

COMMONWEALTH OF PENNSYLVANIA
Public Utility Commission

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CHRISTINE DESHLER *
Complainant, * CASE NO:
v. * F-2022-3034501
PPL ELECTRIC UTILITIES *
CORPORATION *
Respondent. *

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Pages 1 through 37 TELEPHONIC HEARING
Judge's Chambers
Commonwealth Keystone Bldg.
400 North Street
Harrisburg, PA 17120

Wednesday, April 5, 2023
Met, pursuant to notice, at 10:10 a.m.

BEFORE: The Honorable John M. Coogan
Administrative Law Judge

INDEX TO EXHIBITS
Docket No. **F-2022-3034501**
Hearing Date: April 5, 2023

EXHIBIT:	MARKED	ADMITTED
PPL EXHIBITS:		
NUMBER:		
1 (Account Activity)	29	29
2 (Customer Contacts)	25	29
3 (Payment Agreements)	29	29
4 (Mediation Case 29 Review - 5/23/2022)	29	
5 (Mediation Case Review - 3/9/2022)	29	29
6 (Bankruptcy Order 2/9/2022)	29	29
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8 (Winter Disconnect 11/6/2017)	29	29
9 (Account Activity)	29	29
10 (Customer Contacts 3/14/2019-3/14/2023)	29	29

Garrett P. Lent

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

March 14, 2023

VIA EMAIL (JCOOGAN@PA.GOV)

The Honorable John M. Coogan
Administrative Law Judge
PA Public Utility Commission
400 North Street
Harrisburg, PA 17120

Re: Christine Deshler v. PPL Electric Utilities Corporation
Docket No. F-2022-3034501

Dear Judge Coogan:

Attached please find PPL Electric Utilities Corporation's ("PPL Electric" or the "Company") updated Exhibit Nos. 1, 2, 9 and 10, that it plans on utilizing for the upcoming hearing in the above-referenced proceeding. The exhibits were previously served and not being updated by PPL Electric:

- PPL Electric Exhibits Nos. 3-8, originally served on October 26, 2022.

Copies are being provided as indicated on the Certificate of Service.

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 REGULAR MAIL

Christine Deshler
1934 Harold Ave
Apt. 1
Allentown, PA 18104

Date: March 14, 2023



Garrett P. Lent

PPL ELECTRIC EXHIBIT NO. 1

Account Activity Statement

Date: 03/14/23
 Page: PPL Electric Exhibit No. 1
 Page 1 of 4

*** Account Information ***

*** Current Account Status ***

Account Number: 83930-11015
 Mail To: CHRISTINE DESHLER
 1934 HAROLD AVE, 1FL
 ALLENTOWN PA 18104
 Requested By: CHRISTINE DESHLER
 (610)776-6703 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
03/18/2019	ELECTRIC SERVICE		\$500.59								
03/18/2019	Regular Bill	04/08	\$2341.17				0926/0000	29411A	31	4379	
04/16/2019	ELECTRIC SERVICE		\$331.78								
04/16/2019	DEPOSIT		\$637.00								
04/16/2019	Late Payment Charge		\$29.27								
04/16/2019	Regular Bill	05/07	\$3339.22	\$2341.17			0461/0002	32263A	29	2852	
04/17/2019	Late Payment Charge		\$23.01								
05/17/2019	ELECTRIC SERVICE		\$225.10								
05/17/2019	Regular Bill	06/10	\$3587.33	\$3339.22			0187/0013	34150A	31	1887	
05/28/2019	Payment		\$-56.00								
06/18/2019	ELECTRIC SERVICE		\$114.11								
06/18/2019	Regular Bill	07/09	\$3645.44	\$3531.33			0014/0152	35008A	32	858	
06/27/2019	Payment		\$-360.11								
07/01/2019	Returned Check		\$360.11								
07/18/2019	ELECTRIC SERVICE		\$151.91								
07/18/2019	Regular Bill	08/08	\$3797.35	\$3645.44			0000/0339	36155A	30	1147	
07/22/2019	CONP FEE ELEC - RMT NORM HRS		\$14.00								
08/16/2019	ELECTRIC SERVICE		\$152.72								
08/16/2019	Regular Bill	09/09	\$3964.07	\$3797.35			0000/0360	37308A	29	1153	
09/17/2019	ELECTRIC SERVICE		\$135.90								
09/17/2019	Late Payment Charge		\$40.77								
09/17/2019	Late Payment Charge		\$0.66								
09/17/2019	Late Payment Charge		\$0.18								
09/17/2019	Regular Bill	10/08	\$4141.58	\$3964.07			0002/0228	38318A	32	1010	
10/17/2019	ELECTRIC SERVICE		\$160.98								
10/17/2019	Regular Bill	11/07	\$4302.56	\$4141.58			0130/0059	39538A	30	1220	
11/13/2019	Late Payment Charge		\$0.18								
11/13/2019	Late Payment Charge		\$44.48								
11/13/2019	Late Payment Charge		\$1.18								
11/15/2019	ELECTRIC SERVICE		\$322.69								
11/15/2019	Regular Bill	12/09	\$4671.09	\$4302.56			0512/0003	42131A	29	2593	
12/17/2019	ELECTRIC SERVICE		\$553.40								
12/17/2019	Late Payment Charge		\$48.51								

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KW	BILLED KW
12/17/2019	Late Payment Charge		\$1.75								
12/17/2019	Late Payment Charge		\$0.18								
12/17/2019	Regular Bill	01/07	\$5274.93	\$4671.09			0855/0000	46672A	32	4541	
01/14/2020	Late Payment Charge		\$2.38								
01/14/2020	Late Payment Charge		\$55.43								
01/14/2020	Late Payment Charge		\$0.18								
01/17/2020	ELECTRIC SERVICE		\$557.31								
01/17/2020	Regular Bill	02/10	\$5890.23	\$5274.93			0888/0000	51299A	31	4627	
02/18/2020	ELECTRIC SERVICE		\$515.86								
02/18/2020	Regular Bill	03/10	\$6406.09	\$5890.23			0959/0000	55549A	32	4250	
02/19/2020	Late Payment Charge		\$62.40								
02/19/2020	Late Payment Charge		\$3.10								
02/19/2020	Late Payment Charge		\$0.18								
03/17/2020	Late Payment Charge		\$0.18								
03/17/2020	Late Payment Charge		\$3.10								
03/17/2020	Late Payment Charge		\$68.85								
03/18/2020	ELECTRIC SERVICE		\$414.59								
03/18/2020	Regular Bill	04/08	\$6958.49	\$6406.09			0664/0000	58937A	29	3388	
03/28/2020	Miscellaneous		\$-0.18								
03/28/2020	Miscellaneous		\$-3.10								
03/28/2020	Miscellaneous		\$-68.85								
04/17/2020	ELECTRIC SERVICE		\$363.35								
04/17/2020	Regular Bill	05/11	\$7249.71	\$6886.36			0479/0000	61925A	30	2988	
05/18/2020	ELECTRIC SERVICE		\$333.99								
05/18/2020	Regular Bill	06/08	\$7583.70	\$7249.71			0373/0011	64659A	31	2734	
06/17/2020	ELECTRIC SERVICE		\$143.77								
06/17/2020	Regular Bill	07/08	\$7727.47	\$7583.70			0056/0121	65781A	30	1122	
07/17/2020	ELECTRIC SERVICE		\$155.26								
07/17/2020	Regular Bill	08/10	\$7882.73	\$7727.47			0000/0318	67027A	30	1246	
08/18/2020	ELECTRIC SERVICE		\$171.79								
08/18/2020	Regular Bill	09/08	\$8054.52	\$7882.73			0000/0395	68422A	32	1395	
09/17/2020	ELECTRIC SERVICE		\$130.21								
09/17/2020	Regular Bill	10/08	\$8184.73	\$8054.52			0023/0184	69444A	30	1022	
10/19/2020	ELECTRIC SERVICE		\$165.48								
10/19/2020	Regular Bill	11/09	\$8350.21	\$8184.73			0272/0017	70783A	32	1339	
11/17/2020	ELECTRIC SERVICE		\$246.37								
11/17/2020	Regular Bill	12/08	\$8596.58	\$8350.21			0418/0000	72848A	29	2065	
12/17/2020	ELECTRIC SERVICE		\$343.48								
12/17/2020	Regular Bill	01/07	\$8940.06	\$8596.58			0803/0000	75779A	30	2931	
01/20/2021	ELECTRIC SERVICE		\$412.77								

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
01/20/2021	Regular Bill	02/10	\$9352.83	\$8940.06			1115/0000	79253A	34	347	
02/19/2021	ELECTRIC SERVICE		\$401.66								
02/19/2021	Regular Bill	03/15	\$9754.49	\$9352.83			1161/0000	82631A	30	3378	
03/22/2021	ELECTRIC SERVICE		\$374.89								
03/22/2021	Regular Bill	04/12	\$10129.38	\$9754.49			0888/0000	85774A	31	3143	
04/21/2021	ELECTRIC SERVICE		\$264.62								
04/21/2021	Regular Bill	05/12	\$10394.00	\$10129.38			0420/0000	87942A	30	2168	
05/20/2021	ELECTRIC SERVICE		\$192.47								
05/20/2021	Regular Bill	06/10	\$10586.47	\$10394.00			0254/0023	89475A	29	1533	
06/21/2021	ELECTRIC SERVICE		\$94.35								
06/21/2021	Regular Bill	07/12	\$10680.82	\$10586.47			0056/0179	90138A	32	663	
07/12/2021	Payment		\$-386.82								
07/21/2021	ELECTRIC SERVICE		\$97.22								
07/21/2021	Regular Bill	08/11	\$10391.22	\$10294.00			0006/0299	90822A	30	684	
08/19/2021	ELECTRIC SERVICE		\$79.44								
08/19/2021	Regular Bill	09/09	\$10470.66	\$10391.22			0002/0258	91353A	29	531	
08/31/2021	Payment		\$-297.00								
09/20/2021	ELECTRIC SERVICE		\$81.18								
09/20/2021	Regular Bill	10/12	\$10254.84	\$10173.66			0008/0220	91899A	32	546	
09/30/2021	Payment		\$-247.00								
10/19/2021	ELECTRIC SERVICE		\$93.35								
10/19/2021	Regular Bill	11/09	\$10101.19	\$10007.84			0109/0027	92557A	29	658	
10/20/2021	Late Payment Charge		\$4.82								
10/20/2021	Late Payment Charge		\$112.15								
10/20/2021	Late Payment Charge		\$0.18								
11/01/2021	Payment		\$-249.00								
11/03/2021	Returned Check		\$249.00								
11/03/2021	RETURNED CHECK NSF CHARGE		\$20.00								
11/17/2021	ELECTRIC SERVICE		\$261.84								
11/17/2021	Regular Bill	12/08	\$10500.18	\$10101.19			0490/0000	94668A	29	2111	
12/17/2021	ELECTRIC SERVICE		\$453.78								
12/17/2021	Regular Bill	01/10	\$10953.96	\$10500.18			0788/0000	98102A	30	3434	
01/19/2022	Late Payment Charge		\$6.28								
01/19/2022	Late Payment Charge		\$0.18								
01/19/2022	Late Payment Charge		\$122.26								
01/20/2022	ELECTRIC SERVICE		\$594.41								
01/20/2022	Regular Bill	02/10	\$11677.09	\$10953.96			1142/0000	02474A	34	4372	

PPL Electric Exhibit No. 1
Page 3 of 4

Bill Account: 83930-11015

Account Activity Statement

Date: 03/14/23
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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02/16/2022 Late Payment Charge \$129.69
 02/16/2022 Late Payment Charge \$0.18
 02/16/2022 Late Payment Charge \$7.89

02/17/2022	ELECTRIC SERVICE		\$498.69						
02/17/2022	Regular Bill	03/10	\$12313.54	\$11677.09		1092/0000	06190A	28	3716
03/18/2022	ELECTRIC SERVICE		\$435.27						
03/18/2022	Regular Bill	04/11	\$12748.81	\$12313.54		0768/0000	09418A	29	3228
04/19/2022	ELECTRIC SERVICE		\$380.75						
04/19/2022	Regular Bill	05/10	\$13129.56	\$12748.81		0597/0001	12228A	32	2810
05/11/2022	Transfer Debit		\$3278.68						
05/11/2022	Transfer Debit		\$4.19						
05/11/2022	Transfer Debit		\$868.72						
05/11/2022	Transfer Debit		\$56.50						
05/11/2022	Transfer Debit		\$0.58						
05/11/2022	Transfer Debit		\$1.16						
05/11/2022	Transfer Debit		\$4.19						
05/11/2022	Transfer Debit		\$41.62						
05/11/2022	Transfer Debit		\$42.50						
05/18/2022	ELECTRIC SERVICE		\$250.27						
05/18/2022	Regular Bill	06/13	\$17677.97	\$13129.56		0284/0010	14035A	29	1807
06/17/2022	ELECTRIC SERVICE		\$79.35						
06/17/2022	Regular Bill	07/11	\$17757.32	\$17677.97		0018/0128	14463A	30	428
07/19/2022	ELECTRIC SERVICE		\$81.81						
07/19/2022	Regular Bill	08/09	\$17839.13	\$17757.32		0010/0274	14869A	32	406
08/17/2022	ELECTRIC SERVICE		\$101.20						
08/17/2022	Regular Bill	09/07	\$17940.33	\$17839.13		0000/0362	15394A	29	525
09/16/2022	BUDGET BILLING		\$276.00						
09/16/2022	Regular Bill	10/11	\$18216.33	\$17940.33	\$81.61			30	\$-194.39
10/17/2022	BUDGET BILLING		\$276.00						
10/17/2022	Regular Bill	11/07	\$18492.33	\$18216.33	\$246.36			31	\$-224.03
11/15/2022	BUDGET BILLING		\$276.00						
11/15/2022	Regular Bill	12/06	\$18768.33	\$18492.33	\$340.88			29	\$-159.15
12/20/2022	BUDGET BILLING		\$302.00						
12/20/2022	Regular Bill	01/10	\$19070.33	\$18768.33	\$716.35			34	\$255.20
01/18/2023	BUDGET BILLING		\$302.00						
01/18/2023	Regular Bill	02/08	\$19372.33	\$19070.33	\$791.04			30	\$744.24
02/15/2023	BUDGET BILLING		\$302.00						
02/15/2023	Regular Bill	03/08	\$19674.33	\$19372.33	\$736.49			28	\$1178.73

PPL ELECTRIC EXHIBIT NO. 2

Account Contact History
Account: 8393011015 Customer Name: CHRISTINE DESHLER
From 3/14/2019 to 3/14/2023

Contact Date	Contact Type	Remarks	User
2023-02-22	Data Repair	IM036612 Data repair to auto complete active debit wfm	CSSDR044
2023-01-24	Data Repair	IM036612 Data repair to auto complete active debit wfm	CSSDR044
2023-01-19	Winter Collection	Winter Collection Notice	
2023-01-19	Data Repair	INC10765324 - Reads Workaround	CSSDR044
2022-12-28	Data Repair	IM036612 Data repair to auto complete active debit wfm	CSSDR044
2022-12-14	Winter Collection	Winter Collection Notice	
2022-11-22	Data Repair	IM036612 Data repair to auto complete active debit wfm	CSSDR044
2022-10-25	Data Repair	IM036612 Data repair to auto complete active debit wfm	CSSDR044
2022-09-20	Data Repair	IM036612 Data repair to auto complete active debit wfm	CSSDR044
2022-08-25	PUC/Formal	Caller CHRISTINE DESHLER Ratepayer. customer unable to agree to PUC terms.. offer current bill 250 month when explain winter usage not sure can agree..Says 10months behind in Mrtg. Gave phone to apply PFHA Penna Housing Finance Agency to see if any eligible for ANY funds.. Over income for programs.. Response form sent to OGC	HOLLY L HANKERSON
2022-08-23	Data Repair	IM036612 Data repair to auto complete active debit wfm	CSSDR044
2022-08-18	SC - PUC Formal Complaint	The customer filed Formal Complaint Docket No. F-2022-3034501 - WATT ID 2922645	E02623
2022-08-18	Miscellaneous	WATT CCC Formal Complaint - Ability To Pay Work Item 2922645 Created	DONNA BARRY
2022-08-17	Miscellaneous	WATT CSS - PUC Payment Agreement Residential Exception Work Item 2895049 Completed	MONA HARRY
2022-08-17	SC - PUC Mediation	Caller Back Office Ratepayer. SC Status from Open to Closed Cust Rights Given Y Cust Satisfied Y Comments THE COMPANY IS REQUESTING A SECURITY DEPOSIT IN THE AMOUNT OF 637.00 THIS SECURITY DEPOSIT MUST BE PAID TO MAINTAIN SERVICE. THE SECURITY DEPOSIT CAN BE PAID IN THREE INSTALLMENTS WITH THE 1ST INSTALLMENT OF 318.50 DUE THE NEXT BILL DUE DATE THE 2ND	CUCL143
2022-08-17	Added Payment Agreement	WATT ID 2895049 TOTAL BALANCE 17757.32 DATE CLOSED 06 28 2022 RESOLUTION DECISION ISSUED - LEVEL 2 BUDGET 275.00 494.00 769.00 BEGINNING AUG 2022 DUE DATE. IN ADDITION THE COMPANY IS REQUESTING A SECURITY DEPOSIT IN THE AMOUNT OF 637.00 THIS SECURITY DEPOSIT MUST BE PAID TO MAINTAIN SERV	MONA HARRY
2022-08-17	Correspondence - Budget Billing	bbpuc.doc	
2022-08-17	Start Budget Billing/Collection	WATT ID 2895049 TOTAL BALANCE 17757.32 DATE CLOSED 06 28 2022 RESOLUTION DECISION ISSUED - LEVEL 2 BUDGET 275.00 494.00 769.00 BEGINNING AUG 2022 DUE DATE. IN ADDITION THE COMPANY IS REQUESTING A SECURITY DEPOSIT IN THE AMOUNT OF 637.00 THIS SECURITY DEPOSIT MUST BE PAID TO MAINTAIN SERV	MONA HARRY
2022-08-17	Financial Statement Added		MONA HARRY
2022-08-17	Miscellaneous	Caller Back Office Ratepayer. THE COMPANY IS REQUESTING A SECURITY DEPOSIT IN THE AMOUNT OF 637.00 THIS SECURITY DEPOSIT MUST BE PAID TO MAINTAIN SERVICE. THE SECURITY DEPOSIT CAN BE PAID IN THREE INSTALLMENTS WITH THE 1ST INSTALLMENT OF 318.50 DUE THE NEXT BILL DUE DATE THE 2ND INSTALLMENT OF 159.25 DUE IN 30 DAYS AND THE 3RD INSTALLMENT OF 159.25 DUE	MONA HARRY
2022-08-08	Financial Statement Added		MONA HARRY
2022-08-07	Miscellaneous	WATT ID 2895049 TOTAL BALANCE 17757.32 DATE CLOSED 06 28 2022 RESOLUTION DECISION ISSUED - LEVEL 2 BUDGET 275.00 494.00 769.00 BEGINNING AUG 2022 DUE DATE. IN ADDITION THE COMPANY IS REQUESTING A SECURITY DEPOSIT IN THE AMOUNT OF 637.00 THIS SECURITY DEPOSIT MUST BE PAID TO MAINTAIN SERV	MONA HARRY
2022-07-22	SC - GRACE EXTENSION	Received notice that the customer appealed the PUC decision for BCS 3835238. Necessary protections placed on the customer s account until 08 19 2022.	E02623
2022-06-29	Miscellaneous	WATT CSS - PUC Payment Agreement Residential Work Item 2895049 Created	PUCMED
2022-06-21	Data Repair	IM036612 Data repair to auto complete active debit wfm	CSSDR044
2022-05-25	Data Repair	DUPLICATE BILL Update dt due dt extn to on bill info_hdr	CSSDR044
2022-05-21	Miscellaneous	WATT Billing - Rejected Bill Work Item 2872720 Completed Verified and sent for printing and mailing	MARITZA RODRIGUEZ
2022-05-23	Pull Bill	Verified and sent for printing and mailing	DBL_VBIL
2022-05-19	Miscellaneous	WATT Billing - Rejected Bill Work Item 2872720 Created	CSS
2022-05-18	Special Situation	RETURNED MAIL-Bill sent to customer in February March returned by USPS Not Deliverable as Addressed If customer calls please verify mailing address.	CSLET
2022-05-11	Correspondence - General	Template Name Bankruptcy Dismissed Transfer Created By Domozych Lori A Letter Edited No CS Letters ID 4626746	CSLET

Contact Date	Contact Type	Remarks	User
2022-05-11	Correspondence - General	Template Name Bankruptcy Dismissed Transfer Created By Domozych Lori A Letter Edited No CS Letters ID 4626739	CSLET
2022-05-11	Bankruptcy	Watt 2833056 Ch 13 Bankruptcy Dismissal rec d 02 09 22. Docket No. 18-17044-pm. Re-instated written off bal of 3 429.42. Transferred bal from finalized acct 83930-11006 to active acct 83930-11015 In addtn transferred bal of 868.72 from finalized acct 83730-11000 to active acct 83930-11015. Ltr of expo sent 5 11 22.	LORI DOMOZYCH
2022-05-11	Continuous Transfer Letter	Continuous Transfer Letter	
2022-05-11	Continuous Transfer	THIS ACCOUNT IS CURRENTLY IN A CONTINUOUS TRANSFER RELATIONSHIP. SEE THE MAINTAIN TRANSFER HISTORY WINDOW FOR DETAILS.	LORI DOMOZYCH
2022-05-02	SC - PUC Mediation	PUC MDIA BCS 3835238	CUCL143
2022-04-25	SC - GRACE EXTENSION	Caller Back Office Ratepayer. Customer not eligible for medical certification renewal due to exceeding renewal limit for past due balance owed. PUC rights provided	E03646
2022-04-25	Credit	Confirmed service is scheduled for termination on 05 04 2022. Amount is 12 748.81. Customer has exceeded the number of medical certification renewals permitted. PUC rights provided.	LAURA A FITZGERALD
2022-04-20	Correspondence - Collections	CUT DATE 2022-05-04 AMOUNT 12 748.81	
2022-03-31	OB Call - Outreach	Caller Back Office Ratepayer User Comments working OB campaign. called spoke with christine. has terminal cancer took care of husband who passed in dec all her brothers. was going to sell home. decided not to since was not getting full value of home. advised to pay as much as often as possible. provided liheap phn for pahaf. understd	LORI DRIES
2022-03-31	WUR Assessment	Back Office Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC Yes. Interested in SO Not on Phone.	LORI DRIES
2022-03-31	Added Payment Agreement	Back Office Ratepayer. Agreement Type NCU. Cust agrees to PAG terms NO. First payment of 1 119.00 is due 04 12 2022. Future payments beginning with next bill will include installment amount of 684.00. Enrolled in BB NO.	LORI DRIES
2022-03-31	Financial Statement Added		LORI DRIES
2022-03-31	Cut Out for Non-Pay Voided	senior in the home	MONA HARRY
2022-03-30	Cut Out for Non-Pay Issued		CUMCL024
2022-03-23	Miscellaneous	WATT CSS - PUC Payment Agreement Residential Work Item 2845335 Completed	RPAPR16
2022-03-23	SC - GRACE EXTENSION	Caller Back Office Ratepayer. Complaint dismissed. Refer to WATT 2845335 for dismissal details.	RPAPR16
2022-03-23	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 2845335 for dismissal details.	CUCL143
2022-03-23	Miscellaneous	WATT CSS - PUC Payment Agreement Residential Work Item 2845335 Created	PUCMED
2022-03-09	SC - PUC Mediation	PUC MDIA BCS 3822715	CUCL143
2022-03-09	SC - GRACE EXTENSION	Caller CHRISTINE DESHLER Ratepayer. IVR account.PrimaryName Med Cert	IVR
2022-03-08	Post 48 Hour Notice Issued	ISSUE POST 48 HOUR NOTICE	CUMCL024
2022-03-04	Credit - Outbound Call	Caller Back Office Ratepayer. WORKING OUTBOUND CAMPAIGN Called about past due balance. LMOM.	LAURA A FITZGERALD
2022-03-02	Credit - Outbound Call	Caller Back Office Ratepayer. WORKING OUTBOUND CAMPAIGN Called about past due balance. Cust hung-up.	LAURA A FITZGERALD
2022-02-24	Correspondence - Collections	CUT DATE 2022-03-10 AMOUNT 11 677.09	
2022-02-24	Credit - Outbound Call	Caller CHRISTINE DESHLER Ratepayer. WORKING OUTBOUND CAMPAIGN Called about past due. stated s w rep regarding account and will get backin touch with us.	WILLIAM PICKERING
2022-02-24	myPPL Alerts - CSS WEB	Caller Name CHRISTINE Relationship Ratepayer Agreed to T Cs-Enrolled	IVR
2022-02-24	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note IVR Call Type 10 No Lights Comments none	IVR
2022-02-22	OB Call - Outreach	Caller CHRISTINE DESHLER Ratepayer. States she has terminal cancer was given 3 months to live states she just sold her home settlement is being scheduled.	AMANDA R BACHMAN
2022-02-15	OB Call - Outreach	Caller Back Office Ratepayer. Working OB Collections Dialer - left msg to contact us	AMANDA R BACHMAN
2022-02-09	OB Call - Outreach	Caller Back Office Ratepayer. Working OB Collections Dialer - Left msg to contact us	AMANDA R BACHMAN
2022-01-21	WUR Assessment	CHRISTINE DESHLER Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC Yes.	LORI DRIES
2022-01-21	Added Payment Agreement	CHRISTINE DESHLER Ratepayer. Agreement Type CU. Cust agrees to PAG terms NO. First payment of 1 698.00 is due 02 01 2022. Second payment of 891.13 is due on 02 10 2022 . Payment Plan installment amount 168.00. Enrolled in BB NO.	LORI DRIES
2022-01-21	Financial Statement Added		LORI DRIES
2022-01-19	Winter Collection	Winter Collection Notice	
2022-01-06	OB Call - Outreach	Caller Back Office Ratepayer. P A Outreach - Left msg	AMANDA R BACHMAN
2021-12-13	Miscellaneous	Caller Back Office Ratepayer. called spoke with Chris at area on aging to do well fair check. Technician was there to drop ERAP pamphlet and stated she seemed without hope and will and overwhelmed by her bills she is very elderly and trouble with mobility. she was making statements of welcoming the end and not wanting to be here on earth anymore	LORI DRIES
2021-11-30	Data Repair	IR164497c1 DR FOR WINTER COLLECTIONS	CSSDR044

Contact Date	Contact Type	Remarks	User
2021-11-22	Miscellaneous	WATT Scanned - Med Cert Work Item 2792074 Created	KOFAX
2021-11-22	SC - MED CERT - 30 DAY	KOFAX initiated MedCert 30 Day Suspend Charges	ORAMP1
2021-11-22	Credit	Caller Shady lopez Doctor NP PA User Comments MA called in to requires Med cert. COM	DONNISHA HARRINGTON
2021-11-22	Correspondence - General	Template Name Med Cert Request Form Created By 306686 Letter Edited No CS Letters ID 4413969	CSLET
2021-11-22	SC - MED CERT - 7 DAY	Caller Shady lopez Doctor NP PA. Shady lopez MA Steven Shore MD St. Luke 1901 west hamilton street 610-628-7900 610-821-7095 Shady Lopez Christine Deshler and Medical Certification form faxed.	306686
2021-11-16	Credit	Caller Back Office Ratepayer User Comments offered ophelp and liheap . suggested also calling area agency on ageing. claims has number will call	LORI DRIES
2021-11-16	Financial Statement Added		LORI DRIES
2021-11-16	WUR Assessment	Back Office Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC Yes. Interested in SO Not on Phone.	LORI DRIES
2021-11-16	SC - Income Verification	Income verification required.	E174880
2021-11-16	Disputed Payment Agreement	Back Office Ratepayer. Agreement Type CU. Cust agrees to PAG terms NO. OUR Provided. Total payment due 11 26 2021 510.00. First payment of 510.00 is due 11 21 2021. Second payment amount and due date will appear on next bill . Payment Plan installment amount 168.00. Enrolled in BB NO.	LORI DRIES
2021-11-16	Credit	Back Office Ratepayer. Offered LIHEAP - Yes .	LORI DRIES
2021-11-16	Credit	Confirmed service is scheduled for termination on 11 22 2021. Amount is 10 007.84. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.	LORI DRIES
2021-11-16	SC - MED CERT - 3 DAY	Caller Back Office Ratepayer. Customer claims medical condition	E174880
2021-11-11	3-day call - Ratepayer	CUBCL024	CUBCL024
2021-11-03	Correspondence - Collections	CUT DATE 2021-11-18 AMOUNT 10 007.84	
2021-11-03	Returned Item	RETURNED ITEM AMOUNT 249.00 DATE OF RETURNED ITEM 2021-11-03 REASON R01 INSUFFICIENT FUNDS	CUBAR080
2021-11-03	Correspondence - Returned Item	Return Item - Friendly	
2021-11-01	Credit	Caller CHRISTINE DESHLER Ratepayer User Comments CCI HAS S O TODAY. REVIEWED PAG. MADE PAYMENT OF 249.00. ADV 261.35 DUE 11 9. REFRRED TO OP HELP. RCVD OT APP IN MAIL ON 11 30.. ALREADY APPLIED FOR LIHEAP.	JOEL FO SBROOK
2021-11-01	WUR Assessment	CHRISTINE DESHLER Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	JOEL FO SBROOK
2021-11-01	Changed Payment Agreement	CHRISTINE DESHLER Ratepayer payment plan activated of monthly bill plus 168.00 The second payment due of 261.35 due on 11 09 2021.	JOEL FO SBROOK
2021-11-01	CSS WEB Interface Payment	Caller CHRISTINE DESHLER Ratepayer. Comments Made Payment in the amount of 249.00. Confirmation number was Read. Confirmation Number 21110109	JOEL FO SBROOK
2021-11-01	Credit	Confirmed termination activity resumes after 11 01 2021.	JOEL FO SBROOK
2021-11-01	Credit - Payment Agreement	CHRISTINE DESHLER Ratepayer. Reviewed disputed payment plan terms. Confirmed 249.00 is due by 11 01 2021 to bring payment plan current before dispute expires. Next payment of 261.35 is due on 11 09 2021.	JOEL FO SBROOK
2021-11-01	Credit	Confirmed termination activity resumes after 11 01 2021.	JOEL FO SBROOK
2021-11-01	Credit	Confirmed termination activity resumes after 11 01 2021.	JOEL FO SBROOK
2021-10-26	Credit	Caller CHRISTINE DESHLER Ratepayer User Comments gave info for assistance programs sat	TAMATHA JOAN SHIPMAN
2021-10-26	WUR Assessment	CHRISTINE DESHLER Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	TAMATHA JOAN SHIPMAN
2021-10-26	Credit - Payment Agreement	CHRISTINE DESHLER Ratepayer. Reviewed disputed payment plan terms. Confirmed 249.00 is due by 11 01 2021 to bring payment plan current before dispute expires. Next payment of 261.35 is due on 11 09 2021.	TAMATHA JOAN SHIPMAN
2021-10-26	Credit	Confirmed termination activity resumes after 11 01 2021.	TAMATHA JOAN SHIPMAN
2021-10-25	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 4360215	CSLET
2021-10-22	Credit	Caller CHRISTINE DESHLER Ratepayer User Comments Provided Agency on Aging ph for Lehigh County - states she lives alone has terminal cancer states her husband passed away recently States she filed for bankruptcy. Provided SS Admin ph as she states she is struggling to get her husband s SS. Reminded to apply for Liheap states she has PUC ph .	AMANDA R BACHMAN
2021-10-22	WUR Assessment	CHRISTINE DESHLER Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	AMANDA R BACHMAN
2021-10-22	SC - RECURRING REFERRAL TO OTRK	Referred to Ontrack.	E167962

Contact Date	Contact Type	Remarks	User
2021-10-22	Disputed Payment Agreement	CHRISTINE DESHLER Ratepayer. Agreement Type CU. Cust agrees to PAG terms NO. OUR Provided. Total payment due 11 01 2021 249.00. First payment of 249.00 is due 11 01 2021. Second payment of 261.35 is due on 11 09 2021 . Payment Plan installment amount 168.00. Enrolled in BB NO.	AMANDA R BACHMAN
2021-10-22	Credit	CHRISTINE DESHLER Ratepayer. Offered LIHEAP - Yes Offered OnTrack - Yes . .	AMANDA R BACHMAN
2021-10-22	Credit	Confirmed service is scheduled for termination on 11 02 2021. Amount is 10 007.84. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.	AMANDA R BACHMAN
2021-10-22	Financial Statement Added		AMANDA R BACHMAN
2021-10-22	SC - MED CERT - 3 DAY	Caller CHRISTINE DESHLER Ratepayer. Customer claims medical condition	E167962
2021-10-22	Credit	Confirmed service is scheduled for termination on 11 02 2021. Amount is 10 007.84. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.	AMANDA R BACHMAN
2021-10-19	Correspondence - Collections	CUT DATE 2021-11-02 AMOUNT 10 007.84	
2021-09-30	IVR Customer Initiated Payment	Scheduled date 9 30 2021 Amount 247.00 User IVR Owner YES. Confirmation Number 21093012	IVR
2021-09-20	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 4272921	CSLET
2021-09-17	Credit - Outbound Call	Caller CHRISTINE DESHLER Ratepayer User Comments spoke w rp adv past cur due total adv term notice updated financials set up pag cust agreed to terms adv future val cust sat cust lost her husband from life support and she has cancer very sad story she is struggling alot being alone	TYLER BARCIA
2021-09-17	WUR Assessment	CHRISTINE DESHLER Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	TYLER BARCIA
2021-09-17	SC - REFERRAL TO ONTRACK	Caller CHRISTINE DESHLER Ratepayer. Referred to Ontrack.	305309
2021-09-17	Credit	CHRISTINE DESHLER Ratepayer. Offered OnTrack - Yes . .	TYLER BARCIA
2021-09-17	Added Payment Agreement	set up first payment of 247.00 due 9 30 installment 168.24 for 59 months cust agreed to terms	TYLER BARCIA
2021-09-17	Credit	Confirmed service is scheduled for termination on 09 30 2021. Amount is 10 173.66. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	TYLER BARCIA
2021-09-17	Financial Statement Added		TYLER BARCIA
2021-09-16	Correspondence - Collections	CUT DATE 2021-09-30 AMOUNT 10 173.66	
2021-08-31	Changed Payment Agreement	IVR Ratepayer agrees to payment terms of 297.00 due by 08 31 2021 to reinstate the payment plan. The second payment of 179.44 due on 09 09 2021. Installments of 100.00 are added to each monthly bill until the previous balance is paid in full.	IVR
2021-08-31	IVR Customer Initiated Payment	Caller IVR Ratepayer. Comments Made Payment in the amount of 297.00. Confirmation number was Read. Confirmation Number 21083182	IVR
2021-08-25	Credit	Caller CHRISTINE DESHLER Ratepayer User Comments obc Spoke with rp advised of past due 10391.22 with another bill coming due 09 09 for 79.44 advised of termination reviewed payment plan agreed gave future values fg	FLAXINE GRUBE
2021-08-25	WUR Assessment	CHRISTINE DESHLER Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	FLAXINE GRUBE
2021-08-25	Added Payment Agreement	CHRISTINE DESHLER Ratepayer. Agreement Type CU. Cust agrees to PAG terms YES. First payment of 297.00 is due 08 31 2021. Second payment of 179.44 is due on 09 09 2021 . Payment Plan installment amount 100.00. Enrolled in BB NO.	FLAXINE GRUBE
2021-08-25	SC - MED CERT - 3 DAY	Caller CHRISTINE DESHLER Ratepayer. Customer claims medical condition	E188793
2021-08-25	Credit	Confirmed service is scheduled for termination on 09 01 2021. Amount is 10 391.22. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.	FLAXINE GRUBE
2021-08-18	Correspondence - Collections	CUT DATE 2021-09-01 AMOUNT 10 391.22	
2021-07-12	Credit	Caller CHRISTINE DESHLER Ratepayer User Comments took payment of 386.82 cx hung up before offering SOP	ALEXANDRIA LEWIS
2021-07-12	WUR Assessment	CHRISTINE DESHLER Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	ALEXANDRIA LEWIS
2021-07-12	CSS WEB Interface Payment	Caller CHRISTINE DESHLER Ratepayer Occupant. Comments Made Payment in the amount of 386.82. Confirmation number was read.. Confirmation Number 21071278	ALEXANDRIA LEWIS
2021-06-14	SC - GRACE EXTENSION	s w CHRISTINE DESHLER r p -- cust stated SS still has not deposited back pay for last 7 months into her acct. She called them today they said it should be in her acct in the next 10 days. Advised cust to contact her Congresswoman or Senator to see if there are any programs available for her husband was a marine and died of Agent Orange. satis	NANCY LANCE
2021-06-14	Credit	Caller CHRISTINE DESHLER Ratepayer User Comments caller call saying she cant pay her bill until 10 days from now when ss send her money	TYNIKA WOODS
2021-06-14	WUR Assessment	CHRISTINE DESHLER Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO Not on Phone.	TYNIKA WOODS

Contact Date	Contact Type	Remarks	User
2021-06-10	Credit	Caller CHRISTINE DESHLER Ratepayer User Comments CCI to state that she will not be able to make a payment on her account until Monday advised she should be fine give us a call then	CRYSTAL BROWN
2021-06-10	WUR Assessment	CHRISTINE DESHLER Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	CRYSTAL BROWN
2021-04-29	Credit	Caller CHRISTINE DESHLER Ratepayer. called back cx to xfr to billing to document bankruptcy states doesnt have the info with her will call back	ALEELA WARREN
2021-04-29	Credit	Caller CHRISTINE DESHLER Ratepayer User Comments cci states applied for liheap want to know what else can be done took fin info offered ncu cx agreed to terms adv it is critical that she pay her bill every month because there will not be any further extended pags cx stated going through bankruptcy will call back to xfr to billing	ALEELA WARREN
2021-04-29	WUR Assessment	CHRISTINE DESHLER Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	ALEELA WARREN
2021-04-29	Added Payment Agreement	s w CHRISTINE DESHLER adv no initial pymt then cb 100 for 104 mths final instal 94	ALEELA WARREN
2021-04-29	Changed Payment Agreement	cancel for ncu	ALEELA WARREN
2021-04-29	Disputed Payment Agreement	cancel for ncu	ALEELA WARREN
2021-04-29	Financial Statement Added		ALEELA WARREN
2021-04-27	3-day call - Ratepayer	CUBCL024	CUBCL024
2021-04-20	Correspondence - Collections	CUT DATE 2021-05-04 AMOUNT 10 129.38	
2021-03-30	Credit	Caller CHRISTINE DESHLER Ratepayer User Comments Income Verification OnTrack Operation HELP Security Deposit Waiver Phone Number 610-435-1541 Services Offered Crisis LIHEAP Phone Number 610-821-6503 local adv customer that a new term notice will have to be issued for services.	SHARITA MURRY
2021-03-30	WUR Assessment	CHRISTINE DESHLER Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC Yes. Interested in SO No.	SHARITA MURRY
2021-03-30	Credit	CHRISTINE DESHLER Ratepayer. Gross monthly income provided exceeds requirements for assistance programs.	SHARITA MURRY
2021-03-30	Credit	CHRISTINE DESHLER Ratepayer. Gross monthly income provided exceeds requirements for assistance programs.	SHARITA MURRY
2021-03-30	Payment Arrangement Letter Sent	Non-Catch-Up Activation PAG	
2021-03-30	Added Payment Agreement	CHRISTINE DESHLER Ratepayer. Agreement Type NCU. Cust agrees to PAG terms NO. First payment of 1 187.00 is due 04 13 2021. Future payments beginning with next bill will include installment amount of 812.00. Enrolled in BB NO.	SHARITA MURRY
2021-03-30	Financial Statement Added		SHARITA MURRY
2021-03-25	Winter Collection	Winter Collection Notice	
2021-03-20	Data Repair	DR IR156011 - CD-NXT-COLL-ACTION UPDATE	CSSDR044
2021-02-24	Winter Collection	Winter Collection Notice	
2021-02-19	Data Repair	DR IR156011 - CD-NXT-COLL-ACTION UPDATE	CSSDR044
2021-02-02	Miscellaneous	COVID-19 Pre-term Notice Sent.	CSLET
2021-02-02	Special Situation	COVID-19 Pre-term Notice Sent. Refer to Einstein COVID-19 page for pay assist info. All res customers are eligible for a new non-catch up at this time. Comm accounts - transfer to Small business team	CSLET
2021-01-21	Winter Collection	Winter Collection Notice	
2021-01-15	Data Repair	DR IR156011 - CD-NXT-COLL-ACTION UPDATE	CSSDR044
2020-12-21	Winter Collection	Winter Collection Notice	
2020-12-16	Data Repair	DR IR156011 - CD-NXT-COLL-ACTION UPDATE	CSSDR044
2020-11-18	Credit - Outbound Call		APRIL MCPIKE
2020-11-18	OB Call - Outreach	Caller Back Office Ratepayer. COVID Outreach to offer payment assistance options-s w r p was updating income information to see about a new payment plan when she said she had to go spouse needs full time oxygen life support adv to call when has some time-no lpcs or shutoff notice at this time would be eligible for new NCU	APRIL MCPIKE
2020-11-18	Financial Statement Added		APRIL MCPIKE
2020-10-14	Other Meter Investigation Completed	Action Taken Field Work Completed	MDT
2020-10-12	Other Meter Investigation Issued	Pay Assist Door Hanger initiative please hang EU Assistance Door Hanger on door or conspicuous place for resident	BILLIE J MCHALE
2020-09-04	Credit - Outbound Call		GARRETT J GAREY
2020-09-04	OB Call - Outreach	Caller Back Office Ratepayer. OB-Outreach COVID Outreach to offer payment assistance options --- called 610-776-6703 - answered then h u	GARRETT J GAREY
2020-04-09	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note OMS_CSS.services.contacts.privcontacts notification_PPL_CUSTOMER_CONTACT_VIEWPublishDocument USER_NAME Call Type 01 AMI Power Down Event Comments none	MTR
2020-03-28	Data Repair	CREDIT OF LPC OVERCHARGE	CUBLP511
2020-03-28	Data Repair	CREDIT OF LPC OVERCHARGE	CUBLP511
2020-03-28	Data Repair	CREDIT OF LPC OVERCHARGE	CUBLP511

Contact Date	Contact Type	Remarks	User
2020-03-06	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note e01518 Call Type 90 SL AU OUT Comments s l i out at pole 62194S47592 no yellow tape.	WCT
2020-02-11	Cut Out for Non-Pay Voided	Vulnerable member in the household	NICK HAVERSTROM
2020-02-10	Cut Out for Non-Pay Issued		CUMCL024
2020-02-04	Post 48 Hour Notice Issued	ISSUE POST 48 HOUR NOTICE	CUMCL024
2020-01-30	Leave Door Hanger Issued	DELIVER 3 DAY NOTICE	CUMCL024
2020-01-21	Correspondence - Collections	CUT DATE 2020-02-04 AMOUNT 5 274.93	
2019-12-18	Cut Out for Non-Pay Voided	Vulnerable member in the household	NICK HAVERSTROM
2019-12-17	Cut Out for Non-Pay Issued		CUMCL024
2019-12-11	Post 48 Hour Notice Issued	ISSUE POST 48 HOUR NOTICE	CUMCL024
2019-12-04	Leave Door Hanger Issued	DELIVER 3 DAY NOTICE	CUMCL024
2019-11-21	Correspondence - Collections	CUT DATE 2019-12-09 AMOUNT 4 302.56	
2019-10-03	SC - MED CERT - 30 DAY	KOFAX initiated MedCert 30 Day Suspend Charges	ORAMP1
2019-10-03	Miscellaneous	WATT Scanned - Med Cert Work Item 2466785 Completed	WILLIAM PICKERING
2019-10-03	Miscellaneous	WATT ID 2466785 called and sw barbara ebert and adv med cert not accepted b c address does not match acct number listed and relationship to rp is missing. she confirmed correct service address and stated wrote wrong on letter. stated patient is ratepayers spouse. placed 30 day med cert suspend cha	WILLIAM PICKERING
2019-10-03	Miscellaneous	WATT Scanned - Med Cert Work Item 2466785 Created	KOFAX
2019-10-02	WUR Assessment	CHRISTINE DESHLER Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC Yes. Interested in SO No.	ROMONA SMALLWOOD
2019-10-02	Disputed Payment Agreement	CHRISTINE DESHLER Ratepayer. Agreement Type CU. Cust agrees to PAG terms NO. OUR Provided. Total payment due 10 12 2019 3 592.51. First payment of 2 868.00 is due 10 06 2019. Second payment of 724.51 is due on 10 08 2019 . Payment Plan installment amount 547.00. Enrolled in BB NO.	ROMONA SMALLWOOD
2019-10-02	Credit	Confirmed service is scheduled for termination on 10 07 2019. Amount is 3 964.07. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.	ROMONA SMALLWOOD
2019-10-02	Credit	Caller Back Office Ratepayer. WRONG ACCOUNT	ROMONA SMALLWOOD
2019-10-02	SC - MED CERT - 3 DAY	IVR Med Cert - Yes Shut Off Date - 10-07-2019	IVR
2019-09-26	3-day call - Ratepayer	CUBCL024	CUBCL024
2019-09-19	Correspondence - Collections	CUT DATE 2019-10-03 AMOUNT 3 964.07	
2019-07-22	Cut In Issued	SYSTEM GENERATED ORDER BASED ON CUSTOMER PAYMENT	WILLIAM PICKERING
2019-07-22	SC - MED CERT - 30 DAY	Caller barbara ebert Doctor NP PA. barbara ebert NP lehigh valley hospital cedar crest 1250 cedar crest blvd suite 310 610-402-6890 and Medical Certification Certified.	E172180
2019-07-19	Cut Out for Non-Pay Issued		CUMCL024
2019-07-15	Credit	Caller CHRISTINE DESHLER Ratepayer. customer hung up after telling she has to provide type of bankruptcy bankruptcy filing date and docket number told cust there is no med cert on this account informed how to get a med cert and advised of payment options customer did not agree or disagree	GWENDOLYN HACKETT
2019-07-15	SC - MED CERT - 3 DAY	Caller CHRISTINE DESHLER Ratepayer. Customer claims medical condition	E189795
2019-07-15	Credit	Confirmed service is scheduled for termination on 07 18 2019. Amount is 3 531.33. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.	GWENDOLYN HACKETT
2019-07-02	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2019-07-02	Miscellaneous	Letter sent to customer to notify of returned payment.	CSLET
2019-07-02	Credit	Letter sent to customer to inform of returned payment.	CSLET
2019-07-01	Correspondence - Collections	CUT DATE 2019-07-16 AMOUNT 3 531.33	
2019-07-01	Returned Item	RETURNED ITEM AMOUNT 360.11 DATE OF RETURNED ITEM 2019-07-01 REASON R03 NO ACCT UNABLE TO LOCATE ACCT	CUBAR080
2019-06-26	Credit	Caller CHRISTINE DESHLER Ratepayer User Comments CCI because she received a phone call that she was given the wrong number adv cust of info of partial payment as well as verified confirmation number. Cust was sat	SHAVON FORD
2019-06-26	WUR Assessment	CHRISTINE DESHLER Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	SHAVON FORD
2019-06-26	Credit	Caller CHRISTINE DESHLER Ratepayer User Comments cci to make a pymnt on acct and cus stated husband on currently on life support and can only make partial pymnt	LEAH WARING
2019-06-26	WUR Assessment	CHRISTINE DESHLER Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	LEAH WARING
2019-06-26	CSS WEB Interface Payment	Caller CHRISTINE DESHLER Ratepayer Occupant. Comments Made Payment in the amount of 360.11. Confirmation number was read.. Confirmation Number 19062625	LEAH WARING

Contact Date	Contact Type	Remarks	User
2019-06-18	Credit	Caller CHRISTINE DESHLER Ratepayer User Comments cust called about acct bal adv cust acct bal is from service acquired after bankruptcy cust doesnt understand it eventually hung up	PETER NASH
2019-06-18	WUR Assessment	CHRISTINE DESHLER Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC Yes.	PETER NASH
2019-06-18	Payment Arrangement Letter Sent	Non-Catch-Up Activation PAG	
2019-06-18	Added Payment Agreement	CHRISTINE DESHLER Ratepayer. Agreement Type NCU. Cust agrees to PAG terms NO. First payment of 795.00 is due 06 25 2019. Future payments beginning with next bill will include installment amount of 547.00. Interested in BB est NO.	PETER NASH
2019-06-18	Financial Statement Added		PETER NASH
2019-06-18	Credit	Confirmed service is scheduled for termination on 07 01 2019. Amount is 3 531.33. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.	PETER NASH
2019-06-18	Call Transfer	Caller CHRISTINE DESHLER Ratepayer. TEN DAY CONTINUED... her perm life support letter tranferred to t21	ANDREA STILES
2019-06-18	Call Transfer	Caller CHRISTINE DESHLER Ratepayer. TEN DAY CONTINUEED..2019 in 13 days. Cust adv seh filed for bankruptcy she has a whole another acct she shoud be shut off. when i assd about med cond she add we should know that we should have a perm letter on file stating that wasnt able to av full med cert i offered to transfer to bill to look into her bankruptcy	ANDREA STILES
2019-06-18	Call Transfer	Caller CHRISTINE DESHLER Ratepayer. cust adv she has a bankruptcy she has a whole nother acct husband on life she adv she has perm letter on file we should be aware of that transferred to t21 Rev 06 18 2019 17 42 TEN DAY I adv Termination Details Termination Amount 3 531.33 Termination Date Monday 7 1	ANDREA STILES
2019-06-18	SC - MED CERT - 3 DAY	Caller CHRISTINE DESHLER Ratepayer. Customer claims medical condition	E187177
2019-06-18	Credit	Confirmed service is scheduled for termination on 07 01 2019. Amount is 3 531.33. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.	ANDREA STILES
2019-06-18	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2019-06-17	Correspondence - Collections	CUT DATE 2019-07-01 AMOUNT 3 531.33	
2019-05-28	IVR Customer Initiated Payment	IVR Payment 56.00 Confirmation Number 19052862	IVR
2019-05-01	Added Payment Agreement	WORKING W CUSTOMER. HUSBAND IS EXTREMELY ILL. HAS HIGH BILL EVEN AFTER BANKRUPTCY FILED. 2 MIL HOSPITAL BILLS. EXPLD MED. WONT HAVE DR CALL JUST YET AS SHE CAN PAY 56 5 20 19.	PATRICIA L MCGURRIN
2019-05-01	Financial Statement Added		PATRICIA L MCGURRIN
2019-05-01	Credit	Caller CHRISTINE DESHLER Ratepayer. cust wants to know where her previous balance came from because she was not home for 3 months	LEAH MOUZON
2019-05-01	SC - MED CERT - 3 DAY	IVR Med Cert - Yes Shut Off Date - 05-06-2019	IVR
2019-04-25	3-day call - Ratepayer	CUBCL024	CUBCL024
2019-04-18	Correspondence - Collections	CUT DATE 2019-05-02 AMOUNT 2 341.17	
2019-03-25	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note OMS_CSS.services.contacts.privcontacts notification_PPL_CUSTOMER_CONTACT_VIEWPublishDocument USER_NAME Call Type 01 AMI Power Down Event Comments none	MTR

**PPL ELECTRIC
EXHIBIT 3**

View Payment Agreement for Account 83930-11015

Edit Help

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

Current Billing Information		Budget Billing Details	
Bill Due Date:	11/07/22	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$18,492.33	Current BB Amount:	\$276.00

Agreement Details		Installment Details	
Start Date:	08/17/22	Installment Amount:	\$494.00
Agreement Amount:	\$17,940.33	Number Of Installments:	35
		Remaining Installments:	35
		Final Installment Amount:	\$375.33

Initial Payment Details		Customer Offer	
Due Date:	09/08/22	Downpayment Amount:	\$0.00
Payment Amount:	\$769.00	Downpayment Due Date:	//
		Installment Amount:	\$0.00
		Installment Due Date:	//

Restore Amount: \$8,945.00

Task List	
Customer Contact...	

OK Cancel

Outstanding Money... ?

Special Situation Details	
Special Circumstance:	
Supervisor Discretion:	

View Payment Agreement for Account 83930-11015

Edit Help

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

Current Billing Information		Budget Billing Details	
Bill Due Date:	11/07/22	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$18,492.33	Current BB Amount:	\$276.00

Agreement Details		Installment Details	
Start Date:	03/31/22	Installment Amount:	\$684.00
Agreement Amount:	\$12,748.81	Number Of Installments:	17
		Remaining Installments:	17
		Final Installment Amount:	\$685.81

Initial Payment Details		Customer Offer	
Due Date:	04/12/22	Downpayment Amount:	\$0.00
Payment Amount:	\$1,119.00	Downpayment Due Date:	//
Restore Amount:	\$1,119.00	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 83930-11015

Edit Help

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

Current Billing Information	Budget Billing Details
Bill Due Date: 11/07/22	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$18,492.33	Current BB Amount: \$276.00
Agreement Details	Installment Details
Start Date: 01/21/22	Installment Amount: \$168.00
Agreement Amount: \$10,953.96	Number Of Installments: 56
Initial Payment Details	Remaining Installments: 56
Due Date: 02/01/22	Final Installment Amount: \$15.96
Payment Amount: \$1,698.00	Customer Offer
Restore Amount: \$1,698.00	Downpayment Amount: \$0.00
Task List	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //
Special Situation Details	Special Circumstance: [Dropdown]
Special Circumstance: [Dropdown]	Supervisor Discretion: [Dropdown]
Supervisor Discretion: [Dropdown]	

OK Cancel

Outstanding Money... ?

View Payment Agreement for Account 83930-11015

Edit Help

Type: **Catch-Up** Status: **Expired**

Current Billing Information	Budget Billing Details
Bill Due Date: 11/07/22	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$18,492.33	Current BB Amount: \$276.00
Agreement Details	Installment Details
Start Date: 11/16/21	Installment Amount: \$168.00
Agreement Amount: \$10,101.19	Number Of Installments: 58
Initial Payment Details	Remaining Installments: 58
Due Date: 11/21/21	Final Installment Amount: \$15.19
Payment Amount: \$510.00	Customer Offer
Restore Amount: \$510.00	Downpayment Amount: \$0.00
Task List	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 83930-11015

Edit Help

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

Current Billing Information		Budget Billing Details	
Bill Due Date:	11/07/22	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$18,492.33	Current BB Amount:	\$276.00

Agreement Details		Installment Details	
Start Date:	10/22/21	Installment Amount:	\$168.00
Agreement Amount:	\$10,007.84	Number Of Installments:	59
		Remaining Installments:	59
		Final Installment Amount:	\$14.84

Initial Payment Details		Customer Offer	
Due Date:	11/01/21	Downpayment Amount:	\$0.00
Payment Amount:	\$249.00	Downpayment Due Date:	//
		Installment Amount:	\$0.00
		Installment Due Date:	//

Restore Amount: \$249.00

Task List	
Customer Contact...	

OK Cancel

Outstanding Money... ?

Special Situation Details	
Special Circumstance:	
Supervisor Discretion:	

View Payment Agreement for Account 83930-11015

Edit Help

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

Current Billing Information		Budget Billing Details	
Bill Due Date:	11/07/22	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$18,492.33	Current BB Amount:	\$276.00

Agreement Details		Installment Details	
Start Date:	09/17/21	Installment Amount:	\$168.24
Agreement Amount:	\$10,173.66	Number Of Installments:	59
		Remaining Installments:	59
		Final Installment Amount:	\$168.74

Initial Payment Details		Customer Offer	
Due Date:	09/30/21	Downpayment Amount:	\$0.00
Payment Amount:	\$247.00	Downpayment Due Date:	//
		Installment Amount:	\$0.00
		Installment Due Date:	//

Restore Amount:

Task List	
Customer Contact...	

OK Cancel

Outstanding Money...

Special Situation Details	
Special Circumstance:	<input type="text"/>
Supervisor Discretion:	<input type="text"/>

View Payment Agreement for Account 83930-11015

Edit Help

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

Current Billing Information		Budget Billing Details	
Bill Due Date:	11/07/22	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$18,492.33	Current BB Amount:	\$276.00

Agreement Details		Installment Details	
Start Date:	08/25/21	Installment Amount:	\$100.00
Agreement Amount:	\$10,391.22	Number Of Installments:	101
		Remaining Installments:	101
		Final Installment Amount:	\$94.22

Initial Payment Details		Customer Offer	
Due Date:	08/31/21	Downpayment Amount:	\$0.00
Payment Amount:	\$297.00	Downpayment Due Date:	//
		Installment Amount:	\$0.00
		Installment Due Date:	//

Restore Amount: \$297.00

Task List	
Customer Contact...	

OK Cancel

Outstanding Money... ?

Special Situation Details	
Special Circumstance:	
Supervisor Discretion:	

View Payment Agreement for Account 83930-11015

Edit Help

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

Current Billing Information		Budget Billing Details	
Bill Due Date:	11/07/22	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$18,492.33	Current BB Amount:	\$276.00

Agreement Details		Installment Details	
Start Date:	04/29/21	Installment Amount:	\$100.00
Agreement Amount:	\$10,394.00	Number Of Installments:	104
		Remaining Installments:	103
		Final Installment Amount:	\$94.00

Initial Payment Details		Customer Offer	
Due Date:	05/13/21	Downpayment Amount:	\$0.00
Payment Amount:	\$0.00	Downpayment Due Date:	//
		Installment Amount:	\$0.00
		Installment Due Date:	//

Restore Amount: []

Task List

- Customer Contact...

OK Cancel

Outstanding Money... [?]

Special Situation Details	
Special Circumstance:	[]
Supervisor Discretion:	[]

View Payment Agreement for Account 83930-11015

Edit Help

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

Current Billing Information		Budget Billing Details	
Bill Due Date:	11/07/22	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$18,492.33	Current BB Amount:	\$276.00

Agreement Details		Installment Details	
Start Date:	04/29/21	Installment Amount:	\$812.00
Agreement Amount:	\$10,129.38	Number Of Installments:	12
		Remaining Installments:	12
		Final Installment Amount:	\$10.38

Initial Payment Details		Customer Offer	
Due Date:	05/04/21	Downpayment Amount:	\$0.00
Payment Amount:	\$1,187.00	Downpayment Due Date:	//
		Installment Amount:	\$0.00
		Installment Due Date:	//

Restore Amount: \$1,187.00

Task List	
Customer Contact...	

OK Cancel

Outstanding Money... ?

Special Situation Details	
Special Circumstance:	
Supervisor Discretion:	

View Payment Agreement for Account 83930-11015

Edit Help

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

Current Billing Information		Budget Billing Details	
Bill Due Date:	11/07/22	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$18,492.33	Current BB Amount:	\$276.00

Agreement Details		Installment Details	
Start Date:	03/30/21	Installment Amount:	\$812.00
Agreement Amount:	\$10,129.38	Number Of Installments:	11
		Remaining Installments:	11
		Final Installment Amount:	\$822.38

Initial Payment Details		Customer Offer	
Due Date:	04/13/21	Downpayment Amount:	\$0.00
Payment Amount:	\$1,187.00	Downpayment Due Date:	//
		Installment Amount:	\$0.00
		Installment Due Date:	//

Restore Amount: \$1,187.00

Task List	
Customer Contact...	

OK Cancel

Outstanding Money... ?

Special Situation Details	
Special Circumstance:	
Supervisor Discretion:	

View Payment Agreement for Account 83930-11015

Edit Help

Type: **Catch-Up** Status: **Expired**

Current Billing Information		Budget Billing Details	
Bill Due Date:	11/07/22	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$18,492.33	Current BB Amount:	\$276.00

Agreement Details		Installment Details	
Start Date:	10/02/19	Installment Amount:	\$547.00
Agreement Amount:	\$3,964.07	Number Of Installments:	3
		Remaining Installments:	3
		Final Installment Amount:	\$2.07

Initial Payment Details		Customer Offer	
Due Date:	10/06/19	Downpayment Amount:	\$0.00
Payment Amount:	\$2,868.00	Downpayment Due Date:	//
Restore Amount:	\$2,868.00	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 83930-11015

Edit Help

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

Current Billing Information		Budget Billing Details	
Bill Due Date:	11/07/22	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$18,492.33	Current BB Amount:	\$276.00

Agreement Details		Installment Details	
Start Date:	06/18/19	Installment Amount:	\$547.00
Agreement Amount:	\$3,531.33	Number Of Installments:	5
		Remaining Installments:	5
		Final Installment Amount:	\$548.33

Initial Payment Details		Customer Offer	
Due Date:	06/25/19	Downpayment Amount:	\$0.00
Payment Amount:	\$795.00	Downpayment Due Date:	//
		Installment Amount:	\$0.00
		Installment Due Date:	//

Restore Amount: \$795.00

Task List	
Customer Contact...	

OK Cancel

Outstanding Money... ?

Special Situation Details	
Special Circumstance:	
Supervisor Discretion:	

View Payment Agreement for Account 83930-11015

Edit Help

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

Current Billing Information		Budget Billing Details	
Bill Due Date:	11/07/22	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$18,492.33	Current BB Amount:	\$276.00

Agreement Details		Installment Details	
Start Date:	05/01/19	Installment Amount:	\$56.00
Agreement Amount:	\$3,362.23	Number Of Installments:	59
		Remaining Installments:	59
		Final Installment Amount:	\$58.23

Initial Payment Details		Customer Offer	
Due Date:	05/20/19	Downpayment Amount:	\$0.00
Payment Amount:	\$56.00	Downpayment Due Date:	//
		Installment Amount:	\$0.00
		Installment Due Date:	//

Restore Amount:

Task List	
Customer Contact...	

OK Cancel

Outstanding Money...

Special Situation Details	
Special Circumstance:	<input type="text"/>
Supervisor Discretion:	<input type="text"/>

**PPL ELECTRIC
EXHIBIT 4**

[Home](#)[Case Search](#)

Mediation Case View

General			
BCS Case No.	3835238	Case Notes	Count : 1 Detail...
CSS Account No.	8393011015	Received Date	05/02/2022
CSS Name	CHRISTINE DESHLER	Due Date	05/31/2022
PUC Name	CHRISTINE DESHLER	Investigator Name	CASE POOL, BCS
Service Address 1	1934 HAROLD AVE, 1FL	Mailing Address 1	
Service Address 2		Mailing Address 2	
Service City, State Zip	ALLENTOWN, PA 18104-	Mailing City, State Zip	, -
PUC Address	1934 HAROLD AVE,1ST FL,ALLENTOWN,PA,18104-		
Service Class	RESIDENTIAL	Case Origin	TELEPHONE
Phone Number	(610) 776-6703	Prior Case Number	3822715
Income Level	2	On Track	No
Reason For Contact	ON - PAR NEEDED (# 61)		
Customer Position			
Company Position	04/25/2022 PAY \$1119.00 PER MONTH TO AVOID TERMINATION.		
Related Information	61 & PAYMENT ARRANGEMENT REQUEST. - RELIEF SOUGHT - PUC PAR.,		
Misc Info	NO TEXTS AND EMAIL		
Heating	No	Service	On
Acct Bal Due Date	05/10/2022	Total Account Balance	13129.56
Budget Bill Amount	272.00	Termination Date	
Arrearage	12748.81	Reported Income Amount	0.00
Date of Last Customer Contact prior to Complaint			

[Type Assignment](#)

Case Type

	Mediation
Mediation Type	Abbreviated

[Ownership](#)

Contact Person	E153502 - Morell, Sherri M
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[Income Fields](#)

Total Gross Income	2357.00	Employment Income	0.00
DPW	0.00	Social Security	2357.00
Unemployment Comp	0.00	Disability	0.00
Pension		Other	0.00
Date Info Obtained	03/31/2022		

[Other Information](#)

Adults	1	Children	0
Amount Needed to Update Most Recent Payment Arrangement	2183.75	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
Settlement	3/31/2022	\$12,748.81	2	\$1,119.00 by 4/12/2022, then monthly bills + \$684.00

				beg next bill due date. Adults 1, Children 0.
Catch Up	1/21/2022	\$10,953.96	4	\$1,698.00 by 2/1/2022, then monthly bills + \$168.00 beg next bill due date. Adults 1, Children 0.
Catch Up	11/16/2021	\$10,101.19	2	\$510.00 by 11/21/2021, then monthly bills + \$168.00 beg next bill due date. Adults 1, Children 0.
Catch Up	10/22/2021	\$10,007.84	1	\$249.00 by 11/1/2021, then monthly bills + \$168.00 beg next bill due date. Adults 2, Children 0.
Catch Up	8/25/2021	\$10,391.22	2	\$297.00 by 8/31/2021, then monthly bills + \$100.00 beg next bill due date. Adults 1, Children 0.
Catch Up	4/29/2021	\$10,129.38	2	\$1,187.00 by 5/4/2021, then monthly bills + \$812.00 beg next bill due date. Adults 1, Children 0.
Settlement	3/30/2021	\$10,129.38	2	\$1,187.00 by 4/13/2021, then monthly bills + \$812.00 beg next bill due date. Adults 1, Children 0.
Catch Up	10/2/2019	\$3,964.07	3	\$2,868.00 by 10/6/2019, then monthly bills + \$547.00 beg next bill due date. Adults 2, Children 0.
Settlement	6/18/2019	\$3,531.33	3	\$795.00 by 6/25/2019, then monthly bills + \$547.00 beg next bill due date. Adults 2, Children 0.

[Payment Information](#)

Date	Amount	Payment Method/Status
11/3/2021	249.00	Returned
11/1/2021	249.00	
9/30/2021	247.00	
8/31/2021	297.00	
7/12/2021	386.82	

[Analysis Information](#)

Justified	Not Analyzed
No Analysis Items Found	

Return To Search	Case History	Attachments	Print
Decision		Change State	Dismiss

Home

Decision Detail

Case Search

General			
BCS Case No.	3835238	CSS Account No.	8393011015
Customer Name	CHRISTINE DESHLER	Investigator Name	CASE POOL, BCS
Address 1	1934 HAROLD AVE, 1FL	Service Class	RESIDENTIAL
Address 2		Case Origin	TELEPHONE
City, State Zip	ALLENTOWN , PA 18104	Head Date	06/29/2022
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	17757.32	Closed Date	06/28/2022
Reconnect Amount	0.00	Balance Date	06/24/2022
Special Budget Amount	769.00	Regular Budget Amount	275.00
Arrears Payment Plus	494.00	Final Monthly Payment	0.00
Resolution	DECISION ISSUED - LEVEL 2, BUDGET 275.00 + 494.00 = 769.00 BEGINNING AUG 2022 DUE DATE. IN ADDITION, THE COMPANY IS REQUESTING A SECURITY DEPOSIT IN THE AMOUNT OF 637.00 THIS SECURITY DEPOSIT MUST BE PAID TO MAINTAIN SERVICE. THE SECURITY DEPOSIT CAN BE PAID IN THREE INSTALLMENTS WITH THE 1ST INSTALLMENT OF \$318.50 DUE THE NEXT BILL DUE DATE, THE 2ND INSTALLMENT OF \$159.25 DUE IN 30 DAYS, AND THE 3RD INSTALLMENT OF \$159.25 DUE IN 60 DAYS.		
Terms	AUGUST 2022 DUE DATE		
Letter Description			

Action Required Options

Action Required Yes 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	<div style="border: 1px solid gray; height: 80px;"></div>		
Processed By	SYSTEM	Processed Date	6/28/2022 12:00:10 PM

[Return to Case](#)

**PPL ELECTRIC
EXHIBIT 5**

[Home](#)[Case Search](#)

Mediation Case View

General			
BCS Case No.	3822715	Case Notes	Count : 0 Detail...
CSS Account No.	8393011015	Received Date	03/09/2022
CSS Name	CHRISTINE DESHLER	Due Date	04/07/2022
PUC Name	CHRISTINE DESHLER	Investigator Name	CASE POOL, BCS
Service Address 1	1934 HAROLD AVE, 1FL	Mailing Address 1	
Service Address 2		Mailing Address 2	
Service City, State Zip	ALLENTOWN, PA 18104-	Mailing City, State Zip	, -
PUC Address	1934 HAROLD AVE,1ST FL,ALLENTOWN,PA,18104-		
Service Class	RESIDENTIAL	Case Origin	TELEPHONE
Phone Number	(610) 776-6703	Prior Case Number	0
Income Level	4	On Track	No
Reason For Contact	ON - PAR NEEDED (# 61)		
Customer Position			
Company Position	03/08/2022 PPL ELECTRIC WANTS HER TO PAY 11609 TO KEEP SERVICES ON.		
Related Information	61 & PAYMENT ARRANGEMENT REQUEST ON THE ACCOUNT TO STOP THE TERM NOTICE.		
Misc Info	NO TEXTS AND EMAIL		
Heating	No	Service	On
Acct Bal Due Date	03/10/2022	Total Account Balance	12313.54
Budget Bill Amount	258.00	Termination Date	03/10/2022
Arrearage	0.00	Reported Income Amount	0.00
Date of Last Customer Contact prior to Complaint	01/21/2022		
Type Assignment			

Case Type	Mediation
Mediation Type	Long

[Ownership](#)

Contact Person	E154150 - Merkel,Wendy M
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[Income Fields](#)

Total Gross Income	3280.00	Employment Income	
DPW		Social Security	1980.00
Unemployment Comp		Disability	
Pension		Other	1300.00
Date Info Obtained	01/21/2022		

[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?	The Company has no record of the customer discussing the concern of setting up a payment agreement. Please dismiss this element of the complaint, based on the regulations found at 56.166(1).
Dispute Information	Customer was never enrolled in the On track program. No CAP arrears. Customer is over the income level for the program.
Company Final Position	<p>The Company has no record of the customer discussing the concern of setting up a payment agreement. Please dismiss this element of the complaint, based on the regulations found at 56.166(1).</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</p>

	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.
CAP Amount (OnTrack)	0.00

[Prior Agreement Information](#)

Type	Date	Balance	Income Level	Terms
Catch Up	1/21/2022	\$10,953.96	4	\$1,698.00 by 2/1/2022, then monthly bills + \$168.00 beg next bill due date. Adults 1, Children 0.
Catch Up	11/16/2021	\$10,101.19	2	\$510.00 by 11/21/2021, then monthly bills + \$168.00 beg next bill due date. Adults 1, Children 0.
Catch Up	10/22/2021	\$10,007.84	1	\$249.00 by 11/1/2021, then monthly bills + \$168.00 beg next bill due date. Adults 2, Children 0.
Settlement	9/17/2021	\$10,173.66	1	\$247.00 due 9/30/2021 then monthly bills + \$168.24 beg next bill due date. 1 Adult 0 Children.
Catch Up	8/25/2021	\$10,391.22	2	\$297.00 by 8/31/2021, then monthly bills + \$100.00 beg next bill due date. Adults 1, Children 0.
Catch Up	4/29/2021	\$10,129.38	2	\$1,187.00 by 5/4/2021, then monthly bills + \$812.00 beg next bill due date. Adults 1, Children 0.
Settlement	4/28/2021	\$10,394.00	2	\$0.00 due 05/13/2021, actual date is 04/29/2022 then montly bills + \$100.00 beg next bill due date. 1 Adult 0 Children.
Settlement	3/30/2021	\$10,129.38	2	\$1,187.00 by 4/13/2021, then monthly bills + \$812.00 beg next bill due date. Adults 1, Children 0.
Catch Up	10/2/2019	\$3,964.07	3	\$2,868.00 by 10/6/2019, then monthly bills + \$547.00 beg next bill due date. Adults 2, Children 0.
Settlement	6/18/2019	\$3,531.33	3	\$795.00 by 6/25/2019, then monthly bills + \$547.00 beg next bill due date. Adults 2, Children 0.

[Payment Information](#)

Date	Amount	Payment Method/Status
11/3/2021	249.00	Returned
11/1/2021	249.00	
9/30/2021	247.00	
8/31/2021	297.00	
7/12/2021	386.82	

[Analysis Information](#)

Justified	Not Analyzed
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No Analysis Items Found

Return To Search	Case History	Attachments	Print
Decision	Change State	Dismiss	

Home

Decision Detail

Case Search

General			
BCS Case No.	3822715	CSS Account No.	8393011015
Customer Name	CHRISTINE DESHLER	Investigator Name	CASE POOL, BCS
Address 1	1934 HAROLD AVE, 1FL	Service Class	RESIDENTIAL
Address 2		Case Origin	TELEPHONE
City, State Zip	ALLENTOWN , PA 18104	Head Date	03/23/2022
Service Restore Amount	0.00	Current Monthly Payment	0.00
Service Continue Amount	0.00	Service Continue Date	
Decision Issue	No	Ending Monthly Payment	0.00
Chapter		Oral/Written	Written
Section Rule		Violation	NO
Total Balance	12313.54	Closed Date	03/22/2022
Reconnect Amount	0.00	Balance Date	03/11/2022
Special Budget Amount	0.00	Regular Budget Amount	258.00
Arrears Payment Plus	0.00	Final Monthly Payment	0.00
Resolution	DISMISSAL LETTER: CASE CLOSED PER 56.166.1. CUSTOMER HAS NOT CONTACTED THE COMPANY TO DISCUSS THE COMPLAINT. DUE TO A MAILING RESTRICTION, THIS LETTER WILL BE DATED AND MAILED ON 3/23/2022.		
Terms			
Letter Description	SHORT BLANK LETTER		

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=""/>

	<input type="text"/>	Due Date	<input type="text"/>
Bill Type	<input type="text" value="v"/>		
Plus Amount	<input type="text"/>		
Beginning Date	<input type="text"/>		
Write-Off Amount	<input type="text"/>		
Comments	<input type="text"/>		
Processed By	SYSTEM	Processed Date	3/22/2022 6:00:05 PM

[Return to Case](#)

**PPL ELECTRIC
EXHIBIT 6**

**UNITED STATES BANKRUPTCY COURT
FOR THE EASTERN DISTRICT OF PENNSYLVANIA**

Christine T. Deshler : BKY: NO 18-17044 PM
: :
: :
Debtor : Chapter 13
:

ORDER

AND NOW, this 9th day of February, 2022 upon
consideration of Debtor's Motion to Dismiss Chapter 13 Case pursuant to 11 U.S.C. §
1307(b), the above-captioned case is hereby DISMISSED WITHOUT PREJUDICE.

BY THE COURT:



PATRICIA M. MAYER
United States Bankruptcy Judge

**PPL ELECTRIC
EXHIBIT 7**

PPL Electric Utilities
2 North 9th Street CPC-GENN1 Allentown, PA 18101-1175
Tel. 800.358.6623 Fax 484.634.3713
ppl electric.com



PPL Electric Utilities

RESIDENTIAL TERMINATION
0009 RESTERM
[Redacted]

July 30, 2017

SERVICE TERMINATION NOTICE (Aviso DE Terminación DE Servicio)

For [Redacted]

Account Number: [Redacted]

Service will be shut off for nonpayment of bills on or after
8:00 AM on [Redacted]

Dear Customer & Occupants of [Redacted]

We don't want you to lose service. If you are able, pay the past due amount of \$ [Redacted] or the amount due on your agreement immediately. If you can't pay your bill in full, we offer payment arrangements and programs that may help lower your bill and prevent service interruption.

Please contact us immediately to prevent service interruption. You can reach a friendly PPL customer service representative at [800-358-6623](tel:800-358-6623), or you can visit ppl electric.com for payment agreement information, applications to customer assistance programs, and other easy self-service options. *Servicio disponible en espanol.*

You can also write to us at 827 Hausman Rd, Allentown PA 18104, but mail delivery time can be unpredictable. Call us or use our online services to prevent delay.

If your service is shut off, you'll need to contact us to arrange reconnection. You might be required to pay the following before service can be turned back on:

(Note: Reconnection can take up to 7 days)

- ◆ Past Due Bill \$ [Redacted]
- ◆ Security Deposit \$ [Redacted]
- ◆ Reconnection Fee \$ [Redacted]
- ◆ Any other bills that have gone past due since this notice was mailed

Responsible Party: All adults listed on the mortgage, deed, or lease are considered "customers" and are responsible for the electric bill. If service is shut off, any adult living in the home may be required to pay all or a portion of the bill that accrued while they were there if they would like the service turned back on.

Special Protections:

If any of these protections apply to you, please call us IMMEDIATELY at 800-358-6623 to prevent shut off.

Medical Notice: Let us know if someone living in your home is seriously ill or has a medical condition that would be worsened by the termination of service. We will not shut off your service if you have a licensed physician, nurse practitioner, or physician's assistant certify in writing within 3 days that such illness exists and that it might be aggravated if service is stopped. You would still need to pay your current bills for service each month.

Domestic Abuse: If you are a victim of abuse and have a valid PFA (Protection from Abuse) order from a court, special medical emergency procedures and other protections might apply.

Tenants: If your landlord pays your electric bill, you have certain legal protections.

Disability: If you have trouble understanding or speaking English or have a disability, please call us for free interpretation.

Winter Hardship: If your service is shut off between Dec. 1 and Mar. 31, we will turn it back on within 24 hours after you arrange to pay your bill. If street digging is required, it might take up to 7 days.

If your household income is at or below 250% of the federal poverty guidelines, we need to ask the Pennsylvania Public Utility Commission before shutting off your service.

Monthly income at 250% of Federal Poverty Level: 2022

Household Size	1	2	3	4
Monthly Income	\$2,831	\$3,815	\$4,798	\$5,781

Add \$983 for each additional household member.

Your Rights and Options: If you have questions or need more information, contact us as soon as possible at 800-358-6623. After you talk to us, if you are not satisfied, you may file a complaint with the Public Utility Commission. The Public Utility Commission may delay shut off if you file the complaint before the shut off date. To contact them, call 800-692-7380 or write to Pennsylvania Public Utility Commission, P.O. Box 3265, Harrisburg, Pennsylvania 17105-3265.

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We know finances can be tight sometimes. Our team cares deeply about the health and welfare of our customers and our community. We want to help you save on your electric service, and we're committed to working hard every day to keep our electric grid resilient and safe. If you have any questions or need assistance, please contact us.

We look forward to working with you.

Your PPL Customer Service Team,

PPL Electric Utilities
827 Hausman Rd.
Allentown, PA 18104
800-358-6623
pplelectric.com

THIS NOTICE IS VALID FOR 60 DAYS.

**PPL ELECTRIC
EXHIBIT 8**

PPL Electric Utilities
2 North 9th Street CPC-GENN1 Allentown, PA 18101-1175
Tel. 800.358.6623 Fax 484.634.3713
pplelectric.com



PPL Electric Utilities

WINTER COLLECTION
0041 WINTCOL
[REDACTED]

November 06, 2017

Bill Account No: [REDACTED]

Amt Past Due: [REDACTED]

For: [REDACTED]

Dear Customer -

We're contacting you regarding your overdue account balance.

Although Pennsylvania Public Utility Commission (PUC) places a hold on service terminations for certain customers during winter months, we want to help you manage your account throughout the year so we can prevent collection activity.

We have several programs that can help you reduce and pay down your balance.

It's easy to make payment arrangements and apply for assistance online at **pplelectric.com**.

Here's what you need to do:

1. Using your computer or smart phone, go to **pplelectric.com**.
2. Click on "View my account."
3. Log in to your account - or register for an account in three simple steps.
4. Click on your account summary, choose "Get Help Paying" and answer a few questions to see what assistance programs are available to you.

You can also call us at 1-800-342-5775.

Thank you.

PPL Electric Utilities

PPL ELECTRIC EXHIBIT NO. 9

PPL ELECTRIC EXHIBIT NO. 10

Account Contact History
Account: 8393011006 Customer Name: CHRISTINE DESHLER
From 3/14/2019 to 3/14/2023

Contact Date	Contact Type	Remarks	User
2023-02-02	Data Repair	DR_REQ10782282 - CD-NXT-COLL-ACTION UPDATE	CSSDR044
2022-05-11	Miscellaneous	WATT Billing - Bankruptcy Dismissal Work Item 2833056 Completed	LORI DOMOZYCH
2022-05-11	Continuous Transfer	THIS ACCOUNT IS CURRENTLY IN A CONTINUOUS TRANSFER RELATIONSHIP. SEE THE MAINTAIN TRANSFER HISTORY WINDOW FOR DETAILS.	LORI DOMOZYCH
2022-05-11	Account Transfer On	Watt 2833056 Ch 13 Bankruptcy Dismissal rec d 02 09 22. Docket No. 18-17044-pm. Re-instated written off baln of 3 429.42. Transferred bal from finaied acct 83930-11006 to active acct 83930-11015. Ltr of expo sent 5 11 22.	LORI DOMOZYCH
2022-05-11	Write Off / Reinstate Businesses on Account	Watt 2833056 Ch 13 Bankruptcy Dismissal rec d 02 09 22. Docket No. 18-17044-pm. Re-instated written off baln of 3 429.42. Transferred bal from finaied acct 83930-11006 to active acct 83930-11015. Ltr of expo sent 5 11 22.	LORI DOMOZYCH
2022-05-11	Maintain Bill Account	Caller Back Office Ratepayer updated mailing address from PPL UTILITIES- REV COLL SUPV 827 HAUSMAN RD ALLENTOWN PA 18104 to 1934 HAROLD AVE 1FL ALLENTOWN PA 18104.	LORI DOMOZYCH
2022-05-11	Bankruptcy	Watt 2833056 Ch 13 Bankruptcy Dismissal rec d 02 09 22. Docket No. 18-17044-pm. Re-instated written off baln of 3 429.42. Transferred bal from finaied acct 83930-11006 to active acct 83930-11015. Ltr of expo sent 5 11 22.	LORI DOMOZYCH
2019-10-02	WUR Assessment	CHRISTINE DESHLER Ratepayer. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	ROMONA SMALLWOOD
2019-10-02	Bankruptcy	Caller CHRISTINE DESHLER Ratepayer. CCI TO VERIFY IF THIS ACCOUNT WAS ADDED TO BANKRUPTCY ADV MS THIS ACCT WAS ADDED TO CHAPTER 13 FILED 10 24 18 FOR 3429.42	ROMONA SMALLWOOD