification	Income verification required.	305740
2022-03-17	Added Payment Agreement	MELODY HARTLEY Ratepayer. Agreement Type CU. Cust agrees to PAG terms NO. First payment of 3 886.00 is due 03 17 2022. Second payment amount and due date will appear on next bill . Payment Plan installment amount 29.00. Enrolled in BB NO. Emailed PAG info to melody.hartley@outlook.com.	JENNIFER KOOPMANS
2022-03-17	Changed Payment Agreement	MELODY HARTLEY Ratepayer. Does not agree to PAG terms. Cancelled Agreed payment plan.	JENNIFER KOOPMANS
2022-03-17	Credit	IVR Ratepayer. Gross monthly income provided exceeds requirements for assistance programs.	IVR
2022-03-14	WUR Assessment	MELODY HARTLEY Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC Yes.	TAMATHA JOAN SHIPMAN
2022-03-14	Added Payment Agreement	MELODY HARTLEY Ratepayer. Agreement Type CU. Cust agrees to PAG terms NO. First payment of 3 886.00 is due 03 14 2022. Second payment amount and due date will appear on next bill . Payment Plan installment amount 29.00. Enrolled in BB NO. Emailed PAG info to hartley.melody@gmail.com.	TAMATHA JOAN SHIPMAN
2022-02-22	Winter Collection	Winter Collection Notice	
2022-02-10	WEB Customer Initiated Payment	Scheduled date 2 10 2022 Amount 500.00 User my6kidz Owner YES. Confirmation Number 22021023	SELF SERVICE USER
2022-01-19	Winter Collection	Winter Collection Notice	
2022-01-17	Credit	IVR Ratepayer. Gross monthly income provided exceeds requirements for assistance programs.	IVR
2022-01-18	Added Payment Agreement	IVR RATEPAYER. Agreement Type CU. Cust agrees to PAG terms NO. First payment of 2 044.00 is due 01 18 2022. Second payment amount and due date will appear on next bill . Payment Plan installment amount 29.00. Enrolled in BB NO.	IVR
2021-12-16	Winter Collection	Winter Collection Notice	
2021-11-24	Energy Education	Caller MELODY HARTLEY Ratepayer User Comments Caller MELODY HARTLEY Ratepayer caller is a MAIL CARRIER and having trouble getting someone out to the home to do any kind of repiars	CHERYL FARRAY
2021-11-24	WUR Assessment	MELODY HARTLEY Ratepayer. Caller s Concern Billed Amounts. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	CHERYL FARRAY
2021-11-24	Energy Education	Caller MELODY HARTLEY Ratepayer. Caller MELODY HARTLEY Ratepayer. BILLS ARE VERY HIGH.. AND THIS MAY FROM HEATING SYSTEM HOT WATER HEATER OR WELL PUMP... CALLER IS HAVE TROUBLE TECH OUT TEMP IS SET @ 55 ADVISED TO TURN THE HEAT UP... this was system will come on as much. ADC at time of 20.52	CHERYL FARRAY
2021-11-17	Winter Collection	Winter Collection Notice	
2021-11-01	Account Balance	Caller MELODY HARTLEY Ratepayer User Comments cci to find out the amount owed on PAG ADVISED 384.57 is owed by 11 9	CHRISTOPHER KAISER
2021-11-01	WUR Assessment	MELODY HARTLEY Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	CHRISTOPHER KAISER
2021-10-25	CSS WEB Interface Payment	Caller Self Serve Ratepayer. Comments Made Payment in the amount of 100.00. Confirmation number was Read. Confirmation Number 21102453	SELF SERVICE USER
2021-10-25	Added Payment Agreement	Self Serve Ratepayer agrees to payment terms of 100.00 due by 11 01 2021 to reinstate the payment plan. The second payment of 384.57 due on 11 09 2021. Installments of 29.00 are added to each monthly bill until the previous balance is paid in full.	SELF SERVICE USER
2021-10-21	Credit	Caller MELODY HARTLEY Ratepayer User Comments CCI for assist prog adv of ophelp liheap adv cust inc too high for OT. sat	ELAINE AIKENS

Contact Date	Contact Type	Remarks	User
2021-10-21	WUR Assessment	MELODY HARTLEY Ratepayer. Caller s Concern OnTrack. 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.	ELAINE AIKENS
2021-10-21	Billing	Caller MELODY HARTLEY Ratepayer User Comments cx will callback to pay to reinstate her pag later. xfered to ontrack app to go through eligibility and applying.	JEREMY TALLEY
2021-10-21	WUR Assessment	MELODY HARTLEY Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	JEREMY TALLEY
2021-10-21	Billing	Caller MELODY HARTLEY Ratepayer. offered about liheap op help and ontrack. cx didnt want make payment adv to callback w live agent to reinstate pag properly.	JEREMY TALLEY
2021-10-21	Billing	Caller MELODY HARTLEY Ratepayer. cx needs to confirm and avoid termination on 11 2. adv pag defaulted due to her last payment of 324.06 being 100 short of what was owed. cx also being charged 202.69 mo for closing bb. cx had very high usage charges does to issues w appliances at home adv cx to pay 100 to reinstated pag cx will likely owe a 2nd of 358.29	JEREMY TALLEY
2021-10-21	Credit	Confirmed service is scheduled for termination on 11 02 2021. Amount is 1 823.81. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	JEREMY TALLEY
2021-10-21	LIHEAP	LIHEAP application mailed to customer	CSLET
2021-10-19	Correspondence - Collections	CUT DATE 2021-11-02 AMOUNT 1 823.81	
2021-10-04	WEB Customer Initiated Payment	Scheduled date 10 5 2021 Amount 324.06 User my6kidz Owner YES. Confirmation Number 21100550	SELF SERVICE USER
2021-09-28	Credit	Caller MELODY HARTLEY Ratepayer User Comments cci stating that she receive the shut off notice for 9 30. adv that can disregard and that she is on pag. sat yes sop no	MARRY BELLIS
2021-09-28	WUR Assessment	MELODY HARTLEY Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	MARRY BELLIS
2021-09-20	Credit	Caller MELODY HARTLEY Ratepayer User Comments did home profile has bad hot water heater and well pump explains high use set up pa 106.00 due on 10 9 21 then cb 30.00 sat	STEPHANIE FREY
2021-09-20	WUR Assessment	MELODY HARTLEY Ratepayer. Caller s Concern Billed Amounts. 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.	STEPHANIE FREY
2021-09-20	Usage Analysis	Caller melody hartel Ratepayer Reviewed Bill History Yes Reviewed Daily Hourly Usage Yes Is Usage In line No but reason known Customer Satisfied Yes Issued Investigation No Sent Utility Report No	STEPHANIE FREY
2021-09-20	Added Payment Agreement	MELODY HARTLEY agree to 200.00 by 10-9-21 then cb 29.72 sicne bb settled	STEPHANIE FREY
2021-09-20	Financial Statement Added		STEPHANIE FREY
2021-09-20	Credit	Caller MELODY HARTLEY Ratepayer User Comments transfer to energy ed high useage	KIMBERLY GIBSON
2021-09-20	WUR Assessment	MELODY HARTLEY Ratepayer. Caller s Concern Payment Assistance. Position Stated No. Investigation reqd No. . WUR Required No. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	KIMBERLY GIBSON
2021-09-20	Credit	Caller MELODY HARTLEY Ratepayer. dead air	MICHAEL CRAWFORD
2021-09-20	WEB Customer Initiated Payment	Scheduled date 9 19 2021 Amount 100.00 User my6kidz Owner YES. Confirmation Number 21091973	SELF SERVICE USER
2021-09-17	Credit	Caller Back Office Ratepayer. obc vm left a message	GLORIA MOYER
2021-09-16	Correspondence - Collections	CUT DATE 2021-09-30 AMOUNT 1 953.53	
2021-09-14	Billing	Caller MELODY HARTLEY Ratepayer. I adv cx 136.42 was due 9-9 so to keep PAG active that needs to be pd soon. I adv cx to sw EE during business hours to discuss her usage further. She sates she lives alone in a small place she cant possibly be using that much electricity. Cx is sat and will call back to sw that dept.	ARIANNA MACKERLEY
2021-09-14	Billing	Caller MELODY HARTLEY Ratepayer User Comments cx did not understand why her amnt due was so high when she is on a PAG. I adv that it was because she canceled her BB she was behind in that prog so the amnt due is the BB settlement amnt. EE was already closed so sup HO put in the BB settlement special PAG. I adv starting with next bill 202.69 will be add	ARIANNA MACKERLEY
2021-09-14	WUR Assessment	MELODY HARTLEY 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. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	ARIANNA MACKERLEY
2021-09-14	Create Special Agreement		HECTOR SOTO
2021-09-14	Call Transfer	Caller MELODY HARTLEY Ratepayer User Comments cci for bill amt adv cust 2568.80 cust said that isnt right she is on pag adv her that we added the 30 installment in cb of 2538.80. transferred to billing	DELASHIA FROST
2021-09-14	WUR Assessment	MELODY HARTLEY Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Caller s Concern Call Transfer. Position Stated Yes. Sat No. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	DELASHIA FROST

Contact Date	Contact Type	Remarks	User
2021-09-01	Credit	Caller MELODY HARTLEY Ratepayer User Comments discussed balance was at 2570.11 on 7 21 2021 on 8 11 723 waspaid then bb settlement for 2432.38 was created for ending bb bringing amt due to 2568.80 cst has several very large spikes in kwh usage xfr in future to EE to discuss special agreement	MATTHEW FINN
2021-09-01	WUR Assessment	MELODY HARTLEY Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	MATTHEW FINN
2021-09-01	SC - GRACE EXTENSION	Caller MELODY HARTLEY Ratepayer. cst was billed large bb settlement switched off bb also has large spikes of energy usage before july 2021 as bill stands cst owes 2568.80 for cb due 9 9 2021 is an energy education issue but cst called when EE was closed	305342
2021-08-12	Credit	Caller MELODY HARTLEY Ratepayer User Comments rp wanted to know if we got her payment adv that we have next payment will be due around 09 11 21 past due is 1143.11 sat	TAMATHA JOAN SHIPMAN
2021-08-12	WUR Assessment	MELODY HARTLEY Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	TAMATHA JOAN SHIPMAN
2021-08-10	WEB Customer Initiated Payment	Scheduled date 8 11 2021 Amount 723.00 User my6kidz Owner YES. Confirmation Number 21081102	SELF SERVICE USER
2021-07-29	High Bill	Caller MELODY HARTLEY Ratepayer. cont. water heater adv it the pumps go bad on any of them it will have an impact on the bill cust will have a plumber out to look at the well pump water heater and septic cust states she is also getting an electrician to make sure the electric is enough for the usage	WENDY M MERKEL
2021-07-29	High Bill	Caller MELODY HARTLEY Ratepayer User Comments cust had concerns over the usage adv it was higher in the winter mos cust has BB elec heat exp that will impact the bill cust states they are older but she only had to keep them at 62 adv they may not be working efficiently adv there was a spike in usage on 7 23 cust has a well pump septic and elec hot	WENDY M MERKEL
2021-07-29	WUR Assessment	MELODY HARTLEY Ratepayer. Caller s Concern Billed Amounts. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	WENDY M MERKEL
2021-07-29	Usage Analysis	Caller MELODY HARTLEY Ratepayer Reviewed Bill History No Reviewed Daily Hourly Usage Yes Is Usage In line Yes Customer Satisfied Yes Issued Investigation No Sent Utility Report No	WENDY M MERKEL
2021-07-29	WUR Assessment	MELODY HARTLEY Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	SCHALISCHA MORALES
2021-07-29	Call Transfer	Caller MELODY HARTLEY Ratepayer User Comments s w RP phone call got disconnected when she was transfer. Transfer her again to E E.	SCHALISCHA MORALES
2021-07-29	Call Transfer	Caller MELODY HARTLEY Ratepayer User Comments sw rp wanted to go over high bill while reviewing usage from last yr there are several mo where there is 0 usage which is not correct if rp was living there trans to e e for investigation	LEAH KENNY
2021-07-29	WUR Assessment	MELODY HARTLEY Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	LEAH KENNY
2021-07-29	Budget Billing	Caller MELODY HARTLEY Ratepayer. that the deferred amt of 2432.38 WILL BE OWED WITH NEXT BILL but she sld be able to do a pag bc the deferred amt cx still wanted to be removed off bb so I removed her. Cx wants investigation bc the bill so high only one living in house advised that ee but she can get there after me cx already applied to or but adv ophelp	MOLLY MORRIS
2021-07-29	Budget Billing	Caller MELODY HARTLEY Ratepayer. 75.00 explained the bb bc its trying to catch up the deferred amount from the winter mths but we do settle one a year cx stated she cant handle another bill for 700.00 I explained we eualter every three mths so it can go up and down after next bill stated she didn t want to be enrolled in bb I explained if she does unenroll	MOLLY MORRIS
2021-07-29	Budget Billing	Caller MELODY HARTLEY Ratepayer User Comments Cx ci to set up pag pa was asking for two payment before aug 11 for 723.00 sup approved otc to do ncu terms 723.00 due on 8.12 OTC ONLY. Explained bb and how it worked explained she was only paying 75.00 in jan when the bill was actually over 1000.00 and then another bill in feb that was 955.23 and she paid	MOLLY MORRIS
2021-07-29	WUR Assessment	MELODY HARTLEY Ratepayer. 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 Not on Phone.	MOLLY MORRIS
2021-07-29	Stop Budget Bill	Caller MELODY HARTLEY Ratepayer. BB stopped with NEXT bill. The deferred balance amount of 2 432.38 is due in full with the next bill. Emailed to hartley.melody@gmail.com	MOLLY MORRIS
2021-07-29	Added Payment Agreement	not puc ncu otc sup approved ncu pag 723.00 due on the 8.12.21 advised 30.00 added to bill for 62 mths	MOLLY MORRIS
2021-07-29	Financial Statement Added		MOLLY MORRIS
2021-07-29	Credit	MELODY HARTLEY Ratepayer. Offered Operation HELP - Yes . .	MOLLY MORRIS
2021-07-29	Credit	Confirmed service is scheduled for termination on 08 03 2021. Amount is 1 866.11. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	MOLLY MORRIS
2021-07-29	Call Transfer	Caller MELODY HARTLEY Ratepayer. Cust called becuz her bill has been high for the past few months she doesen t understand why. The svc was shut off she tried getting help but was denied. Cust is on BB will Transfer.	KELLY NAKAI

Contact Date	Contact Type	Remarks	User
2021-07-29	Credit	s w rp -she is not sure why usage is so high. She will contact electrician to check Submitted by Debbie Swendsen Agency TREHAB	SELF SERVICE USER
2021-07-28	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2021-07-26	Correspondence - General	Template Name OnTrack Application Rejection Letter New Created By dswendsen@trehab.org Letter Edited No CS Letters ID 4207907	CSLET
2021-07-26	OnTrack - Ineligible	OnTrack application Rejected. Reason Household is over the federal poverty income guidelines. Agency TREHAB Inc..	SELF SERVICE USER
2021-07-26	Financial Statement Added	Agency user Debbie Swendsen	DSWENDSE
2021-07-26	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2021-07-26	OnTrack Customer	received most current pay stub. does not show lower wages. Over income for on track. Referred to operation help. Submitted by Lisa Watson Agency TREHAB	SELF SERVICE USER
2021-07-22	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2021-07-20	OnTrack Customer	Melody submitted first pay with partial hours. She will get paid on the Friday. Requested that one to have a better average income for her. Submitted by Lisa Watson Agency TREHAB	SELF SERVICE USER
2021-07-19	Correspondence - Collections	CUT DATE 2021-08-02 AMOUNT 1 866.11	
2021-07-19	OnTrack Customer	Added one pay stub requested another one. Submitted by Lisa Watson Agency TREHAB	SELF SERVICE USER
2021-07-16	Credit	Caller MELODY HARTLEY Ratepayer User Comments Submitted OT app. Adv cust to call or email agency. Adv agency will reach out by phone or email. Cust satis.	SAMHARI HOWELL
2021-07-16	WUR Assessment	MELODY HARTLEY Ratepayer. Caller s Concern OnTrack. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	SAMHARI HOWELL
2021-07-16	OnTrack Customer	OnTrack application submitted by SAMHARI.HOWELL@IQOR.COM Source Rep	SELF SERVICE USER
2021-07-16	Credit	s w MELODY HARTLEY. I confirmed her BB amount went up to 704. I adv it went up because she s behind on budget year 3 025.44. I went over p a terms. She cannot afford it she said. She should qualify for Ontrack. I trans to Ontrack applicant.	JAMES J LENNOX
2021-07-15	Data Repair	Customer did not receive June July paperless billing email.	CSSDR044
2021-06-15	Special Situation	FISERV WALKIN paid 380.00	SELF SERVICE USER
2021-06-10	Credit	Caller MELODY HARTLEY Ratepayer User Comments ci to report she will not be able to keep the first instal on pag - gave consequences.	BETTI ROBERTS
2021-06-10	WUR Assessment	MELODY HARTLEY Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	BETTI ROBERTS
2021-06-10	Credit	Caller Back Office Ratepayer. SYSTEM ISSUE CANT HEAR CALLER	CLAUDIUS WILSON
2021-05-21	3-day call - Ratepayer	CUBCL024	CUBCL024
2021-05-21	Credit	Caller MELODY HARTLEY Ratepayer User Comments ccii set up anew pag will pay 380.00 by 6-11-21 with 19.00 instal over 61 mths	CASEY LANDIS
2021-05-21	WUR Assessment	MELODY HARTLEY Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	CASEY LANDIS
2021-05-21	Added Payment Agreement	customer agrees 380.0due 6-11-21 eith 19.00 over 61 mths with the final 22.11	CASEY LANDIS
2021-05-21	Financial Statement Added		CASEY LANDIS
2021-05-17	Correspondence - Collections	CUT DATE 2021-06-01 AMOUNT 1 177.11	
2021-05-13	Credit	Caller MELODY HARTLEY Ratepayer User Comments customer is on PAG NCU but has no income right now even though she starts her new job next month hasnt paid first insof 380.00 yet advised I cannot change PAG and she has already had a grace extension adv her power WOULD NOT be disconnected on 15th mentioned catholic charities and salvation army	CHRISTOPHER KAISER
2021-05-13	WUR Assessment	MELODY HARTLEY Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No. Interested in SO No.	CHRISTOPHER KAISER
2021-05-13	Credit	Self Serve Ratepayer. Offered Operation HELP - Yes Offered OnTrack - Yes . .	SELF SERVICE USER
2021-05-13	Credit	my6kidz. Link to Assistance Programs page presented.	SELF SERVICE USER
2021-05-13	Financial Statement Added		SELF SERVICE USER
2021-05-04	WRAP-PROGRAM - NOT ELIGIBLE	Reviewed Wrap application submitted - income is above WRAP guidelines - sent Wrap Not Qualified letter.	KIMBERLY K BRUMMETT
2021-05-04	Correspondence - General	Template Name WRAP Not Qualified - Over Income Created By Brummett Kimberly K Letter Edited No CS Letters ID 4117580	CSLET
2021-04-30	Credit	Caller MELODY HARTLEY Ratepayer User Comments cci for more time to pay as her funds have not yet cleared. added Grace extension until 05 15 for the 380 due per her PAG. gave the pplelectric.com erap info and advised her to reach out to local organizations she agreed . cx is sat. SOP declined	DANIELLE PALIDER
2021-04-30	WUR Assessment	MELODY HARTLEY Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	DANIELLE PALIDER

Contact Date	Contact Type	Remarks	User
2021-04-30	SC - GRACE EXTENSION	Caller MELODY HARTLEY Ratepayer. sw Melody Hartley who needs a little more time as her funds have not arrived.	304519
2021-04-28	Choice Inquiry	Customer Web Privacy Release Withhold All	SELF SERVICE USER
2021-04-13	Payment Arrangement Letter Sent	Non-Catch-Up Activation PAG	
2021-04-13	Added Payment Agreement	Sw Melody Hartley rp. Updated financial and reset PA NCU. Customer agrees to terms 380 by 4-30-21 then cb 15 until balance is paid in full. Ref to PPL web for OT Op Help and LIHEAP applications. Customer satisfied.	DIANE M RYBAK
2021-04-13	Changed Payment Agreement	Canceled PA. Customer is eligible for a new NCU.	DIANE M RYBAK
2021-04-13	Financial Statement Added		DIANE M RYBAK
2021-03-22	WEB Customer Initiated Payment	Scheduled date 3 20 2021 Amount 95.00 User my6kidz Owner YES. Confirmation Number 21032014	SELF SERVICE USER
2021-02-16	WEB Customer Initiated Payment	Scheduled date 2 16 2021 Amount 95.00 User my6kidz Owner YES. Confirmation Number 21021696	SELF SERVICE USER
2021-02-02	Reoccurring OnTrack Referral	You were Referred. Reminder call made. Call reminds the customer to check for application and submit back to agency in their county.	CSLET
2021-02-01	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 3952875	CSLET
2021-01-29	Credit	Caller MELODY HARTLEY Ratepayer User Comments cx stated that she couldn t pay the remaining balance on the collections agreement canceled the agree and set cx up on pag	MANICA LEVY
2021-01-29	WUR Assessment	MELODY HARTLEY Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	MANICA LEVY
2021-01-29	SC - REFERRAL TO ONTRACK	Referred to Ontrack.	303748
2021-01-29	Payment Arrangement Letter Sent	Non-Catch-Up Activation PAG	
2021-01-29	Added Payment Agreement	MELODY HARTLEY Ratepayer. Agreement Type NCU. Cust agrees to PAG terms YES. First payment of 95.00 is due 02 11 2021. Future payments beginning with next bill will include installment amount of 20.00. Emailed PAG info to hartley.melody@gmail.com.	MANICA LEVY
2021-01-29	Credit	MELODY HARTLEY Ratepayer. Offered LIHEAP - Yes Offered Operation HELP - Yes Offered OnTrack - Yes . Emailed agency contact info to hartley.melody@gmail.com .	MANICA LEVY
2021-01-29	Cancel Collection Arrangement	cx cant pay collection arrangeemtn due to covid going to enter ncu	MANICA LEVY
2021-01-29	Financial Statement Added		IVR
2021-01-20	Credit	Caller MELODY HARTLEY Ratepayer User Comments cx called to make payment on acc of 200.00 cx agreed to terms and pymt processed cx sat adv cx to set up pag they will have to wait until after amount default	THEO GAVRIIL
2021-01-20	WUR Assessment	MELODY HARTLEY Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC Yes.	THEO GAVRIIL
2021-01-20	CSS WEB Interface Payment	Caller MELODY HARTLEY Ratepayer Occupant. Comments Made Payment in the amount of 200.00. Confirmation number was emailed to hartley.melody@gmail.com.. Confirmation Number 21012074	THEO GAVRIIL
2021-01-05	Credit	Caller MELODY HARTLEY Ratepayer User Comments reviewed terms of p a and discussed collections sat	BONNIE YOUSHOCK
2021-01-05	WUR Assessment	MELODY HARTLEY Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	BONNIE YOUSHOCK
2020-12-15	Credit	Caller MELODY HARTLEY Ratepayer User Comments adv added ext to acct so 612.11 due by 1 28. 75 will be next months bill bc of budget. adv how bb works.	KENDRA EHRICH
2020-12-15	WUR Assessment	MELODY HARTLEY 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.	KENDRA EHRICH
2020-12-15	Issued Collection Arrangement	MELODY HARTLEY Ratepayer. Comments Customer agrees to terms 612.11 due on 01 28 2021.	KENDRA EHRICH
2020-12-02	Correspondence - Budget Billing	bbstcsr.doc	
2020-12-02	WEB Cust Enrollment Budget Bill	CUSTOMER ENROLLED IN BB ON THE WEB. AMOUNT IS 75.00	WEBSS
2020-12-02	Financial Statement Added		SELF SERVICE USER
2020-11-19	WUR Assessment	MELODY HARTLEY Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	KHALA ELLIS
2020-11-19	Credit	Caller MELODY HARTLEY Ratepayer. cci to the bill..advise have the past due amount collection arrangement 284.90 due on 11 25 and 327.21 due on 12 8..total due on 612.11..customer sat	KHALA ELLIS
2020-11-13	Credit - Outbound Call	Caller MELODY HARTLEY Ratepayer User Comments wants to know abt a program wrap or warmth adv d that dept is closed I think it is enery ed xfered to billing to see if can assist if program is available	PAMELA SILVERMAN
2020-11-13	WUR Assessment	MELODY HARTLEY Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	PAMELA SILVERMAN
2020-11-13	WUR Assessment	MELODY HARTLEY Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	PAMELA SILVERMAN
2020-11-13	Issued Collection Arrangement	MELODY HARTLEY Ratepayer. Comments Customer agrees to terms 284.90 due on 11 25 2020.	PAMELA SILVERMAN
2020-10-09	WEB Customer Initiated Payment	Scheduled date 10 9 2020 Amount 105.38 User my6kidz Owner YES. Confirmation Number 20100934	SELF SERVICE USER
2020-08-03	WEB Customer Initiated Payment	Scheduled date 8 1 2020 Amount 86.92 User my6kidz Owner Yes. Confirmation Number 20080136	SELF SERVICE USER
2020-05-18	WEB Customer Initiated Payment	Scheduled date 5 16 2020 Amount 67.08 User my6kidz Owner Yes. Confirmation Number 20051663	SELF SERVICE USER

Contact Date	Contact Type	Remarks	User
2020-03-28	Data Repair	CREDIT OF LPC OVERCHARGE	CUBLP511
2020-01-20	WEB Customer Initiated Payment	Scheduled date 1 20 2020 Amount 16.47 User My6kidz Owner Yes. Confirmation Number 20012057	SELF SERVICE USER
2019-12-22	WUR Assessment	MELODY HARTLEY Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	REGINA PIXLEY
2019-12-20	CSS WEB Interface Payment	Caller MELODY HARTLEY Ratepayer Occupant. Comments Made Payment in the amount of 34.53. Confirmation number was emailed to hartley.melody@gmail.com.. Confirmation Number 19122028	REGINA PIXLEY
2019-10-11	WRAP-PROGRAM - ACTION	Caller MELODY HARTLEY Ratepayer User Comments cusomter called and wanted to find out whether she can be referred to wrap she is over the wrap limits sat.	MARISELA TALERO
2019-10-11	WUR Assessment	MELODY HARTLEY Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	MARISELA TALERO
2019-10-11	Financial Statement Added		MARISELA TALERO
2019-09-23	WEB Customer Initiated Payment	Scheduled date 9 21 2019 Amount 34.57 User my6kidz Owner Yes. Confirmation Number 19092134	SELF SERVICE USER
2019-07-19	WEB Customer Initiated Payment	Scheduled date 7 19 2019 Amount 50.64 User My6kidz Owner Yes. Confirmation Number 19071975	SELF SERVICE USER
2019-04-17	WEB Customer Initiated Payment	Scheduled date 4 17 2019 Amount 32.99 User My6kidz Owner Yes. Confirmation Number 19041745	SELF SERVICE USER
2019-03-18	WEB Customer Initiated Payment	Scheduled date 3 16 2019 Amount 16.37 User my6kidz Owner Yes. Confirmation Number 19031637	SELF SERVICE USER
2019-01-28	WUR Assessment	MELODY HARTLEY Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No	DIAMOND UNDERWOOD
2019-01-28	CSS WEB Interface Payment	Caller MELODY HARTLEY Ratepayer. Comments Made Payment in the amount of 17.44. Confirmation number was Emailed to hartley.melody@gmail.com. Confirmation Number 19012866	DIAMOND UNDERWOOD
2018-12-31	WEB Customer Initiated Payment	Scheduled date 12 29 2018 Amount 24.25 User My6kidz Owner Yes. Confirmation Number 18122927	SELF SERVICE USER
2018-11-15	WEB Customer Initiated Payment	Scheduled date 11 15 2018 Amount 46.74 User My6kidz Owner Yes. Confirmation Number 18111589	SELF SERVICE USER

**PPL ELECTRIC  
EXHIBIT 3**

View Payment Agreement for Account 19131-28061

Edit Help

Type: **PUC Non-Catch-Up** Status: **Defaulted**

<b>Current Billing Information</b>	<b>Budget Billing Details</b>
Bill Due Date: 10/11/22	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$8,783.96	Setup BB Amount: \$421.00
<b>Agreement Details</b>	<b>Installment Details</b>
Start Date: 04/26/22	Installment Amount: \$623.00
Agreement Amount: \$8,103.92	Number Of Installments: 11
<b>Initial Payment Details</b>	Remaining Installments: 11
Due Date: 05/11/22	Final Installment Amount: \$788.92
Payment Amount: \$1,085.00	<b>Customer Offer</b>
Restore Amount: \$2,477.00	Downpayment Amount: \$0.00
<b>Task List</b>	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //
<b>Special Situation Details</b>	
Special Circumstance:	
Supervisor Discretion:	

OK Cancel

Outstanding Money... ?

View Payment Agreement for Account 19131-28061

Edit Help

Type: **Catch-Up** Status: **Defaulted**

<b>Current Billing Information</b>	<b>Budget Billing Details</b>
Bill Due Date: 10/11/22	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$8,783.96	Setup BB Amount: \$421.00
<b>Agreement Details</b>	<b>Installment Details</b>
Start Date: 03/17/22	Installment Amount: \$29.00
Agreement Amount: \$5,465.31	Number Of Installments: 55
<b>Initial Payment Details</b>	Remaining Installments: 55
Due Date: 03/17/22	Final Installment Amount: \$13.31
Payment Amount: \$3,886.00	<b>Customer Offer</b>
Restore Amount: \$3,886.00	Downpayment Amount: \$0.00
<b>Task List</b>	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //

OK Cancel

Outstanding Money... ?

**Special Situation Details**

Special Circumstance: [Dropdown]

Supervisor Discretion: [Dropdown]

View Payment Agreement for Account 19131-28061

Edit Help

Type: **Catch-Up** Status: **Canceled**

Current Billing Information		Budget Billing Details	
Bill Due Date:	10/11/22	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$8,783.96	Setup BB Amount:	\$421.00

Agreement Details		Installment Details	
Start Date:	03/14/22	Installment Amount:	\$29.00
Agreement Amount:	\$5,465.31	Number Of Installments:	55
		Remaining Installments:	55
		Final Installment Amount:	\$13.31

Initial Payment Details		Customer Offer	
Due Date:	03/14/22	Downpayment Amount:	\$0.00
Payment Amount:	\$3,886.00	Downpayment Due Date:	//
Restore Amount:	\$3,886.00	Installment Amount:	\$0.00
		Installment Due Date:	//

Task List

- Customer Contact...

OK Cancel

Outstanding Money... ?

Special Situation Details	
Special Circumstance:	
Supervisor Discretion:	

View Payment Agreement for Account 19131-28061

Edit Help

Type: **Catch-Up** Status: **Refused**

Current Billing Information	
Bill Due Date:	10/11/22
Bill Amount:	\$8,783.96

Budget Billing Details	
Enroll in Budget Bill:	<input type="checkbox"/>
Setup BB Amount:	\$421.00

Agreement Details	
Start Date:	01/18/22
Agreement Amount:	\$3,681.24

Initial Payment Details	
Due Date:	01/18/22
Payment Amount:	\$2,044.00

Installment Details	
Installment Amount:	\$29.00
Number Of Installments:	57
Remaining Installments:	57
Final Installment Amount:	\$13.24

Customer Offer	
Downpayment Amount:	\$0.00
Downpayment Due Date:	//
Installment Amount:	\$0.00
Installment Due Date:	//

Restore Amount	
Restore Amount:	\$2,044.00

Task List	
Customer Contact...	

OK Cancel

Outstanding Money... ?

Special Situation Details	
Special Circumstance:	
Supervisor Discretion:	

View Payment Agreement for Account 19131-28061

Edit Help

Type: **Catch-Up** Status: **Defaulted**

<b>Current Billing Information</b>	<b>Budget Billing Details</b>
Bill Due Date: 10/11/22	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$8,783.96	Setup BB Amount: \$421.00
<b>Agreement Details</b>	<b>Installment Details</b>
Start Date: 10/25/21	Installment Amount: \$29.00
Agreement Amount: \$1,823.81	Number Of Installments: 59
<b>Initial Payment Details</b>	Remaining Installments: 59
Due Date: 11/01/21	Final Installment Amount: \$41.81
Payment Amount: \$100.00	<b>Customer Offer</b>
Restore Amount: \$100.00	Downpayment Amount: \$0.00
<b>Task List</b>	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //
<b>Special Situation Details</b>	
Special Circumstance:	
Supervisor Discretion:	

OK Cancel

Outstanding Money... ?

View Payment Agreement for Account 19131-28061

Edit Help

Type: **PUC Catch-Up** Status: **Defaulted**

<b>Current Billing Information</b>	<b>Budget Billing Details</b>
Bill Due Date: 10/11/22	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$8,783.96	Setup BB Amount: \$421.00
<b>Agreement Details</b>	<b>Installment Details</b>
Start Date: 09/20/21	Installment Amount: \$29.72
Agreement Amount: \$1,953.53	Number Of Installments: 59
<b>Initial Payment Details</b>	Remaining Installments: 51
Due Date: 10/09/21	Final Installment Amount: \$43.47
Payment Amount: \$200.00	<b>Customer Offer</b>
Restore Amount: \$1,953.53	Downpayment Amount: \$0.00
<b>Task List</b>	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //
<b>Special Situation Details</b>	Special Circumstance: [Dropdown]
Special Circumstance: [Dropdown]	Supervisor Discretion: [Dropdown]
Supervisor Discretion: [Dropdown]	

OK Cancel

Outstanding Money... ?

View Payment Agreement for Account 19131-28061

Edit Help

Type: **PUC Non-Catch-Up** Status: **Defaulted**

Current Billing Information	
Bill Due Date:	10/11/22
Bill Amount:	\$8,783.96

Budget Billing Details	
Enroll in Budget Bill:	<input type="checkbox"/>
Setup BB Amount:	\$421.00

Agreement Details	
Start Date:	07/29/21
Agreement Amount:	\$2,570.11

Initial Payment Details	
Due Date:	08/12/21
Payment Amount:	\$723.00

Installment Details	
Installment Amount:	\$30.00
Number Of Installments:	62
Remaining Installments:	62
Final Installment Amount:	\$17.11

Customer Offer	
Downpayment Amount:	\$0.00
Downpayment Due Date:	//
Installment Amount:	\$0.00
Installment Due Date:	//

Restore Amount	
Restore Amount:	\$723.00

Task List	
Customer Contact...	

OK Cancel

Outstanding Money... ?

Special Situation Details	
Special Circumstance:	
Supervisor Discretion:	

View Payment Agreement for Account 19131-28061

Edit Help

Type: **PUC Non-Catch-Up** Status: **Defaulted**

<b>Current Billing Information</b>	<b>Budget Billing Details</b>
Bill Due Date: 10/11/22	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$8,783.96	Setup BB Amount: \$421.00
<b>Agreement Details</b>	<b>Installment Details</b>
Start Date: 05/21/21	Installment Amount: \$19.00
Agreement Amount: \$1,542.11	Number Of Installments: 61
<b>Initial Payment Details</b>	Remaining Installments: 61
Due Date: 06/11/21	Final Installment Amount: \$22.11
Payment Amount: \$380.00	<b>Customer Offer</b>
Restore Amount: \$760.00	Downpayment Amount: \$0.00
<b>Task List</b>	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //
<b>Special Situation Details</b>	Special Circumstance: [Dropdown]
Special Circumstance: [Dropdown]	Supervisor Discretion: [Dropdown]
Supervisor Discretion: [Dropdown]	

OK Cancel

Outstanding Money... ?

View Payment Agreement for Account 19131-28061

Edit Help

Type: **Non-Catch-Up** Status: **Defaulted**

<b>Current Billing Information</b>	<b>Budget Billing Details</b>
Bill Due Date: 10/11/22	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$8,783.96	Setup BB Amount: \$421.00
<b>Agreement Details</b>	<b>Installment Details</b>
Start Date: 04/13/21	Installment Amount: \$15.00
Agreement Amount: \$812.11	Number Of Installments: 29
<b>Initial Payment Details</b>	Remaining Installments: 29
Due Date: 04/30/21	Final Installment Amount: \$12.11
Payment Amount: \$380.00	<b>Customer Offer</b>
Restore Amount: \$380.00	Downpayment Amount: \$0.00
<b>Task List</b>	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //

OK Cancel

Outstanding Money... ?

**Special Situation Details**

Special Circumstance: [Dropdown]

Supervisor Discretion: [Dropdown]

View Payment Agreement for Account 19131-28061

Edit Help

Type: **Non-Catch-Up** Status: **Canceled**

<b>Current Billing Information</b>	<b>Budget Billing Details</b>
Bill Due Date: 10/11/22	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$8,783.96	Setup BB Amount: \$421.00
<b>Agreement Details</b>	<b>Installment Details</b>
Start Date: 01/29/21	Installment Amount: \$20.00
Agreement Amount: \$562.11	Number Of Installments: 23
<b>Initial Payment Details</b>	Remaining Installments: 22
Due Date: 02/11/21	Final Installment Amount: \$27.11
Payment Amount: \$95.00	<b>Customer Offer</b>
Restore Amount: \$95.00	Downpayment Amount: \$0.00
<b>Task List</b>	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //
<b>Special Situation Details</b>	
Special Circumstance:	
Supervisor Discretion:	

OK Cancel

Outstanding Money... ?

**PPL ELECTRIC  
EXHIBIT 4**

**Mediation Case View**

<a href="#">General</a>			
BCS Case No.	3844151	Case Notes	Count : 0 <a href="#">Detail...</a>
CSS Account No.	1913128061	Received Date	06/13/2022
CSS Name	MELODY HARTLEY	Due Date	07/12/2022
PUC Name	MELODY HARTLEY	Investigator Name	CASE POOL, BCS
Service Address 1	1040 BEAR DR	Mailing Address 1	
Service Address 2		Mailing Address 2	
Service City, State Zip	NEWFOUNDLAND, PA 18445-	Mailing City, State Zip	, -
PUC Address	1040 BEAR DR,,NEWFOUNDLAND,PA,18445-		
Service Class	RESIDENTIAL	Case Origin	TELEPHONE
Phone Number		Prior Case Number	3823912
Income Level	3	On Track	No
Reason For Contact	ON - PAR NEEDED (# 61)		
Customer Position			
Company Position	06/10/2022 COMPANY IS REQUESTING 1590 TO PREVENT TERMINATION.		
Related Information	61 & PAYMENT ARRANGEMENT REQUEST. - RELIEF SOUGHT - PUC PAR NEEDED THE CELL PHONE NUMBER (570) 620 - 6161 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS MELODY.HARTLEY@OUTLOOK.COM HAS BEEN ALLOWED TO BE SHARED.		
Misc Info			
Heating	Yes	Service	On
Acct Bal Due Date	06/08/2022	Total Account Balance	8378.88
Budget Bill Amount	444.00	Termination Date	06/14/2022
Arrearage	8103.92	Reported Income Amount	0.00

Date of Last Customer Contact prior to Complaint	06/07/2022
--	------------

Type Assignment

Case Type	Mediation
Mediation Type	Long

Ownership

Contact Person	E153462 - Eibach,Linda M
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Income Fields

Total Gross Income	2949.80	Employment Income	2949.80
DPW	0.00	Social Security	0.00
Unemployment Comp	0.00	Disability	0.00
Pension		Other	0.00
Date Info Obtained	05/13/2022		

Other Information

Adults	1	Children	0
Amount Needed to Update Most Recent Payment Arrangement		Universal Service Program	No

Final Report

Did the customer accurately state the company position?	No
What did the company tell the customer?	On 6/1/22, the customer contacted the Company regarding the pending service termination. The customer stated she was never notified of the prior PUC PAR she was set up with which closed on 3/23/22. The customer stated she is going to contact the PUC before establishing a payment agreement.
Dispute Information	The customer had a recent PUC PAR which closed 3/23/22. BCS# 3823912 was closed on 3/23/22, balance: \$7473.30, Level 3, with terms: BB \$462.00 + \$623.00 = \$1085.00 BEGINNING MAY 2022. The agreement defaulted due to non payment.

<p>Company Final Position</p>	<p>The Company is requesting the customer make contact, report updated financial information and establish a payment agreement. Please dismiss this element of the complaint, based on the regulations found at 56.166(1).</p> <p>The Company records show that the customer had not eliminated the arrearages from a PUC payment agreement BCS# 3823912, closed 3/23/22, Balance: \$7473.39, Level 3. Therefore, the regulations found at 1405D apply.</p> <p>While the Company report details payment agreements that are associated with the customer balance, all other data is relative to transactions that occurred on this particular account. The investigator can obtain account activity statements, as well as other information from current and prior accounts, including up to 48 months of payment history, by visiting the BCS Portal. If the investigator needs access rights, or has questions regarding this report, he or she could contact the Company at pucinquiries@pplweb.com.</p>
<p>CAP Amount (OnTrack)</p>	

[Prior Agreement Information](#)

Type	Date	Balance	Income Level	Terms
PUC	4/26/2022	\$8,103.92	2	\$1085.00 by 5/11/2022, then monthly bills + \$623.00 beg next bill due date. Adults 1, Children 0.
Catch Up	3/17/2022	\$5,465.31	2	\$3886.00 by 3/17/2022, then monthly bills + \$29.00 beg next bill due date. Adults 1, Children 1
Settlement	9/20/2021	\$1,953.53	2	\$200.00 by 10/9/2021, then monthly bills + \$29.72 beg next bill due date. Adults 1, Children 0
Settlement	7/29/2021	\$2,570.11	2	\$723.00 by 8/12/2021, then monthly bills + \$30.00 beg next bill due date. Adults 1,

			Children 0
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[Payment Information](#)

Date	Amount	Payment Method/Status
2/10/2022	500.00	
10/25/2021	100.00	
10/5/2021	324.06	
9/20/2021	100.00	
8/11/2021	723.00	
6/16/2021	380.00	
3/22/2021	95.00	
2/16/2021	95.00	
1/21/2021	200.00	
10/12/2020	105.38	
8/3/2020	86.92	

[Analysis Information](#)

Justified	Not Analyzed
No Analysis Items Found	

Case History	Attachments
Return to Normal View	Change State
Dismiss	

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**Decision Detail**

Case Search

General			
BCS Case No.	3844151	CSS Account No.	1913128061
Customer Name	MELODY HARTLEY	Investigator Name	CASE POOL, BCS
Address 1	1040 BEAR DR	Service Class	RESIDENTIAL
Address 2		Case Origin	TELEPHONE
City, State Zip	NEWFOUNDLAND , PA 18445	Head Date	07/08/2022
Service Restore Amount	0.00	Current Monthly Payment	0.00
Service Continue Amount	3236.49	Service Continue Date	
Decision Issue	No	Ending Monthly Payment	0.00
Chapter		Oral/Written	Written
Section Rule		Violation	NO
Total Balance	8519.31	Closed Date	07/08/2022
Reconnect Amount	0.00	Balance Date	07/08/2022
Special Budget Amount	0.00	Regular Budget Amount	431.00
Arrears Payment Plus	0.00	Final Monthly Payment	0.00
Resolution	DISMISSAL LETTER ISSUED: CASE DISMISSED PER 1405 D CUSTOMER HAS NOT SATISFIED THE PRIOR PUC PAR BCS#3823912		
Terms			
Letter Description			

Action Required Options			
Action Required	<input type="radio"/> Yes <input type="radio"/> No		
WorkQ Category	<input type="text" value=""/>		
Sub Category	<input type="text" value=""/>		
Up Front		Up Front	

Amount	<input type="text"/>	Due Date	<input type="text"/>
Bill Type	<input type="text" value=""/>		
Plus Amount	<input type="text"/>		
Beginning Date	<input type="text"/>		
Write-Off Amount	<input type="text"/>		
Comments	<div style="border: 1px solid gray; height: 60px; width: 100%;"></div>		
Processed By	SYSTEM	Processed Date	7/8/2022 12:00:10 PM

[Return to Case](#)

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## Mediation Case View

<a href="#">General</a>			
BCS Case No.	3823912	Case Notes	Count : 0 <a href="#">Detail...</a>
CSS Account No.	1913128061	Received Date	03/21/2022
CSS Name	MELODY HARTLEY	Due Date	04/19/2022
PUC Name	MELODY HARTLEY	Investigator Name	CASE POOL, BCS
Service Address 1	1040 BEAR DR	Mailing Address 1	
Service Address 2		Mailing Address 2	
Service City, State Zip	NEWFOUNDLAND, PA 18445-	Mailing City, State Zip	, -
PUC Address	1040 BEAR DR,,NEWFOUNDLAND,PA,18445-		
Service Class	RESIDENTIAL	Case Origin	TELEPHONE
Phone Number		Prior Case Number	0
Income Level	2	On Track	No
Reason For Contact	ON - PAR NEEDED (# 61)		
Customer Position			
Company Position	03/18/2022 TOTAL ACCOUNT BALANCE \$6849.84. COMPANY SAID NEEDS TO PAY 3886.00 TO AVOID TERMINATION.		
Related Information	61 & PAYMENT ARRANGEMENT REQUEST. THE CUSTOMER HAS BEEN HAVING ISSUES WITH APPLIANCES WHICH CAUSED INCREASE IN USAGE. SHE HAS HAD TO PAY PLUMBER AND PAY FOR APPLIANCES WHICH HAS CAUSED A STRAIN ON FINANCES. - RELIEF SOUGHT - PAR TO AVOID TERMINATION THE CELL PHONE NUMBER (570) 620 - 6161 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS MELODY.HARTLEY@OUTLOOK.COM HAS BEEN ALLOWED TO BE SHARED.		
Misc Info			
Heating	Yes	Service	On
Acct Bal	04/11/2022	Total Account	7473.39

Due Date		Balance	
Budget Bill Amount	462.00	Termination Date	
Arrearage	3886.00	Reported Income Amount	0.00
Date of Last Customer Contact prior to Complaint			

Type Assignment

Case Type	Mediation
Mediation Type	Abbreviated

Ownership

Contact Person	E154150 - Merkel,Wendy M
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Income Fields

Total Gross Income	2458.74	Employment Income	2458.74
DPW	0.00	Social Security	0.00
Unemployment Comp	0.00	Disability	0.00
Pension		Other	0.00
Date Info Obtained	09/20/2021		

Other Information

Adults	1	Children	0
Amount Needed to Update Most Recent Payment Arrangement	2612.06	Universal Service Program	No

Final Report

Did the customer accurately state the company position?	Yes
What did the company tell the customer?	
Dispute Information	NONE

Company Final Position	
CAP Amount (OnTrack)	0.00

[Prior Agreement Information](#)

Type	Date	Balance	Income Level	Terms
Catch Up	3/17/2022	\$5,465.31	2	\$3,886.00 by 3/17/2022, then monthly bills + \$29.00 beg next bill due date. Adults 1, Children 0.
Catch Up	1/18/2022	\$3,681.24	2	\$2,044.00 by 1/18/2022, then monthly bills + \$29.00 beg next bill due date. Adults 1, Children 0.
Catch Up	10/25/2021	\$1,823.81	2	\$100.00 by 11/1/2021, then monthly bills + \$29.00 beg next bill due date. Adults 1, Children 0.
Settlement	4/13/2021	\$812.11	1	\$380.00 by 4/30/2021, then monthly bills + \$15.00 beg next bill due date. Adults 1, Children 0.

[Payment Information](#)

Date	Amount	Payment Method/Status
2/10/2022	500.00	
10/25/2021	100.00	
10/5/2021	324.06	
9/20/2021	100.00	
8/11/2021	723.00	
6/16/2021	380.00	
3/22/2021	95.00	
2/16/2021	95.00	
1/21/2021	200.00	
10/12/2020	105.38	
8/3/2020	86.92	

5/18/2020	67.08
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[Analysis Information](#)

Justified	Not Analyzed
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**No Analysis Items Found**

Case History	Attachments
Return to Normal View	Change State
Dismiss	

Home

**Decision Detail**

Case Search

General			
BCS Case No.	3823912	CSS Account No.	1913128061
Customer Name	MELODY HARTLEY	Investigator Name	CASE POOL, BCS
Address 1	1040 BEAR DR	Service Class	RESIDENTIAL
Address 2		Case Origin	TELEPHONE
City, State Zip	NEWFOUNDLAND , PA 18445	Head Date	03/23/2022
Service Restore Amount		Current Monthly Payment	
Service Continue Amount		Service Continue Date	
Decision Issue	Yes	Ending Monthly Payment	
Chapter		Oral/Written	Written
Section Rule		Violation	NO
Total Balance	7473.39	Closed Date	03/23/2022
Reconnect Amount	0.00	Balance Date	03/23/2022
Special Budget Amount	1085.00	Regular Budget Amount	462.00
Arrears Payment Plus	623.00	Final Monthly Payment	
Resolution	LEVEL 3, BB 462.00 + 623.00 = 1085.00 BEGINNING MAY 2022.		
Terms	MAY 2022 BILL DUE DATE		
Letter Description			

Action Required Options			
Action Required	<input type="radio"/> Yes <input type="radio"/> 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	<input type="text" value=""/>		
Processed By	SYSTEM	Processed Date	3/23/2022 8:00:06 PM

[Return to Case](#)

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Garrett P. Lent

glent@postschell.com  
717-612-6032 Direct  
717-731-1985 Direct Fax  
File #: 140074

October 4, 2022

***VIA EMAIL (C/O SDELVILLAR@PA.GOV)***

The Honorable Marta Guhl  
Administrative Law Judge  
PA Public Utility Commission  
801 Market Street  
Philadelphia, PA 19107

**Re: Melody Hartley v. PPL Electric Utilities Corporation  
Docket No. C-2022-3034294**

Dear Judge Guhl:

Attached please find PPL Electric Utilities Corporation's Exhibit Nos. 1-4, which PPL Electric Utilities Corporation plans on utilizing for the upcoming hearing in the above-referenced proceeding.

Respectfully,



Garrett P. Lent

GPL/dmc  
Attachments

cc: Rosemary Chiavetta (*Letter and Certificate of Service only*)  
Certificate of Service

**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**

Melody Hartley  
1040 Bear Drive  
Newfoundland, PA 18445  
[Melody.hartley@outlook.com](mailto:Melody.hartley@outlook.com)

Date: October 4, 2022

  
\_\_\_\_\_  
Garrett P. Lent