
Deanna Eckert
v.
PPL Electric Utilities
Corporation

Docket No.:
F-2023-3041643

Initial Call-In
Telephonic Hearing

Pages 1 - 59

Judge's Chambers
State Office Building
801 Market Street
Philadelphia, PA

Thursday, November 9, 2023
Commencing at 10:41 a.m.

INDEX TO EXHIBITS

Docket No. F-2023-3041643

Hearing Date: November 9, 2023

<u>NUMBER</u>	<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
PPL Electric's Exhibit 1	34	56
Account Activity Statement		
PPL Electric's Exhibit 2	48	56
Customer Account Contacts		
PPL Electric's Exhibit 4	26	56

PUC Informal Case and

Decision

PPL Electric's Exhibit 6 43 56

Meter Reading History

PPL Electric's Exhibit 7 38 56

Meter Readings 11/17/22 to

12/21/22

PPL Electric's Exhibit 8 40 56

Meter Readings 12/21/22 to

PPL ELECTRIC EXHIBIT NO. 1

*** Account Information ***

*** Current Account Status ***

Account Number: 66550-19002
 Mail To: DEANNA M ECKERT
 PO BOX 129
 HILLTOWN PA 18927
 Requested By: DEANNA M ECKERT
 (215)257-8555 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
11/13/2019	Payment		\$-214.17								
11/21/2019	ELECTRIC SERVICE		\$117.96								
11/21/2019	CleanSky Energy		\$158.28								
11/21/2019	Regular Bill	12/12	\$276.24				0555/0003	52592A	29	2401	
12/16/2019	Payment		\$-276.24								
12/23/2019	ELECTRIC SERVICE		\$156.35								
12/23/2019	CleanSky Energy		\$248.29								
12/23/2019	Regular Bill	01/15	\$404.64				0819/0000	55907A	30	3315	
01/16/2020	Payment		\$-404.64								
01/23/2020	ELECTRIC SERVICE		\$167.20								
01/23/2020	CleanSky Energy		\$277.50								
01/23/2020	Regular Bill	02/13	\$444.70				0978/0000	59612A	33	3705	
02/19/2020	Late Payment Charge		\$2.09								
02/19/2020	Late Payment Charge		\$3.47								
02/21/2020	ELECTRIC SERVICE		\$155.57								
02/21/2020	CleanSky Energy		\$252.94								
02/21/2020	Regular Bill	03/16	\$858.77	\$444.70			0865/0000	62989A	30	3377	
02/24/2020	Payment		\$-444.70								
03/16/2020	Payment		\$-414.07								
03/23/2020	ELECTRIC SERVICE		\$128.91								
03/23/2020	CleanSky Energy		\$204.40								
03/23/2020	Regular Bill	04/13	\$333.31				0645/0000	65718A	29	2729	
04/16/2020	Payment		\$-333.31								
04/22/2020	ELECTRIC SERVICE		\$120.29								
04/22/2020	CleanSky Energy		\$195.49								
04/22/2020	Regular Bill	05/13	\$315.78				0511/0000	68328A	32	2610	
05/21/2020	ELECTRIC SERVICE		\$103.67								
05/21/2020	CleanSky Energy		\$164.03								
05/21/2020	Regular Bill	06/11	\$583.48	\$315.78			0314/0011	70518A	29	2190	
06/17/2020	Payment		\$-583.48								
06/22/2020	ELECTRIC SERVICE		\$94.79								
06/22/2020	CleanSky Energy		\$150.17								
06/22/2020	Regular Bill	07/13	\$244.96				0046/0134	72523A	30	2005	

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
07/22/2020	ELECTRIC SERVICE		\$131.50								
07/22/2020	CleanSky Energy		\$223.13								
07/22/2020	Regular Bill	08/12	\$599.59	\$244.96			0000/0373	75502A	32	2979	
08/04/2020	Payment		\$-244.96								
08/20/2020	Payment		\$-354.63								
08/24/2020	ELECTRIC SERVICE		\$126.03								
08/24/2020	CleanSky Energy		\$212.64								
08/24/2020	Regular Bill	09/14	\$338.67				0000/0340	78341A	30	2839	
09/22/2020	ELECTRIC SERVICE		\$99.07								
09/22/2020	CleanSky Energy		\$160.44								
09/22/2020	Regular Bill	10/13	\$598.18	\$338.67			0070/0174	80483A	32	2142	
09/28/2020	Payment		\$-598.18								
10/22/2020	ELECTRIC SERVICE		\$68.03								
10/22/2020	CleanSky Energy		\$100.52								
10/22/2020	Regular Bill	11/12	\$168.55				0242/0017	81825A	30	1342	
11/20/2020	Payment		\$-168.55								
11/20/2020	ELECTRIC SERVICE		\$68.65								
11/20/2020	CleanSky Energy		\$94.99								
11/20/2020	Regular Bill	12/14	\$163.64				0476/0000	83184A	29	1359	
12/21/2020	Payment		\$-163.64								
12/22/2020	ELECTRIC SERVICE		\$108.20								
12/22/2020	CleanSky Energy		\$166.50								
12/22/2020	Regular Bill	01/12	\$274.70				0897/0000	85566A	32	2382	
01/19/2021	Payment		\$-274.70								
01/26/2021	ELECTRIC SERVICE		\$147.65								
01/26/2021	CleanSky Energy		\$224.17								
01/26/2021	Regular Bill	02/16	\$371.82				1017/0000	88773A	32	3207	
02/25/2021	ELECTRIC SERVICE		\$192.13								
02/25/2021	CleanSky Energy		\$300.71								
02/25/2021	Regular Bill	03/18	\$864.66	\$371.82			1234/0000	93075A	32	4302	
03/18/2021	Payment		\$-864.66								
03/25/2021	ELECTRIC SERVICE		\$119.38								
03/25/2021	CleanSky Energy		\$175.87								
03/25/2021	Regular Bill	04/15	\$295.25				0765/0000	95591A	29	2516	
04/26/2021	ELECTRIC SERVICE		\$92.55								
04/26/2021	CleanSky Energy		\$134.63								
04/26/2021	Regular Bill	05/17	\$522.43	\$295.25			0428/0000	97429A	30	1838	
05/07/2021	Payment		\$-295.25								
05/28/2021	ELECTRIC SERVICE		\$83.56								

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
05/28/2021	CleanSky Energy		\$118.22								
05/28/2021	Regular Bill	06/21	\$428.96	\$227.18			0215/0053	99042A	31	1613	
06/07/2021	Payment		\$-227.18								
06/24/2021	ELECTRIC SERVICE		\$88.15								
06/24/2021	CleanSky Energy		\$120.37								
06/24/2021	Regular Bill	07/15	\$410.30	\$201.78			0061/0143	00764A	30	1722	
07/26/2021	Payment		\$-410.30								
07/26/2021	ELECTRIC SERVICE		\$109.59								
07/26/2021	CleanSky Energy		\$157.28								
07/26/2021	Regular Bill	08/16	\$266.87				0005/0295	03014A	30	2250	
08/24/2021	ELECTRIC SERVICE		\$117.54								
08/24/2021	CleanSky Energy		\$170.91								
08/24/2021	Regular Bill	09/14	\$555.32	\$266.87			0002/0287	05459A	31	2445	
09/15/2021	Payment		\$-266.87								
09/21/2021	Miscellaneous		\$-1.47								
09/21/2021	Miscellaneous		\$-2.14								
09/21/2021	Late Payment Charge		\$1.47								
09/21/2021	Late Payment Charge		\$2.14								
09/23/2021	ELECTRIC SERVICE		\$127.17								
09/23/2021	CleanSky Energy		\$198.46								
09/23/2021	Regular Bill	10/14	\$614.08	\$288.45			0008/0191	08140A	30	2681	
10/19/2021	Payment		\$-614.08								
10/22/2021	ELECTRIC SERVICE		\$95.01								
10/22/2021	CleanSky Energy		\$141.91								
10/22/2021	Regular Bill	11/15	\$236.92				0116/0025	10057A	29	1917	
11/22/2021	ELECTRIC SERVICE		\$99.47								
11/22/2021	CleanSky Energy		\$243.39								
11/22/2021	Regular Bill	12/13	\$579.78	\$236.92			0518/0000	12092A	29	2035	
11/23/2021	Late Payment Charge		\$1.19								
11/23/2021	Late Payment Charge		\$1.77								
12/01/2021	Payment		\$-236.92								
12/20/2021	Payment		\$-342.86								
12/22/2021	ELECTRIC SERVICE		\$130.26								
12/22/2021	CleanSky Energy		\$351.57								
12/22/2021	Regular Bill	01/12	\$484.79				0876/0000	14881A	32	2789	
01/12/2022	Credit		\$-1.19								
01/12/2022	Credit		\$-1.77								
01/13/2022	Payment		\$-484.79								
01/25/2022	ELECTRIC SERVICE		\$491.60								
01/25/2022	ELECTRIC SERVICE		\$33.51								

Bill Account: 66550-19002

Account Activity Statement

Date: 11/01/23

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
------	------------------	----------	--------------------	-----------------	---------------	------------------	-------------	----------	-----------	-----	-----------

Date	Description	Due Date	Amount	Balance	Account	Code	Page	Sheet
12/17/2022	Regular Bill	12/08	\$648.67	\$286.83	0429/0005	47427E	28	2869
12/22/2022	ELECTRIC SERVICE		\$525.77					
12/22/2022	Regular Bill	01/17	\$1174.44	\$648.67	1017/0000	47427E	34	2814
12/27/2022	Payment		\$-643.57					
01/20/2023	ELECTRIC SERVICE		\$786.45					
01/20/2023	Regular Bill	02/13	\$1317.32	\$530.87	0898/0000	51450A	30	4023
01/24/2023	Late Payment Charge		\$6.63					
02/04/2023	Miscellaneous		\$-6.63					
02/17/2023	ELECTRIC SERVICE		\$859.00					
02/17/2023	Regular Bill	03/13	\$2176.32	\$1310.69	0817/0000	55857A	28	4407
03/21/2023	ELECTRIC SERVICE		\$909.73					
03/21/2023	Regular Bill	04/11	\$3086.05	\$2176.32	0881/0000	60529A	32	4672
04/20/2023	ELECTRIC SERVICE		\$486.47					
04/20/2023	Regular Bill	05/11	\$3572.52	\$3086.05	0426/0017	62990A	30	2461
05/19/2023	ELECTRIC SERVICE		\$276.09					
05/19/2023	Regular Bill	06/12	\$3848.61	\$3572.52	0284/0006	64352A	29	1362
06/16/2023	Payment		\$-1511.50					
06/20/2023	ELECTRIC SERVICE		\$287.68					
06/20/2023	Regular Bill	07/11	\$2624.79	\$2337.11	0056/0058	65899A	32	1547
07/20/2023	ELECTRIC SERVICE		\$350.91					
07/20/2023	Regular Bill	08/10	\$2975.70	\$2624.79	0000/0277	67911A	30	2012
07/26/2023	Miscellaneous		\$-5.60					
08/16/2023	Late Payment Charge		\$4.32					
08/18/2023	ELECTRIC SERVICE		\$369.59					
08/18/2023	Regular Bill	09/11	\$3344.01	\$2970.10	0000/0243	70007A	29	2096
09/19/2023	ELECTRIC SERVICE		\$337.37					
09/19/2023	Regular Bill	10/10	\$3681.38	\$3344.01	0017/0176	71897A	32	1890
10/17/2023	Late Payment Charge		\$13.15					
10/17/2023	Late Payment Charge		\$0.05					
10/18/2023	ELECTRIC SERVICE		\$284.55					
10/18/2023	Regular Bill	11/08	\$3979.13	\$3681.38	0226/0012	73477A	29	1580

PPL ELECTRIC EXHIBIT NO. 2

Account Contact History
Account: 6655019002 Customer Name: DEANNA M ECKERT
From 11/1/2019 to 11/1/2023

Contact Date	Contact Type	Remarks	User
2023-11-01	Credit	removed acct from collections term ltr sent on bal since PUC FORMAL was filed per email from the OGC they do not want collections worked on this acct while the PUC FORMAL is pending.	TAMI L ROLAND
2023-10-31	3-day call - Ratepayer	CUBCL024	CUBCL024
2023-10-23	Correspondence - Collections	CUT DATE 2023-11-06 AMOUNT 1 056.59	
2023-09-15	Credit	Caller DEANNA M ECKERT Ratepayer User Comments CUST WANTED TO PAY HIS BALANCE DUE 3344.01 WITH THE BAL DUE ON SEPT 11. TO KEEP THE POWER FROM BEING TURNED OFF. ASSISST THE OWNER. CUST HANG UP	BRYAN DAVID
2023-09-15	WUR Assessment	DEANNA M ECKERT Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	BRYAN DAVID
2023-09-02	Correspondence - General	Template Name All About Heat Pumps brochure Created By Talero Marisela Letter Edited No CS Letters ID 5411126	CSLET
2023-09-02	Correspondence - General	Template Name Energy Savings Created By Talero Marisela Letter Edited No CS Letters ID 5411124	CSLET
2023-09-02	Correspondence - General	Template Name Master Utility Report Created By MARISELA TALERO Letter Edited No CS Letters ID 5411122	CSLET
2023-09-02	Usage Analysis	Caller DEANNA M ECKERT Ratepayer Reviewed Bill History Yes Reviewed Daily Hourly Usage Yes Is Usage in line Yes Customer Satisfied No	MARISELA TALERO
2023-09-05	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2023-09-02	Bill Comparison	Caller Back Office Ratepayer User Comments sent wur to mk sure customer gets the rights.	MARISELA TALERO
2023-09-02	WUR Assessment	Back Office Ratepayer. Caller s Concern Billed Amounts. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No. Interested in SO Not on Phone.	MARISELA TALERO
2023-09-02	Bill Comparison	Caller Back Office Ratepayer. lower than previous years even though summer temps approx the same.	MARISELA TALERO
2023-09-02	Bill Comparison	Caller Back Office Ratepayer. customer sent ltr date 6 12 2023 instead of contacting us directly. has already filed a puc case. sending a wur customer wanted t meter test...sending wur so she gets her rights. reviewed usage high usage is due to heat and higher rates with PPL. usage went down significantly after 4 10 2023 and usage for summertime is	MARISELA TALERO
2023-07-26	Miscellaneous Accounts Receivable Adjustment	Customer received credit line adjustment on bill to correct previous billing error.	CSSDR044
2023-07-11	SC - PUC Formal Complaint	The customer filed Formal Complaint Docket No. F-2023-3041643- WATT ID 3880936	E02623
2023-07-07	Miscellaneous	WATT CCC Formal Complaint - Ability to Pay Bill Dispute Work Item 3880936 Created	DONNA BARRY
2023-06-09	SC - GRACE EXTENSION	Received notice that the customer appealed the decision for BCS 3888995. Necessary protections placed on the customer s account until 07 06 2023.	E02623
2023-05-31	OB Call - Outreach	Caller Back Office Ratepayer. esc cb 2nd attempt no answer left vm	TAYLOR ROSIE
2023-05-30	OB Call - Outreach	Caller Back Office Ratepayer. esc cb 1st attempt no answer left vm	TAYLOR ROSIE
2023-05-30	Correspondence - General	Template Name Master Utility Report Created By MATHEW CASEY Letter Edited No CS Letters ID 5195711	CSLET
2023-05-30	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2023-05-30	Energy Education	Caller DEANNA M ECKERT Ratepayer. New RTC 12.126 as of 6 1 Elec heat highest bills Winter Avg temp 12 124 8 F 274 kwh System issues caused billing delays Dec bill est 525.77 Adjustment added to Jan bill 12 22 bill 1 174.44 Customer paid 643.57 12 27 11 17 bill 648.67 Customer Und Fut Val Customer req super Issued FF	MATHEW CASEY
2023-05-30	Energy Education	Caller DEANNA M ECKERT Ratepayer User Comments IB Energy Education SW RP DEANNA M ECKERT Customer had asked to have meter tested Questioned usage on acct Customer asked for duplicate bills For Jan Feb Mar I adv can only re-send most recent bill 5 19 PPL RTC 14.612 since 12 1 22 New RTC 12.126 as of 6 1 Elec heat highest bills Winte	MATHEW CASEY
2023-05-30	WUR Assessment	DEANNA M ECKERT Ratepayer. Caller s Concern Billed Amounts. Position Stated Yes. Sat No. WUR Required Yes. Caller s Concern Suppliers - General Inquiries. Position Stated Yes. Sat No. WUR Required No. Provided PUC No. Interested in SO No.	MATHEW CASEY
2023-05-30	Issued Duplicate Bill	Caller DEANNA M ECKERT Ratepayer. Issued Duplicate Bill.	MATHEW CASEY
2023-05-30	Billing	Caller DEANNA M ECKERT Ratepayer User Comments Cci about over charge on bill they never checked the meter. cx was disconnected w ee dept on usage. transfer to EE dept.	NICOLE PESANTES
2023-05-30	WUR Assessment	DEANNA M ECKERT Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	NICOLE PESANTES
2023-05-30	Miscellaneous	Caller DEANNA M ECKERT Ratepayer User Comments cx called bec meter is not reading correctly. cx disconnected call. sat not assessed.	TYRESE WILSON

Contact Date	Contact Type	Remarks	User
2023-05-30	WUR Assessment	DEANNA M ECKERT Ratepayer. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat No. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	TYRESE WILSON
2023-05-30	Call Transfer	Caller DEANNA M ECKERT Ratepayer User Comments Spoke w RP who received determination from PUC. Provided current account balance she disputes total. Started to review bills from Jan Feb and she disputes usage asked for meter test. Adv cx she will need to speak with EE to dispute usage and info on meter test. Assessed understanding transfer to EE	LORI PETRINI
2023-05-30	Correspondence - General	Template Name Master Utility Report Created By LORI PETRINI Letter Edited No CS Letters ID 5195428	CSLET
2023-05-30	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2023-05-30	WUR Assessment	DEANNA M ECKERT Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No. Interested in SO Not on Phone.	LORI PETRINI
2023-05-16	SC - GRACE EXTENSION	Caller Back Office Ratepayer. SC Status from Open to Closed Cust Rights Given Y Cust Satisfied Y Comments BCS 3888995 DEC CLOSED 5 15 2023 SEE CRS	CUCL143
2023-03-30	Credit	Caller DEANNA M ECKERT Ratepayer. customer left the line	TIMIKA HESTER
2023-03-30	Call Transfer	Caller DEANNA M ECKERT Ratepayer. cx called to find out why her usage was so high i did transfer over to the energy education department so she could get more info.	ISAAC WEEKES
2023-03-30	WUR Assessment	DEANNA M ECKERT Ratepayer. Caller s Concern Call Transfer. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	ISAAC WEEKES
2023-03-30	WUR Assessment	DEANNA M ECKERT Ratepayer. Caller s Concern Call Transfer. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	ISAAC WEEKES
2023-03-27	OB Call - Outreach	Caller Back Office Ratepayer. ob call left message for cust to call ppl back prvd ppl phn	KAREN C RENARD
2023-02-10	SC - PUC Informal Complaint	PUC MDIA BCS 3888995	CUCL143
2023-02-10	Call Transfer	Caller DEANNA M ECKERT Ratepayer User Comments cci to get PUC phone number regarding high bill amt.cx don t unders why is getting that amt of charge adv cx abt EST bill, provided cx PUC phone number and offer to cx be transfer to EE to rev usage info. adv cx that if get disconnected is going to receive call back in 3 business days	MARIANA SARABIA
2023-02-10	WUR Assessment	DEANNA M ECKERT Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd Yes. WUR Required No. Provided PUC Yes. Interested in SO Not on Phone.	MARIANA SARABIA
2023-02-04	Data Repair	CREDIT OF LPC OVERCHARGE	CUBLP511
2023-02-02	Data Repair	DR_REQ10782282 - CD-NXT-COLL-ACTION UPDATE	CSSDR044
2023-01-25	Winter Collection	Winter Collection Notice	
2023-01-21	Data Repair	INC10765324 - Reads Workaround	CSSDR044
2022-11-07	Credit	Caller DEANNA M ECKERT Ratepayer User Comments cci bc she made pymt yesterday of 407.83 and is not reflecting on acct. confirmed pymnt of 407.83 adv bc she paid on a Sunday its stil pending as of now. 286.83 due 11 9 22. offered exten cust agreed SAT	DELASHIA FROST
2022-11-07	WUR Assessment	DEANNA M ECKERT Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	DELASHIA FROST
2022-11-07	Issued Collection Arrangement	DEANNA M ECKERT Ratepayer. Comments Customer agrees to terms 407.83 due on 11 07 2022. 286.83 due on 12 20 2022.	DELASHIA FROST
2022-11-07	IVR Customer Initiated Payment	Caller IVR Ratepayer. Comments Made Payment in the amount of 407.83. Confirmation number was Read. Confirmation Number 22110611	IVR
2022-11-07	SC - MED CERT - 3 DAY	Caller DEANNA M ECKERT Ratepayer. IVR Med Cert	IVR
2022-10-27	Leave Door Hanger Issued	DELIVER 3 DAY NOTICE	CUMCL024
2022-10-19	Correspondence - Collections	CUT DATE 2022-11-02 AMOUNT 407.83	
2022-10-10	Credit - Outbound Call	Caller Back Office Ratepayer. Called 215-257-8555 LM to contact us re pay assist.	MARIAH BURNETT
2022-08-12	Billing	Caller DEANNA M ECKERT Ratepayer. late fee for July was 5.05 as 1x courtesy. Adv balance now is 867.85. Adv 8 11 bill was 463.48. Adv she had a late fee for 6 13 bill of 3.31 because pymt was received on 6 22. Adv next rate change is 12 1. Made a pymt of 867.85. Gave PUC payment assistance and Unds	DENISE WALKER
2022-08-12	Billing	Caller DEANNA M ECKERT Ratepayer. limit for Ophelp is 27 180 for 1 person. She don t know want PAG she want to pay off total balance. She want late fee waived for July because she was trying to pay but couldn t get to us. Adv no records and we started calling 7 20 and bill was due on 7 12. Adv few months of late pymts. Adv no late fee for August. Waived	DENISE WALKER
2022-08-12	Billing	Caller DEANNA M ECKERT Ratepayer. CleanSky Energy. Adv rate affect bill amount. Adv 7 26 21 bill was for 266.87. Adv that supplier was alrely removed. She stated she didn t receive latest bill. Adv bill sent on 7 21 and confirmed mailing address. Adv no returned mail so reach out to post office. She stated someone new post master. Reviewed PAG. Adv income	DENISE WALKER

Contact Date	Contact Type	Remarks	User
2022-08-12	Billing	Caller DEANNA M ECKERT Ratepayer. esc live call Calling because she called several times in July to pay. She want to pay July bill own. Adv she have to pay total balance of 872.90 since bill was due on 8 11 or set up pag. Adv previous balance is 404.37. She want to know the rate. Adv 12.366 cents per kwh and last year July rate was 6.99 cents per kwh	DENISE WALKER
2022-08-12	WUR Assessment	... WUR Required No. Caller s Concern Suppliers - General Inquiries. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Billing Payment - WUR will be sent. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	DENISE WALKER
2022-08-12	WUR Assessment	DEANNA M ECKERT Ratepayer. Caller s Concern Billed Amounts. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Account Balance. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Late Payment Charges. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. ...	DENISE WALKER
2022-08-12	CSS WEB Interface Payment	Caller DEANNA M ECKERT Ratepayer Occupant. Comments Made Payment in the amount of 867.85. Confirmation number was read.. Confirmation Number 22081258	DENISE WALKER
2022-08-12	Request Credit	waived late fee	DENISE WALKER
2022-08-12	Request Credit	waived July late fees	DENISE WALKER
2022-08-12	Added Payment Agreement	DEANNA M ECKERT Ratepayer. Agreement Type NCU. Cust agrees to PAG terms NO. First payment of 490.00 is due 08 19 2022. Future payments beginning with next bill will include installment amount of 22.00. Enrolled in BB NO.	DENISE WALKER
2022-08-12	Credit	DEANNA M ECKERT Ratepayer. Offered Operation HELP - Yes . .	DENISE WALKER
2022-08-12	Financial Statement Added		DENISE WALKER
2022-08-12	Credit	Caller DEANNA M ECKERT Ratepayer User Comments cust warm transferred to Denise Walker because she wanted to make a smaller pymnt w out a PAG just her prev. And it wasn t an option in ID	KENNESIA BELL
2022-08-12	WUR Assessment	DEANNA M ECKERT Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	KENNESIA BELL
2022-08-11	OB Call - Outreach	Caller Back Office Ratepayer. called 215-257-8555 re pay assist left vm	LORI PETRINI
2022-07-28	Credit - Outbound Call	Caller Back Office Ratepayer. Called re pay asst.No Ans.U A to lm on vm	DIANA RAMOS
2022-07-22	Credit - Outbound Call	Caller Back Office Ratepayer. Regarding overdue balance Voice mail was left advising to call back	FLAXINE GRUBE
2022-07-20	Credit - Outbound Call	Caller Back Office Ratepayer. called about past due left message on voice mail to call back	PAMELA SILVERMAN
2022-03-25	Credit	Caller DEANNA M ECKERT Ratepayer User Comments cci bc she recv d Term Not - informed that acct has PBD 563.93 CB 383.06 due 04 12 BD 946.99 - cust said she made a pymnt for 633.43 informed that pymnt posted to acct 03 15 - explained that 563.93 was due 03 15 - cust made pymnt for PBD	MELISSA PATTEN
2022-03-25	WUR Assessment	DEANNA M ECKERT Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	MELISSA PATTEN
2022-03-25	CSS WEB Interface Payment	Caller DEANNA M ECKERT Ratepayer Occupant. Comments Made Payment in the amount of 563.93. Confirmation number was read.. Confirmation Number 22032526	MELISSA PATTEN
2022-03-03	Winter Collection	Winter Collection Notice	
2022-02-11	Credit	Caller DEANNA M ECKERT Ratepayer User Comments went over bill supplier is removed now and usage is in line with other years she also has more people in the home now. SATS	MEGAN RUMBALSKI
2022-02-11	WUR Assessment	DEANNA M ECKERT Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	MEGAN RUMBALSKI
2022-02-11	Issued Collection Arrangement	DEANNA M ECKERT Ratepayer. Comments Customer agrees to terms 633.43 due on 02 28 2022.	MEGAN RUMBALSKI
2022-02-07	Billing	Caller DEANNA M ECKERT Ratepayer. more ppl live in her home so more water and laundry is being used adv with the next bill the amount will be less because ppl rate is less but the kwh may be around the same issued some ee tips to possibly get bull down send a liheap application Rev 02 07 2022 13 27 adv ppl ptc is 8.94kwh	ANA SAMUELS
2022-02-07	Billing	Caller DEANNA M ECKERT Ratepayer User Comments esc callback no sop asked cust stated in call wants ppl... cust request sup because she did not understand why the supplier was charging so high went over the usage at one point tian was supplier and charging almost 20 kwh however as of 12 28 21 she has defaulted to PPL adv her usage was still high state	ANA SAMUELS
2022-02-07	WUR Assessment	DEANNA M ECKERT Ratepayer. Caller s Concern Suppliers - General Inquiries. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	ANA SAMUELS
2022-02-07	Credit	Caller DEANNA M ECKERT Ratepayer. cx requested sup wanted to discuss high bill and supplier cx waited for more than a hr and requested a sup flex form summited and cx hung up as reaching sup.	DAQUAN QUASHIE
2022-02-07	Correspondence - General	Template Name 2021-22 LIHEAP Application Created By Samuels Ana Letter Edited No CS Letters ID 4495776	CSLET
2022-01-26	Special Situation	HIGH BILL ALERT	SUPP_HB
2022-01-12	WUR Assessment	DEANNA M ECKERT Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Late Payment Charges. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Suppliers - General Inquiries. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	YAZMYNE MATTHEWS

Contact Date	Contact Type	Remarks	User
2022-01-12	Account Balance	Caller DEANNA M ECKERT Ratepayer User Comments cci to confirm the recent pmt made adv pending payment of 484.79 provided Confirmation Number 22011267 cx requestes late fees be waived due to delay with getting mailed payments adv cleansky was removed on 12 28 SAT	YAZMYNE MATTHEWS
2022-01-12	Request Credit	SW RP WHO REQUESTED CREDIT OF LPC DUE TO DELAY WITH GETTING MAILED PMT	YAZMYNE MATTHEWS
2022-01-12	Request Credit	SW RP WHO REQUESTED CREDIT OF LPC DUE TO DELAY WITH GETTING MAILED PMT	YAZMYNE MATTHEWS
2022-01-12	IVR Customer Initiated Payment	Scheduled date 1 12 2022 Amount 484.79 User IVR Owner YES. Confirmation Number 22011267	IVR
2021-12-30	Billing	Caller DEANNA M ECKERT Ratepayer User Comments cx called wanting a refund on her bill b c of the supplier over charging her they did put her back to ppl starting 1 5 22 and did a fs but she makes too much money for programs i did give her liheap and agency of aging from einstein sat yes	PATRICIA COLE
2021-12-30	WUR Assessment	DEANNA M ECKERT Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Suppliers - General Inquiries. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	PATRICIA COLE
2021-12-30	Credit	DEANNA M ECKERT Ratepayer. Gross monthly income provided exceeds requirements for assistance programs.	PATRICIA COLE
2021-12-30	Financial Statement Added		PATRICIA COLE
2021-12-30	Credit	Caller DEANNA M ECKERT Ratepayer User Comments CCI to see if her default supplier was PPL also wanted info on high bill tran to billing	VALERIE LEONE
2021-12-30	WUR Assessment	DEANNA M ECKERT Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	VALERIE LEONE
2021-12-22	Choice Inquiry	Caller DEANNA M ECKERT Ratepayer User Comments cx called to see about supplier and cancelling the service and getting a credit adv that they will need to put credit on	RONADA GRANT
2021-12-22	WUR Assessment	DEANNA M ECKERT Ratepayer. Caller s Concern Suppliers - General Inquiries. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	RONADA GRANT
2021-12-21	Customer Choice Drop	Supplier dropped on 2021-12-28 - CleanSky Energy	
2021-12-21	Batch Enrollment		
2021-12-20	Choice Inquiry	Caller DEANNA M ECKERT Ratepayer User Comments Cx wanted to know why she was not with PPL as supplier she called current supplier to drop and it has not been done advised cx there is no drop notice gave her the number to CleanSky Energy888-355-6205 adv cx to settle any supply charge difference with them and cx paid amt due of 342.86 cx sat	ANGELA TEMPLE
2021-12-20	WUR Assessment	DEANNA M ECKERT Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Suppliers - General Inquiries. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	ANGELA TEMPLE
2021-12-20	CSS WEB Interface Payment	Caller DEANNA M ECKERT Ratepayer. Comments Made Payment in the amount of 342.86. Confirmation number was Read. Confirmation Number 21122072	ANGELA TEMPLE
2021-12-20	Credit	Caller DEANNA M ECKERT Ratepayer User Comments customer said supplier was supposed to be ppl as of oct advised still cleansky cust wants to drop clean sky trans to elec choice.	SHELIA COLEMAN
2021-12-20	WUR Assessment	DEANNA M ECKERT Ratepayer. Caller s Concern Call Transfer. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	SHELIA COLEMAN
2021-11-23	Winter Collection	Winter Collection Notice	
2021-11-23	OB Call - Outreach	Caller Back Office Ratepayer. Called 215-257-8555 - left msg	TAYLOR JONES
2021-10-20	LIHEAP	LIHEAP application mailed to customer	CSLET
2021-08-19	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note WEB Call Type 10 No Lights Comments none	WEB
2021-08-19	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note WEB Call Type 10 No Lights Comments none	WEB
2021-07-12	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2021-07-08	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2021-07-06	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2021-05-21	Credit - Outbound Call		PAMELA SILVERMAN
2021-05-21	Credit - Outbound Call	Caller DEANNA M ECKERT Ratepayer User Comments past due 227.18 last pymt 295.25 posted 5 7 adv d future value refused to update finc I not sure call is ppl adv d can call back s w billing to take it look into programs	PAMELA SILVERMAN
2021-05-21	WUR Assessment	DEANNA M ECKERT Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	PAMELA SILVERMAN
2021-05-21	Issued Collection Arrangement	DEANNA M ECKERT Ratepayer. Comments Customer agrees to terms 227.18 due on 06 04 2021.	PAMELA SILVERMAN
2021-05-07	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR

Contact Date	Contact Type	Remarks	User
2021-05-05	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2021-05-03	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2021-04-23	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2021-03-24	Usage Analysis	Caller DEANNA M ECKERT Ratepayer User Comments Caller DEANNA M ECKERT Ratepayer User Comments AS PER CALLER SHE IS USING 2 HEAT PUMP. TEMP IS SET AT 72-74 BECAUSE OF HER AGE. review that could be cause her bill to increase. AVG for this bill is 134 last bill was 100	CHERYL FARRAY
2021-03-24	WUR Assessment	DEANNA M ECKERT Ratepayer. Caller s Concern Billed Amounts. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	CHERYL FARRAY
2021-03-24	WUR Assessment	DEANNA M ECKERT Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. WUR Required No. Provided PUC No. Interested in SO No.	ROBERT PEPPERS
2021-03-24	Credit	Caller DEANNA M ECKERT Ratepayer User Comments ib rp ver name address she calling to confirmed her 1st paymnt. and to sw T25 regarding high bill in 2 2021 and 3 22021. she was advised Last Payment Amount 864.66Last Payment Date 3 18 2021 and call was trns to T25. she was asked if she would like to up date her financial statemnt she sd no. call sat.	ROBERT PEPPERS
2021-03-24	WUR Assessment	DEANNA M ECKERT Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	ROBERT PEPPERS
2021-03-18	Credit - Outbound Call		WANDA RIVERA-GONZALEZ
2021-03-18	Credit	Caller DEANNA M ECKERT Ratepayer. OB when i adv her i wanted to reiev the accout and adv consequences she mailed a pmt for full amount 864.66 2 days ago sugg pmt she REFUSED adv her that we have her bank account information she was also concerned on high bill adv her i can transfer her over to HIG ED specialist she will call back later.	WANDA RIVERA-GONZALEZ
2021-03-12	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2021-03-10	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2021-01-29	Credit	Caller DEANNA M ECKERT Ratepayer User Comments went over billed amounts with cx	MANICA LEVY
2021-01-29	WUR Assessment	DEANNA M ECKERT Ratepayer. Caller s Concern Billed Amounts. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	MANICA LEVY
2021-01-19	IVR Customer Initiated Payment	Scheduled date 1 16 2021 Amount 274.70 User IVR Owner YES. Confirmation Number 21011653	IVR
2020-11-19	Credit	Caller DEANNA M ECKERT Ratepayer User Comments advised of the previous bal on the account of an amount 168.55 recieved payment of 168.55 cx called in to pay past bill i advised of due date 11 12 2020 i advised cx we do not ask for credit card information she stated yes for sat and i advised of online options.	NATASHA EDWARDS
2020-11-19	WUR Assessment	DEANNA M ECKERT Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	NATASHA EDWARDS
2020-11-19	CSS WEB Interface Payment	Caller DEANNA M ECKERT Ratepayer Occupant. Comments Made Payment in the amount of 168.55. Confirmation number was read.. Confirmation Number 20111954	NATASHA EDWARDS
2020-11-18	Credit - Outbound Call		BRIAN BENTON
2020-11-18	Credit	Caller DEANNA M ECKERT Ratepayer User Comments Set up on a collection agree to pay 168.55 by 11 24 20	BRIAN BENTON
2020-11-18	WUR Assessment	DEANNA M ECKERT Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	BRIAN BENTON
2020-11-18	Issued Collection Arrangement	DEANNA M ECKERT Ratepayer. Comments Customer agrees to terms 168.55 due on 11 24 2020.	BRIAN BENTON
2020-11-18	LIHEAP	LIHEAP application mailed to customer	CSLET
2020-09-28	IVR Payment Confirmation Letter	IVR EFT Payment Confirmation Letter generated 2020-09-28	CL2PRA
2020-09-28	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-09-28	IVR Customer Initiated Payment	IVR Payment 598.18 Confirmation Number 20092812	IVR
2020-09-24	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-09-22	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-09-18	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-08-20	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-08-19	IVR Customer Initiated Payment	IVR Payment 354.63 Confirmation Number 20081979	IVR
2020-08-14	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-07-21	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-06-17	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-06-15	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-06-11	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-06-09	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-06-01	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-05-28	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-05-26	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR

Contact Date	Contact Type	Remarks	User
2020-05-21	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-05-19	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-04-16	IVR Customer Initiated Payment	IVR Payment 333.31 Confirmation Number 20041684	IVR
2020-03-16	IVR Customer Initiated Payment	IVR Payment 414.07 Confirmation Number 20031548	IVR
2020-02-24	IVR Customer Initiated Payment	IVR Payment 444.70 Confirmation Number 20022281	IVR
2020-02-20	Credit - Outbound Call		ANDREA STILES
2020-02-20	WUR Assessment	DEANNA M ECKERT Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	ANDREA STILES
2020-02-20	Credit	Caller DEANNA M ECKERT Ratepayer User Comments I ADV Bill Due Date 2 13 2020 Balance Due 450.26. no she will pay by ph tonight or tomorrow morninging. I adv consenqu. I offered ext. Customer agrees to terms 450.26 due on 02 21 2020. sat cust I STATED FV	ANDREA STILES
2020-02-20	Issued Collection Arrangement	DEANNA M ECKERT Ratepayer. Comments Customer agrees to terms 450.26 due on 02 21 2020.	ANDREA STILES
2019-12-16	IVR Customer Initiated Payment	IVR Payment 276.24 Confirmation Number 19121418	IVR
2019-11-12	IVR Customer Initiated Payment	IVR Payment 214.17 Confirmation Number 19111212	IVR

PPL ELECTRIC EXHIBIT NO. 4

Opening Pending (3) Mediations Informals Formals Admin

Home

Informal Case View

My Work

Case Search

Reports

Advanced Search

Assign Informals (1)

Reassign Informals (40)

Informal Review

Final Review

Sent Not Analyzed (1018)

Decisions Received (6)

General			
BCS Case No.	3888995	Case Notes	Count : 2 Detail...
CSS Account No.	6655019002	Received Date	02/10/2023
CSS Name	DEANNA ECKERT	Due Date	03/11/2023
Name	DEANNA ECKERT	Investigator Name	CASE POOL, BCS
Service Address 1	910 RTE 152	Mailing Address 1	PO BOX 129
Service Address 2		Mailing Address 2	
Service City, State Zip	HILLTOWN, PA 18927-	Mailing City, State Zip	HILLTOWN, PA 18927-
PUC Address	910 RTE 152,,HILLTOWN,PA,18927-		
Service Class	RESIDENTIAL	Case Origin	TELEPHONE
Phone Number	(215) 257-8555	Prior Case Number	0
Income Level	2	On Track	No
Reason For Contact	PHONE ACCESS PROBLEM / DIFFICULTY CONTACTING CO (#17)		
Customer Position	18 & HIGH BILL DISPUTE. THE CUSTOMER IS DISPUTING THE BILLS FOR 838 FOR FEBRUARY 2023. CUSTOMER STATED THE AVERAGE BILL FOR 483. CUSTOMER WOULD LIKE THE READJUSTMENT FOR THE BILLING AND READJUSTMENT FOR ACTUAL AND ESTIMATED BILLING.		
Company Position	PPL ELECTRIC GOING TO TRANSFER THE BILLING DISPUTE SPECIALIST ABOUT THE BILLING MATTER FOR 1 HOUR FROM FEBRUARY 10, 2023.		
Related Information			
Misc Info	NO TEXTS AND EMAIL ADDRESS		
Heating	Yes	Service	On
Acct Bal Due Date	03/13/2023	Total Account Balance	2176.32
Budget Bill Amount	460.00		
Arrearage	0.00	Reported Income Amount	0.00
Date of Last Customer Contact prior to Complaint			

Type Assignment	
Case Type	Informal

Category and Section	
Primary Category	High Bill
Secondary Category	
Tertiary Category	
Assign To Section	CCC-

Ownership	
Contact Person	307324 - 307324
Written By	Persa, Nicole
Written By Date	02/24/2023

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

Informal Final Report
<p>Details of the Company's Original Investigation</p> <p>[12/22/2022] - The Company sent the customer an estimated bill. The specific details regarding the estimate are included with the supplemental information attached to this report.</p> <p>2/10/2023- The Company spoke to the customer. This is a summary of that contact. DEANNA M ECKERT, Ratepayer, called in to get the PUC phone number regarding a high bill amount. The Customer didn't understand why the bill was higher than they expected. The Company advised the customer about their estimated bill. The Company provided the Customer the PUC phone number and offer to transfer to energy education to review usage information. The Company has no record of another agent accepting the transferred call to discuss the issue.</p>
<p>Company's Final Position to the Customer</p> <p>DEANNA M ECKERT, Ratepayer, called in to get the PUC phone number regarding a high bill amount. The Customer didn't understand why the bill was higher than they expected. The Company advised the customer about their estimated bill. The Company provided the Customer the PUC phone number and offer to transfer to energy education to review usage information. The Company has no record of another agent accepting the transferred call to discuss the issue.</p>
<p>Details of Company's Investigation after BCS Contact</p> <p>The Company completed the "Estimate Form," which is included with this report. The form shows the details regarding the estimated bill, as well as the information from the same billing month of the year prior. In addition, the Company included details regarding the first bill it sent after it rendered the</p>

estimate.

Company's Final Position to BCS

The Company identified a technical system issue, which resulted in some customers receiving estimated bills. It also impacted the ability for some customers to view their usage online.

The Company found that while data from customers' meters was being gathered as usual, it was temporarily unavailable in the systems that generate bills and display customer usage data.

The Company followed the regulations found at 56.12(3) regarding issuing estimated bills for this situation.

The Company records indicate the technical issue preventing customers from accessing their online usage data has been resolved.

The Company will offer the customer additional time to pay, if necessary.

The Company communicated to customers via a message signed by PPL Electric President Steph Raymond.

This message discussed the technical issue which led to estimated bills, longer wait times due to the sharp increase in customer calls, as well as rising prices.

The communication provided customers with an update on the planned actions, such as adding more phone agents, waiving any late fees in January and February, assurance of no service terminations through March 31, and a reminder about the availability of payment plans and assistance programs.

The Company investigated the matter and did not find any inaccuracy with the billing.

[Analysis Information](#)

Justified	Not Analyzed
-----------	--------------

No Analysis Items Found

Return To Search	Case History	Print	Delete
Violations	Decision	Analysis	Change State
Dismiss			

Opening Pending (3) Mediations Informals Formals Admin

Home

Decision Detail

My Work

Case Search

Reports

Advanced Search

Assign Informals (1)

Reassign Informals (40)

Informal Review

Final Review

Sent Not Analyzed (1018)

Decisions Received (6)

General			
BCS Case No.	3888995	CSS Account No.	6655019002
Customer Name	DEANNA ECKERT	Investigator Name	CASE POOL, BCS
Address 1	910 RTE 152	Service Class	RESIDENTIAL
Address 2		Case Origin	TELEPHONE
City, State Zip	HILLTOWN , PA 18927	Head Date	05/16/2023
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	56	Oral/Written	Written
Section Rule	56.1, 56.163(1)	Violation	ACTUAL
Total Balance	3572.52	Closed Date	05/15/2023
Reconnect Amount	0.00	Balance Date	05/11/2023
Special Budget Amount	0.00	Regular Budget Amount	460.00
Arrears Payment Plus	0.00	Final Monthly Payment	0.00
Resolution	DECISION ISSUED: PPL MAY ISSUE BILLS BASED ON ESTIMATED METER READINGS. THE CUSTOMER'S JANUARY 2023 BILL WAS BASED ON AN ACTUAL METER READING AND ACCOUNTED FOR THE PRIOR MONTH'S ESTIMATED BILL. THE CUSTOMER'S UTILITY BILLS HAVE INCREASED BECAUSE OF THE INCREASE IN RATES FOR ELECTRIC SERVICE. THE COMPANY IS WITHIN THEIR RIGHTS TO REBILL ON PREVIOUSLY UNBILLED PUBLIC UTILITY SERVICE. THE REBILL IS BASED ON ACTUAL METER READINGS. CASE DISMISSED.		
Terms			
Letter Description			

Action Required Options	
Action Required	<input type="radio"/> Yes <input checked="" 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	<div style="border: 1px solid #ccc; padding: 5px; min-height: 60px;"> BCS#3888995 DEC CLOSED 5/15/2023 SEE CRS </div>		
Processed By	E02239	Processed Date	5/16/2023 9:52:22 AM

[Return to Case](#)

PPL ELECTRIC EXHIBIT NO. 6

From	To	Source	KWH Delivered	KWH Delivered Usage	KWH Received	KWH Received Usage	Pk KW 1P	Pk KW 1P Usage	Tot KWH	Tot KWH Usage	Status	Reading Sequence	Bill Account	Meter Number
09/19/2023	10/18/2023	Regular	73477	1580	0	0	18.9	18.9			Billed	3400	6655019002	300564427
08/18/2023	09/19/2023	Regular	71897	1890	0	0	11.3	11.3			Billed	3390	6655019002	300564427
07/20/2023	08/18/2023	Regular	70007	2096	0	0	12.5	12.5			Billed	3380	6655019002	300564427
06/20/2023	07/20/2023	Regular	67911	2012	0	0	11.8	11.8			Billed	3370	6655019002	300564427
05/19/2023	06/20/2023	Regular	65899	1547	0	0	18	18			Billed	3360	6655019002	300564427
04/20/2023	05/19/2023	Regular	64352	1362	0	0	20.7	20.7			Billed	3350	6655019002	300564427
03/21/2023	04/20/2023	Regular	62990	2461	0	0	24.9	24.9			Billed	3340	6655019002	300564427
02/17/2023	03/21/2023	Regular	60529	4672	0	0	21.6	21.6			Billed	3330	6655019002	300564427
01/20/2023	02/17/2023	Regular	55857	4407	0	0	22.7	22.7			Billed	3320	6655019002	300564427
12/21/2022	01/24/2023	Estimate	52046	4619	0	0	23.2	23.2			Memo	3300	6655019002	300564427
12/21/2022	01/20/2023	Regular	51450	4023	0	0	15.8	15.8			Billed	3310	6655019002	300564427
11/17/2022	12/21/2022	Forced Est	47427	2814	0	0	15.958	15.958			Billed	3290	6655019002	300564427
10/19/2022	11/17/2022	Regular	44613	2069	0	0	15.8	15.8			Billed	3280	6655019002	300564427
09/20/2022	10/19/2022	Regular	42544	1591	0	0	14.6	14.6			Billed	3270	6655019002	300564427
08/19/2022	09/20/2022	Regular	40953	2327	0	0	10.5	10.5			Billed	3260	6655019002	300564427
07/21/2022	08/19/2022	Regular	38626	2715	0	0	11.5	11.5			Billed	3250	6655019002	300564427
06/21/2022	07/21/2022	Regular	35911	2732	0	0	11.4	11.4			Billed	3240	6655019002	300564427
05/20/2022	06/21/2022	Regular	33179	2531	0	0	15.6	15.6			Billed	3230	6655019002	300564427
04/21/2022	05/20/2022	Regular	30648	1918	0	0	16.1	16.1			Billed	3220	6655019002	300564427
03/22/2022	04/21/2022	Regular	28730	2449	0	0	19.8	19.8			Billed	3210	6655019002	300564427
02/22/2022	03/22/2022	Regular	26281	2772	0	0	19.1	19.1			Billed	3200	6655019002	300564427
01/24/2022	02/22/2022	Regular	23509	4218	0	0	24.8	24.8			Billed	3190	6655019002	300564427
12/28/2021	01/24/2022	Regular	19291	3668	0	0	23.2	23.2			Billed	3180	6655019002	300564427
12/21/2021	12/28/2021	Supp Switch	15623	742	0	0	18.6	18.6			Billed	3170	6655019002	300564427
11/19/2021	12/21/2021	Regular	14881	2789	0	0	18.1	18.1			Billed	3160	6655019002	300564427
10/21/2021	11/19/2021	Regular	12092	2035	0	0	18.4	18.4			Billed	3150	6655019002	300564427
09/22/2021	10/21/2021	Regular	10057	1917	0	0	14.7	14.7			Billed	3140	6655019002	300564427
08/23/2021	09/22/2021	Regular	8140	2681	0	0	10.2	10.2			Billed	3130	6655019002	300564427
07/23/2021	08/23/2021	Regular	5459	2445	0	0	11.6	11.6			Billed	3120	6655019002	300564427
06/23/2021	07/23/2021	Regular	3014	2250	0	0	10.9	10.9			Billed	3110	6655019002	300564427
05/24/2021	06/23/2021	Regular	764	1722	0	0	13.5	13.5			Billed	3100	6655019002	300564427
04/23/2021	05/24/2021	Regular	99042	1613	0	0	14.3	14.3			Billed	3090	6655019002	300564427
03/24/2021	04/23/2021	Regular	97429	1838	0	0	19	19			Billed	3080	6655019002	300564427
02/23/2021	03/24/2021	Regular	95591	2516	0	0	14.9	14.9			Billed	3070	6655019002	300564427
01/22/2021	02/23/2021	Regular	93075	4302	0	0	22.3	22.3			Billed	3060	6655019002	300564427
12/21/2020	01/22/2021	Regular	88773	3207	0	0	21.4	21.4			Billed	3050	6655019002	300564427
11/19/2020	12/21/2020	Regular	85566	2382	0	0	19.1	19.1			Billed	3040	6655019002	300564427
10/21/2020	11/19/2020	Regular	83184	1359	0	0	12.9	12.9			Billed	3030	6655019002	300564427
09/21/2020	10/21/2020	Regular	81825	1342	0	0	15.3	15.3			Billed	3020	6655019002	300564427
08/20/2020	09/21/2020	Regular	80483	2142	0	0	10.9	10.9			Billed	3010	6655019002	300564427
07/21/2020	08/20/2020	Regular	78341	2839	0	0	9.9	9.9			Billed	3000	6655019002	300564427
06/19/2020	07/21/2020	Regular	75502	2979	0	0	10.6	10.6			Billed	2990	6655019002	300564427
05/20/2020	06/19/2020	Regular	72523	2005	0	0	12.9	12.9			Billed	2980	6655019002	300564427
04/21/2020	05/20/2020	Regular	70518	2190	0	0	16.2	16.2			Billed	2970	6655019002	300564427
03/20/2020	04/21/2020	Regular	68328	2610	0	0	14.7	14.7			Billed	2960	6655019002	300564427
02/20/2020	03/20/2020	Regular	65718	2729	0	0	15.9	15.9			Billed	2950	6655019002	300564427
01/21/2020	02/20/2020	Regular	62989	3377	0	0	18.9	18.9			Billed	2940	6655019002	300564427
12/19/2019	01/21/2020	Regular	59612	3705	0	0	18.4	18.4			Billed	2930	6655019002	300564427
11/19/2019	12/19/2019	Regular	55907	3315	0	0	19.4	19.4			Billed	2920	6655019002	300564427
10/21/2019	11/19/2019	Regular	52592	2401	0	0	13.3	13.3			Billed	2910	6655019002	300564427
09/19/2019	10/21/2019	Regular	50191	2004	0	0	15.5	15.5			Billed	2900	6655019002	300564427
08/20/2019	09/19/2019	Regular	48187	2148	0	0	8.9	8.9			Billed	2890	6655019002	300564427

PPL ELECTRIC EXHIBIT NO. 7

Account Number	Meter Number	Multiplier	Manufacturer	Date	Delivered Read	Total Usage kWh	Demand KW	Peak kWh	Off Peak kWh
6655019002	300564427	1	Siemens	12/21/2022	47960	116.988	15.56		
6655019002	300564427	1	Siemens	12/20/2022	47844	116.438	14.88		
6655019002	300564427	1	Siemens	12/19/2022	47721	122.476	20.96		
6655019002	300564427	1	Siemens	12/18/2022	47620	100.981	20.96		
6655019002	300564427	1	Siemens	12/17/2022	47524	95.82	20.96		
6655019002	300564427	1	Siemens	12/16/2022	47429	95.627	20.96		
6655019002	300564427	1	Siemens	12/15/2022	47313	115.902	20.96		
6655019002	300564427	1	Siemens	12/14/2022	47175	137.459	20.96		
6655019002	300564427	1	Siemens	12/13/2022	47061	113.941	18.32		
6655019002	300564427	1	Siemens	12/12/2022	46957	104.816	18.32		
6655019002	300564427	1	Siemens	12/11/2022	46863	93.246	18.32		
6655019002	300564427	1	Siemens	12/10/2022	46771	92.638	18.32		
6655019002	300564427	1	Siemens	12/09/2022	46676	94.356	18.32		
6655019002	300564427	1	Siemens	12/08/2022	46582	93.851	18.32		
6655019002	300564427	1	Siemens	12/07/2022	46516	66.657	18.32		
6655019002	300564427	1	Siemens	12/06/2022	46432	83.606	18.32		
6655019002	300564427	1	Siemens	12/05/2022	46338	94.646	18.32		
6655019002	300564427	1	Siemens	12/04/2022	46244	93.11	18.32		
6655019002	300564427	1	Siemens	12/03/2022	46167	77.129	18.32		
6655019002	300564427	1	Siemens	12/02/2022	46079	88.22	18.32		
6655019002	300564427	1	Siemens	12/01/2022	45974	104.832	18.32		
6655019002	300564427	1	Siemens	11/30/2022	45890	84.355	18.32		
6655019002	300564427	1	Siemens	11/29/2022	45803	86.886	18.32		
6655019002	300564427	1	Siemens	11/28/2022	45729	74.456	18.32		
6655019002	300564427	1	Siemens	11/27/2022	45653	75.448	18.32		
6655019002	300564427	1	Siemens	11/26/2022	45572	81.579	18.32		
6655019002	300564427	1	Siemens	11/25/2022	45492	79.183	18.32		
6655019002	300564427	1	Siemens	11/24/2022	45405	87.758	18.32		
6655019002	300564427	1	Siemens	11/23/2022	45313	92.021	18.32		
6655019002	300564427	1	Siemens	11/22/2022	45222	90.785	18.32		
6655019002	300564427	1	Siemens	11/21/2022	45106	115.54	17.75		
6655019002	300564427	1	Siemens	11/20/2022	44983	123.119	17.75		
6655019002	300564427	1	Siemens	11/19/2022	44859	124.021	13.2		
6655019002	300564427	1	Siemens	11/18/2022	44733	126.502	13.2		
6655019002	300564427	1	Siemens	11/17/2022	44613	120.094	0		

Actual meter reads display in black. Estimated meter reads display in orange. We estimate readings from time-to-time for several reasons, and we could update these numbers later.

The information contained in this file is intended for the confidential use by the customer and third parties authorized by the customer to receive the information. Any unauthorized use is prohibited.

PPL ELECTRIC EXHIBIT NO. 8

Account Number	Meter Number	Multiplier	Manufacturer	Date	Delivered Read	Total Usage kWh	Demand KW	Peak kWh	Off Peak kWh
6655019002	300564427	1	Siemens	01/20/2023	51450	158.078	0		
6655019002	300564427	1	Siemens	01/19/2023	51287	162.898	25.72		
6655019002	300564427	1	Siemens	01/18/2023	51144	142.427	25.72		
6655019002	300564427	1	Siemens	01/17/2023	50991	153.626	25.72		
6655019002	300564427	1	Siemens	01/16/2023	50818	172.986	25.72		
6655019002	300564427	1	Siemens	01/15/2023	50693	124.709	25.72		
6655019002	300564427	1	Siemens	01/14/2023	50582	111.344	25.72		
6655019002	300564427	1	Siemens	01/13/2023	50502	79.737	25.72		
6655019002	300564427	1	Siemens	01/12/2023	50395	106.756	25.72		
6655019002	300564427	1	Siemens	01/11/2023	50294	101.125	25.72		
6655019002	300564427	1	Siemens	01/10/2023	50197	97.191	25.72		
6655019002	300564427	1	Siemens	01/09/2023	50092	105.224	25.72		
6655019002	300564427	1	Siemens	01/08/2023	49993	98.168	25.72		
6655019002	300564427	1	Siemens	01/07/2023	49902	91.677	25.72		
6655019002	300564427	1	Siemens	01/06/2023	49812	89.68	25.72		
6655019002	300564427	1	Siemens	01/05/2023	49728	83.81	25.72		
6655019002	300564427	1	Siemens	01/04/2023	49648	79.889	25.72		
6655019002	300564427	1	Siemens	01/03/2023	49574	74.323	25.72		
6655019002	300564427	1	Siemens	01/02/2023	49496	77.964	25.72		
6655019002	300564427	1	Siemens	01/01/2023	49417	79.334	25.72		
6655019002	300564427	1	Siemens	12/31/2022	49327	89.559	25.72		
6655019002	300564427	1	Siemens	12/30/2022	49248	79.459	25.72		
6655019002	300564427	1	Siemens	12/29/2022	49149	99.06	25.72		
6655019002	300564427	1	Siemens	12/28/2022	49051	97.316	25.72		
6655019002	300564427	1	Siemens	12/27/2022	48929	122.068	25.72		
6655019002	300564427	1	Siemens	12/26/2022	48778	151.293	25.72		
6655019002	300564427	1	Siemens	12/25/2022	48585	193.152	25.72		
6655019002	300564427	1	Siemens	12/24/2022	48310	274.438	17.14		
6655019002	300564427	1	Siemens	12/23/2022	48181	129.03	17.14		
6655019002	300564427	1	Siemens	12/22/2022	48077	104.328	0		
6655019002	300564427	1	Siemens	12/21/2022	47960	116.988	15.56		

Actual meter reads display in black. Estimated meter reads display in orange. We estimate readings from time-to-time for several reasons, and we could update these numbers later.

The information contained in this file is intended for the confidential use by the customer and third parties authorized by the customer to receive the information. Any unauthorized use is prohibited.