

August 10th Bill Due Notification

C-4 93 94

Service Termination Notice

C-5 93 94

Letter from Commission

Respondent Exhibit:

PPL-1 101 --

Statement of Account

PPL-11 118 --

Customer Payment Agreement

PPL-12 108 --

Termination Notice

PPL-14 101 --

Updated Statement of Account

PPL-15 104 --

Customer Contacts

PPL-17 152 170

Customer Contacts

PPL-18 152 170

Customer Contacts

PPL-19 157 170

Picture of Meter Text

PPL-20 157 170

Picture of Baseboard Text

PPL-21 157 170

Picture of Baseboard Text

PPL-22 157 170

Picture of Baseboard Text

PPL-23 157 170

Text of Reimbursement Request

9/26/23

To All Parties: PPL, Megan Rulli, and
PUC

This letter is to inform all that I
Russell Unangt will no longer accept any
phone calls will no longer be take part
in any calls that are/may be recorded
by anyone. PPL has been told about
this many times yet they still call me.
Since Pa is a two party state I will
hang up or they must call on an unrecorded
line or furnish a contact number that is
not recorded line as per Pa laws.

Thank you

Russell R. Unangt

cc PPL Megan Rulli, & PUC



PPL Electric Utilities

We deliver.

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

#2

Meter 301142814

Account 70551-21015

Service to:
RUSSELL UNANGST
8743 LITTLE JOHN RD
KUNKLETOWN, PA 18058

Due Date	Amount Due
5/11/23	\$1,598.20

Billing Details on Back

Supply	\$186.74	Usage from Mar 21 - Apr 20	\$73.31	Delivery
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PPL Electric Utilities
1-800-342-5775

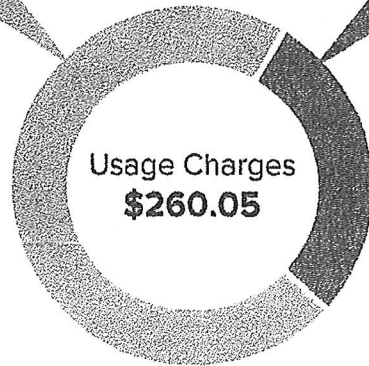
Effective Date
8/17/19

PPL Electric Utilities

PPL Electric Utilities Price to Compare

\$0.14612

Use this price when comparing supplier offers.



WANT TO SAVE?

To save, turn off exhaust fans within 20 minutes of finishing cooking or bathing.

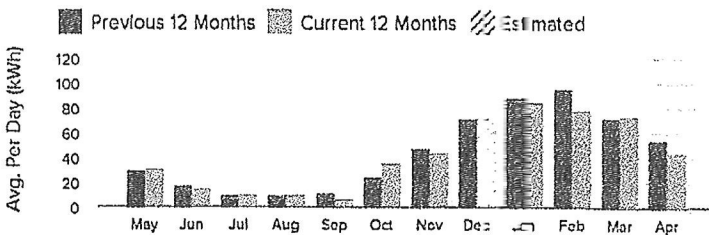
SHOP FOR ELECTRICITY

Visit PAPowerSwitch.com or www.oca.state.pa.us
If you're shopping, know your contract expiration date.
Account Number: 70551-21015
The price to compare is updated June 1st and December 1st.
Rate: RS. View schedule at pplelectric.com/rates

039426 1/2

Usage Summary

April



Electricity Usage (kWh)	Avg. Temperature	Avg. Daily Cost
1617	45°	\$7.52
1278	51°	\$8.67
2022	2022	2022
2023	2023	2023

For usage and billing details, visit us online at pplelectric.com

Questions/concerns? Contact us by 5/11/23

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
70551-21015	5/11/23	\$1,598.20

AV 01 039426 56614H123 A**5DGT

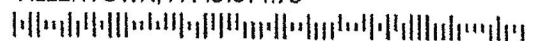


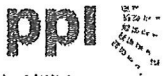
RUSSELL UNANGST
PO BOX 826
KRESGEVILLE, PA 18333-0826

Amount Enclosed:

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Please make check payable to: PPL ELECTRIC UTILITIES
2 NORTH 9TH STREET CPC-GENN1
ALLENTOWN, PA 18101-1175





PPL Electric Utilities

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

H 2

Due Date	Amount Due
5/8/23	\$865.49

Service to:
RUSSELL UNANGST
8743 LITTLE JOHN RD
KUNKLETOWN, PA 18058

Billing Details on Back

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

Corrected Bill



PPL Electric Utilities
1-800-342-5775

Effective Date
8/17/19

PPL Electric Utilities

PPL Electric Utilities Price to Compare

\$0.14612 Use this price when comparing supplier offers.

WANT TO SAVE?

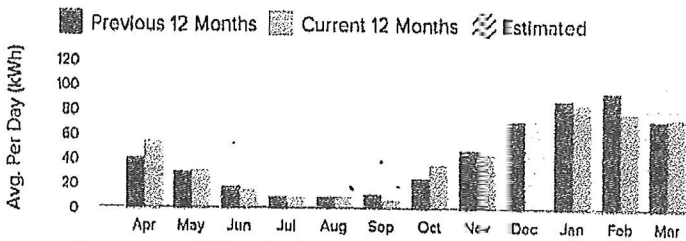
To save, turn off exhaust fans within 20 minutes of finishing cooking or bathing.

SHOP FOR ELECTRICITY

Visit PAPowerSwitch.com or www.oca.state.pa.us
If you're shopping, know your contract expiration date.
Account Number: 70551-21015
The price to compare is updated June 1st and December 1st.
Rate: RS. View schedule at pplelectric.com/rates

043019 1/2

Usage Summary



For usage and billing details, visit us online at pplelectric.com

March

Electricity Usage (kWh)	Avg. Temperature	Avg. Daily Cost
+15%	-3°	+45%
2016: 2016, 2023: 2320	2022: 41°, 2023: 38°	2022: \$9.92, 2023: \$14.36

Questions/concerns? Contact us by 5/8/23

1-800-342-5775

Visit pplelectric.com for hours of operation.



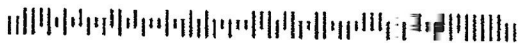
Correspondence to:
PPL Customer Service
827 Hausman Road
Allentown, PA 18104-9392

Account Number	Due Date	Amount Due
70551-21015	5/8/23	\$865.49

Amount Enclosed:

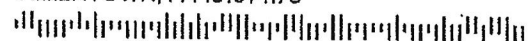
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AV 01 043019 48584H131 A**5DGT



RUSSELL UNANGST
PO BOX 826
KRESGEVILLE, PA 18333-0826

Please make check payable to: PPL ELECTRIC UTILITIES
2 NORTH 9TH STREET CPC-GENN1
ALLENTOWN, PA 18101-1175



1 000013381580001338158 7055121015



PPL Electric Utilities

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

#3

Service to:
RUSSELL UNANGST
8743 LITTLE JOHN RD
KUNKLETOWN, PA 18058

Due Date	Amount Due
8/10/23	\$206.59

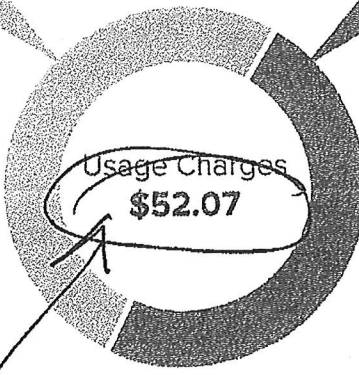
Your bill includes a catch-up amount because we did not receive a payment.

Supply	\$26.53	Usage from Jun 20 - Jul 20	\$25.39	Delivery
PPL Electric Utilities 1-800-342-5775	Effective Date 8/17/19			PPL Electric Utilities

PPL Electric Utilities Price to Compare

\$0.12126 Use this price when comparing supplier offers.

Account Number: 70551-21015
The price to compare is updated June 1st and December 1st.
Rate: RS. View schedule at ppelectric.com/rates



OnTrack Plan Summary

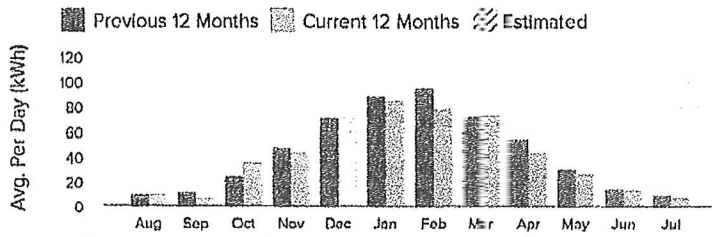
OnTrack Monthly Payment	\$182.00
Catch Up Amount	\$24.59
OnTrack Amount Due	\$206.59

Includes \$7.00 to offset cost of the program.

\$5 of your OnTrack payment is applied to your program balance.

pd 8/14/23 check # 0381

Usage Summary



July

Electricity Usage (kWh)	Avg. Temperature	Avg. Daily Cost
-14%	-1°	-9%
256 (2022), 220 (2023)	74° (2022), 73° (2023)	\$1.91 (2022), \$1.74 (2023)

For usage and billing details, visit us online at ppelectric.com

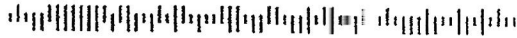
035686 1/2

035686 1/2

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



AB 01 003925 81598 H B A



RUSSELL UNANGST
PO BOX 826
KRESGEVILLE PA 18333-0826

HY

November 22, 2022

SERVICE TERMINATION NOTICE

(Aviso DE Terminación DE Servicio)

For 8743 LITTLE JOHN RD, KUNKLETOWN PA 18058

Account Number: 70551-21015

Service will be shut off for nonpayment of bills on or after
8:00 AM on December 7, 2022.

003925 1/2

Dear Customer & Occupants of 8743 LITTLE JOHN RD, KUNKLETOWN PA 18058

We don't want you to lose service. If you are able, pay the past due amount of \$563.64 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, 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 español.*

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 \$563.64
- ◆ Security Deposit \$400.00
- ◆ Reconnection Fee \$14.00
- ◆ 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.



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
BUREAU OF CONSUMER SERVICES
400 NORTH STREET, HARRISBURG, PA 17120

Date: 9/30/2022

IN REPLY PLEASE
REFER TO OUR FILE

Case #: 3858916

#5

Russell Unangst
P.O Box 826
Kresseville PA 18333

Dear Russell Unangst:

On 8/19/2022 you filed an informal complaint with the Public Utility Commission (PUC) Bureau of Consumer Services against PPL Utilities (the Company). In the complaint, you disputed the quality of service at 8743 Little John Dr in Kunkletown, PA. You disputed having to pay bills when you experience multiple power outages. We contacted the Company in an effort to resolve your complaint.

The Company provided a two-year outage history for service at 8743 Little John Dr :

On 1/8/2020: a momentary interruption.

On 1/15/2020: a momentary interruption.

On 8/4/2020: 3 momentary interruptions.

On 8/18/2020: 2 momentary interruptions.

On 9/2/2020: a momentary interruption.

On 10/21/2020: a momentary interruption.

On 11/2/2020: 3 momentary interruptions.

On 11/15/2020: a momentary interruption.

On 12/23/2020: a momentary interruption.

On 12/25/2020: a sustained power outage for 125 minutes, due to a vehicle accident.

On 3/26/2021: 2 momentary interruptions.

On 3/28/2021: a sustained power outage for 513 minutes, due to trees from outside of the Company's right-of-way.

On 6/14/2021: a sustained power outage for 73 minutes, due to a scheduled service interruption for system line repairs.

On 10/27/2021: a momentary interruption.

On 2/2/2022: a momentary interruption.

On 2/3/2022: a momentary interruption.

On 2/25/2022: a momentary interruption.

On 3/6/2022: a momentary interruption.

On 3/07/2022: 4 momentary interruptions.

On 6/18/2022: a sustained power outage for 358 minutes, due to trees from outside of the Company's right-of-way

PPL ELECTRIC
EXHIBIT 17

Contact Rep - Call Attempt 1 3/20/2023

Processed: 3/20/2023 User: KEVIN G
GEORGE

Description: 


I spoke with Mr Unangst and explained why I was calling: TO verify with a google meet or FaceTime the primary heat in the home. He stated he has an Android phone, I tried to call him through Google Meet he does not have it. I called him back, did not answer so I left a voice mail to call me.

Contact Rep - Call Attempt 2 3/20/2023


Processed: 3/20/2023 User: KEVIN G
GEORGE

Description: 


Mr Unangst called back and he asked if I can call back later in the week when his wife is home. I agreed and explained I will call Thursday 3-23-23 appx mid morning, he agreed.

 Miscellaneous 3/23/2023


Processed: 3/23/2023 User: KEVIN G
GEORGE

Description: 

I called the customer at 11:11am got answering machine, called back HE answered I said my name & PPL he said leave a message an hung up

 Miscellaneous 3/23/2023

Processed: 3/23/2023 User: KEVIN G
GEORGE


Description: 

I spoke with Mr Unangst who was very nasty cursing etc, He is not going to add an app for a google meet to verify the primary heat, he screamed come to the house and hung up.

PPL ELECTRIC
EXHIBIT 18

🗨 Miscellaneous 3/24/2023


Processed: 3/24/2023 User: KEVIN G
GEORGE

Description: 

I sent a text message: "Good Afternoon Mr Unangst per your request to verify the primary heat in the home, please text me pictures of each rooms heat and a picture of the meter on the home for verification.Thank You Kevin @ PPL Electric Utilities 570-807-7610 "

🗨 Other Rate Check Completed 3/24/2023

Processed: 3/24/2023 User: KEVIN G
GEORGE

Description: 

The customer text me pictures of the heat and the meter on the home. BB ELCTRIC HEAT IS PRIMARY. I emailed Michele S & Dennis W asked Michele to have rev class chgd to res electric heated home.

  Miscellaneous

3/24/2023

Processed: 3/24/2023 User: KEVIN G
GEORGE

Expiration: 5/30/2023

Description: 

sent edited denial letter for his requested payment for his time to verify OnTrack eligibility Letter crafted by D/W

PPL ELECTRIC
EXHIBIT 19





PPL ELECTRIC
EXHIBIT 21



PPL ELECTRIC
EXHIBIT 22



PPL ELECTRIC
EXHIBIT 23

As per prior notifications to your company you are now charged \$60 for these photos and a total of \$180 for the phone calls in the past week please remit immediately if not sooner this matter will not be closed and I will file legal Court action to collect the bill I'm tired of you people harassing and carrying on about things and want everything your way thank you