
Russ Unangst,
v.
PPL Electric Utilities
Corporation

Docket No.: F-2023-3040724

Further Call-In
Telephonic Hearing

Pages 177 - 261

Judge's Chambers
Piatt Place
301 5th Avenue
Suite 220
Pittsburgh, PA

Tuesday, November 21, 2023
Commencing at 9:45 a.m.

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Docket No. F-2023-3040724

Hearing Date: November, 21, 2023

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Last Five Years Outages

PPL ELECTRIC
EXHIBIT 1

*** Account Information ***

*** Current Account Status ***

Account Number: [REDACTED]
 Mail To: RUSSELL UNANGST
 [REDACTED]
 Requested By: RUSSELL UNANGST
 [REDACTED]
 Extension:

Payment Agreement
 Installment: \$71.00 Balance: \$781.00
 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
09/19/2019	ELECTRIC SERVICE		\$39.51								
09/19/2019	Regular Bill	10/10	\$39.51				0011/0216	01618A	33	190	
10/16/2019	Late Payment Charge		\$0.49								
10/21/2019	ELECTRIC SERVICE		\$31.82								
10/21/2019	Regular Bill	11/12	\$71.82	\$39.51			0185/0056	01742A	32	124	
11/19/2019	ELECTRIC SERVICE		\$30.23								
11/19/2019	Late Payment Charge		\$0.89								
11/19/2019	Late Payment Charge		\$0.01								
11/19/2019	Regular Bill	12/10	\$102.95	\$71.82			0555/0003	01853A	29	111	
12/11/2019	Payment		\$-102.95								
12/19/2019	ELECTRIC SERVICE		\$30.88								
12/19/2019	Regular Bill	01/09	\$30.88				0819/0000	01969A	30	116	
01/15/2020	Late Payment Charge		\$0.39								
01/22/2020	ELECTRIC SERVICE		\$236.57								
01/22/2020	Regular Bill	02/12	\$267.84	\$30.88			0978/0000	03850A	33	1881	
02/19/2020	Late Payment Charge		\$3.35								
02/20/2020	ELECTRIC SERVICE		\$323.80								
02/20/2020	Regular Bill	03/12	\$594.99	\$267.84			0865/0000	06465A	30	2615	
03/20/2020	ELECTRIC SERVICE		\$264.93								
03/20/2020	Regular Bill	04/13	\$859.92	\$594.99			0645/0000	08579A	29	2114	
04/21/2020	ELECTRIC SERVICE		\$230.75								
04/21/2020	Regular Bill	05/12	\$1090.67	\$859.92			0511/0000	10425A	32	1846	
05/20/2020	ELECTRIC SERVICE		\$166.74								
05/20/2020	Regular Bill	06/10	\$1257.41	\$1090.67			0314/0011	11719A	29	1294	
06/19/2020	ELECTRIC SERVICE		\$68.48								
06/19/2020	Regular Bill	07/13	\$1325.89	\$1257.41			0046/0134	12179A	30	460	
07/21/2020	ELECTRIC SERVICE		\$60.80								
07/21/2020	Regular Bill	08/11	\$1386.69	\$1325.89			0000/0373	12578A	32	399	
08/20/2020	ELECTRIC SERVICE		\$57.61								
08/20/2020	Regular Bill	09/10	\$1444.30	\$1386.69			0000/0340	12949A	30	371	
09/21/2020	ELECTRIC SERVICE		\$66.98								
09/21/2020	Regular Bill	10/13	\$1511.28	\$1444.30			0070/0174	13404A	32	455	

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	BILLED KW
10/21/2020	ELECTRIC SERVICE		\$121.18							
10/21/2020	Regular Bill	11/12	\$1632.46	\$1511.28			0242/0017	14346A	30	942
11/19/2020	ELECTRIC SERVICE		\$172.76							
11/19/2020	Regular Bill	12/10	\$1805.22	\$1632.46			0476/0000	15751A	29	1405
12/21/2020	Payment		\$-1805.22							
12/21/2020	ELECTRIC SERVICE		\$279.20							
12/21/2020	Regular Bill	01/11	\$279.20				0897/0000	18106A	32	2355
01/22/2021	ELECTRIC SERVICE		\$308.70							
01/22/2021	Regular Bill	02/16	\$587.90	\$279.20			1017/0000	20667A	32	2561
02/23/2021	ELECTRIC SERVICE		\$314.74							
02/23/2021	Regular Bill	03/16	\$902.64	\$587.90			1234/0000	23282A	32	2615
03/16/2021	Payment		\$-587.90							
03/24/2021	ELECTRIC SERVICE		\$224.43							
03/24/2021	Regular Bill	04/14	\$539.17	\$314.74			0765/0000	25104A	29	1822
04/23/2021	ELECTRIC SERVICE		\$155.46							
04/23/2021	Regular Bill	05/17	\$694.63	\$539.17			0428/0000	26314A	30	1210
04/28/2021	Payment		\$-694.63							
05/27/2021	ELECTRIC SERVICE		\$126.36							
05/27/2021	Regular Bill	06/17	\$126.36				0215/0061	27267A	33	953
06/23/2021	ELECTRIC SERVICE		\$72.22							
06/23/2021	Regular Bill	07/14	\$198.58	\$126.36			0059/0142	27737A	28	470
07/23/2021	ELECTRIC SERVICE		\$50.35							
07/23/2021	Regular Bill	08/16	\$248.93	\$198.58			0005/0295	28018A	30	281
08/23/2021	ELECTRIC SERVICE		\$48.73							
08/23/2021	Regular Bill	09/13	\$297.66	\$248.93			0002/0287	28285A	31	267
09/21/2021	Miscellaneous		\$-3.72							
09/21/2021	Late Payment Charge		\$3.72							
09/22/2021	ELECTRIC SERVICE		\$56.41							
09/22/2021	Regular Bill	10/13	\$354.07	\$297.66			0008/0191	28618A	30	333
10/11/2021	Payment		\$-354.07							
10/21/2021	ELECTRIC SERVICE		\$96.03							
10/21/2021	Regular Bill	11/12	\$96.03				0116/0025	29300A	29	682
11/18/2021	Late Payment Charge		\$1.20							
11/19/2021	ELECTRIC SERVICE		\$176.24							
11/19/2021	Regular Bill	12/13	\$273.47	\$96.03			0518/0000	30675A	29	1375
12/03/2021	Payment		\$-273.47							

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
12/21/2021	ELECTRIC SERVICE		\$307.96								
12/21/2021	Regular Bill	01/11	\$307.96				0876/0000	32933A	32	2258	
01/19/2022	Late Payment Charge		\$3.85								
01/24/2022	ELECTRIC SERVICE		\$411.20								
01/24/2022	Regular Bill	02/14	\$723.01	\$307.96			1210/0000	35936A	34	3003	
02/22/2022	ELECTRIC SERVICE		\$373.66								
02/22/2022	Regular Bill	03/15	\$1096.67	\$723.01			1064/0000	38690A	29	2754	
02/23/2022	Late Payment Charge		\$0.05								
02/23/2022	Late Payment Charge		\$8.99								
03/15/2022	Payment		\$-1096.67								
03/22/2022	ELECTRIC SERVICE		\$277.75								
03/22/2022	Regular Bill	04/12	\$286.79				0674/0000	40706A	28	2016	
04/19/2022	Late Payment Charge		\$0.11								
04/19/2022	Late Payment Charge		\$3.47								
04/21/2022	ELECTRIC SERVICE		\$225.66								
04/21/2022	Regular Bill	05/12	\$516.03	\$286.79			0591/0001	42323A	30	1617	
05/04/2022	Payment		\$-516.03								
05/20/2022	ELECTRIC SERVICE		\$126.67								
05/20/2022	Regular Bill	06/13	\$126.67				0246/0010	43179A	29	856	
06/21/2022	ELECTRIC SERVICE		\$81.41								
06/21/2022	Late Payment Charge		\$1.58								
06/21/2022	Regular Bill	07/12	\$209.66	\$126.67			0016/0130	43612A	32	433	
07/19/2022	Late Payment Charge		\$0.02								
07/19/2022	Late Payment Charge		\$2.60								
07/21/2022	ELECTRIC SERVICE		\$57.18								
07/21/2022	Regular Bill	08/11	\$269.46	\$209.66			0003/0297	43868A	30	256	
08/19/2022	ELECTRIC SERVICE		\$56.72								
08/19/2022	Regular Bill	09/12	\$326.18	\$269.46			0000/0347	44122A	29	254	
09/20/2022	ELECTRIC SERVICE		\$48.80								
09/20/2022	Regular Bill	10/11	\$374.98	\$326.18			0005/0216	44325A	32	203	
10/18/2022	Late Payment Charge		\$0.05								
10/18/2022	Late Payment Charge		\$4.63								
10/19/2022	ELECTRIC SERVICE		\$183.98								
10/19/2022	Regular Bill	11/09	\$563.64	\$374.98			0316/0006	45333A	29	1008	
11/15/2022	Late Payment Charge		\$0.11								
11/15/2022	Late Payment Charge		\$6.93								
11/17/2022	ELECTRIC SERVICE		\$226.03								
11/17/2022	Regular Bill	12/08	\$796.71	\$563.64			0429/0005	46592A	29	1259	

Bill Account: [REDACTED]

Account Activity Statement

Date: 08/14/23
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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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12/22/2022	ELECTRIC SERVICE		\$450.45					
12/22/2022	Regular Bill	01/17	\$1247.16	\$796.71	1017/0000	48991E	34	2399
01/20/2023	Payment		\$-700.00					
01/20/2023	ELECTRIC SERVICE		\$497.50					
01/20/2023	Regular Bill	02/13	\$1044.66	\$547.16	0898/0000	51506A	30	2515
02/17/2023	ELECTRIC SERVICE		\$433.92					
02/17/2023	Regular Bill	03/13	\$1478.58	\$1044.66	0817/0000	53692A	28	2186
02/22/2023	Payment		\$-600.00					
03/24/2023	CANCELED ELECTRIC SERVICE		\$520.62					
03/24/2023	Canceled Bill	04/17	\$1399.20	\$878.58	0929/0000	56331E	35	2639
04/14/2023	Adjustment		\$-520.62					
04/14/2023	ELECTRIC SERVICE		\$459.57					
04/14/2023	Regular Bill	05/08	\$1338.15	\$878.58	0881/0000	29213A	32	2320
04/20/2023	ELECTRIC SERVICE		\$260.05					
04/20/2023	Regular Bill	05/11	\$1598.20	\$878.58	0426/0017	30491A	30	1278
04/21/2023	Payment		\$-500.00					
05/19/2023	ELECTRIC SERVICE		\$157.41					
05/19/2023	Regular Bill	06/12	\$1255.61	\$1098.20	0284/0006	31233A	29	742
06/20/2023	ELECTRIC SERVICE		\$86.87					
06/20/2023	Regular Bill	07/11	\$1342.48	\$1255.61	0056/0058	31639A	32	406
06/26/2023	Payment		\$-157.41					
07/20/2023	ELECTRIC SERVICE		\$52.07					
07/20/2023	Regular Bill	08/10	\$1237.14	\$1185.07	0000/0277	31859A	30	220

PPL ELECTRIC
EXHIBIT 2

Account Contact History
Account: [REDACTED] **Customer Name: RUSSELL UNANGST**
From 8/14/2019 to 8/14/2023

Contact Date	Contact Type	Remarks	User
2023-08-08	OnTrack Customer	Transitioned OnTrack account. New installment type is Percent of Income	CSLET
2023-08-04	OnTrack Transition Successful	OnTrack Transition	
2023-08-05	OnTrack Customer	OnTrack enrollment - refer questions to OnTrack agency	
2023-07-19	OnTrack Customer	Informational letter sent as an advance notice of OnTrack changes.	CSLET
2023-07-19	OnTrack Customer	Informational letter sent as an advance notice of OnTrack changes.	CSLET
2023-06-09	OnTrack Customer	Email sent to customer with link to OnTrack Enrollment Video	CSLET
2023-05-25	PUC/Formal	Caller Back Office Ratepayer. Outbound to customer [REDACTED] cust request call not be recorded advised would call back. Called again advised Russell Unangst would need to call another time when able to not record the call waiting for directions stop how to recording . Response form sent to OGC.	HOLLY L HANKERSON
2023-05-23	Correspondence - General	Template Name OnTrack Standard Agreement Letter Created by Heather F. Letter Edited No CS Letters ID 5189249	CSLET
2023-05-23	OnTrack Customer	Customer enrolled in OnTrack Active . Monthly payment is 175.00. This may include the current CAP Plus charge.	
2023-05-23	OnTrack Customer	Submitted by - Agency TREHAB Inc. Agent Heather F.	REPBATCH
2023-05-23	OnTrack Customer	OnTrack enrollment - refer questions to OnTrack agency	
2023-05-22	Miscellaneous	WATT Generalist - Northeast - Property Damage - CCR - Field Only Work Item 3590035 Completed	WENDY M MERKEL
2023-05-22	Miscellaneous	WATT ID 3590035 closing WATT to allow the acct to be enrolled in OT once completed WATT will be reopened	WENDY M MERKEL
2023-05-22	Miscellaneous	WATT CCC Formal Complaint - Ability to Pay Bill Dispute Service Related Work Item 3788258 Completed	WENDY M MERKEL
2023-05-22	Miscellaneous	WATT ID 3788258 closing WATT to allow acct to be enrolled in OT WATT will be reinstated once acct is enrolled	WENDY M MERKEL
2023-05-22	Financial Statement Added		REPBATCH
2023-05-17	Miscellaneous	WATT CCC Formal Complaint - Ability to Pay Bill Dispute Service Related Work Item 3788258 Created	DONNA BARRY
2023-05-16	SC - PUC Formal Complaint	Received notice that the customer filed Formal Complaint Docket No. F-2023-3040724.	E02623
2023-05-09	Financial Statement Added		REPBATCH
2023-05-08	Miscellaneous	WATT Generalist - PPL Executives - Request for CallBack-Leh Work Item 3569553 Completed	MICHELLE HALL
2023-04-28	Financial Statement Added		REPBATCH
2023-04-21	SC - GRACE EXTENSION	Received notice that the customer appealed the PUC decision for BCS 3882822. Necessary protections placed on the account until 05 19 2023.	E02623
2023-04-20	Billing	Caller RUSSELL UNANGST Ratepayer. CONTIN... to puc with incorr dates. adv bills are correct was pd before est bills went out. cust disconn	DELASHIA FROST
2023-04-20	Billing	Caller RUSSELL UNANGST Ratepayer. cci very upset numbers we are telling him isnt adding up. tried going thru statement of accts he received and bill he have on hand. only 2 est bill March est bill was cancelled. confirmed usage decreased Jan Feb compared to last year rate have increased 14.612cents. says meter was changed a year ago but we just reported	DELASHIA FROST
2023-04-20	Correspondence - General	Template Name Master Utility Report Created By DELASHIA FROST Letter Edited No CS Letters ID 5149459	CSLET
2023-04-20	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2023-04-20	WUR Assessment	RUSSELL UNANGST Ratepayer. Caller s Concern Billed Amounts. Position Stated Yes. Sat No. WUR Required Yes. Caller s Concern Account Balance. Position Stated Yes. Sat No. WUR Required Yes. Caller s Concern Meter Not Changed. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No. Interested in SO Not on Phone.	DELASHIA FROST
2023-04-20	Call Transfer	Caller RUSSELL UNANGST Ratepayer User Comments Do you understand the information that I reviewed with you transfer to billing to go over charges.	TIMMESIA BANKS
2023-04-20	WUR Assessment	RUSSELL UNANGST Ratepayer. Caller s Concern Call Transfer. Position Stated Yes. Sat No. WUR Required No. Provided PUC No. Interested in SO No.	TIMMESIA BANKS
2023-04-17	ONTRACK ENROLLMENT PENDING	Work submitted by hfahnestock@trehab.org Agency Name TREHAB Inc.	SELF SERVICE USER
2023-04-17	Changed Payment Agreement	Canceled Active Catch-Up due to pending OT enrollment	REP_USER
2023-04-17	Financial Statement Added		HFAHNEST
2023-04-17	Miscellaneous	WATT ID 3590035 RVM installed showed no issues with PPL equipment or voltage. Customers usage year to year are very similar.	MICHAEL J TOTH
2023-04-17	Miscellaneous	WATT ID 3590035 I recommend to deny this damage claim. The customer has nominal voltage 120V. His transformer service and meter has been replaced. Two other customers on the same transformer have no issues or have reported no issues. Customer has called in multiple times for various reasons	MICHAEL J TOTH
2023-04-17	Miscellaneous	WATT Billing - WFM follow-up Work Item 3590302 Completed	JULIE GIUMENTO
2023-04-15	Correspondence - General	Template Name Estimated Rebill CMO Created By Giumento Julie A Letter Edited Yes CS Letters ID 5141839	CSLET
2023-04-17	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET

Contact Date	Contact Type	Remarks	User
2023-04-14	Special Situation	Canceled 03 24 23 Est bill to complete CMO Old meter 300815903 last actual 03 03 23 R 54713 8.3 lost 9 00 AM New meter 301142814 discovered 9 28 AM 03 03 23 In R 27914 0.0. Will rebill CB to 03 21 23 R 29213 9.9 and send Est CMO letter. NBG 04 20 23.	JULIE GIUMENTO
2023-04-14	Change Meter Only Issued	Canceled 03 24 23 Est bill to complete CMO Old meter 300815903 last actual 03 03 23 R 54713 8.3 lost 9 00 AM New meter 301142814 discovered 9 28 AM 03 03 23 In R 27914 0.0. Will rebill CB and send Est CMO letter.	JULIE GIUMENTO
2023-04-14	Cancel/Only Service	Canceled 03 24 23 Est bill to complete CMO Old meter 300815903 last actual 03 03 23 R 54713 8.3 lost 9 00 AM New meter 301142814 discovered 9 28 AM 03 03 23 In R 27914 0.0. Will rebill CB and send Est CMO letter.	JULIE GIUMENTO
2023-04-14	Other Meter Investigation Completed	Other Explain New meter is 301142814 reading 30368 kwh . Action Taken Field Work Completed	MDT
2023-04-14	Credit	sw rp-took app over the phone. Rp began swearing.Advised him I would disconnect call. Submitted by Debbie S Agency TREHAB	SELF SERVICE USER
2023-04-14	OnTrack Customer	OnTrack application submitted by DSWENDSEN@TREHAB.ORG Source Rep	SELF SERVICE USER
2023-04-13	Miscellaneous	WATT Billing - WFM follow-up Work Item 3590302 Created	JULIE GIUMENTO
2023-04-13	Check and Seal Meter Other Voided		JULIE GIUMENTO
2023-04-13	Other Meter Investigation Issued	The meter was recently changed under wo 12940425 please get the meter so we can updated on our system	JULIE GIUMENTO
2023-04-13	Check and Seal Meter Other Issued	The meter was recently changed under wo 12940425 please get the meter so we can updated on our system	MARISELA TALERO
2023-04-13	Other Check Service Voided	wrong order	MARISELA TALERO
2023-04-13	Other Check Service Issued	The meter was recently changed under wo 12940425 please get the meter so we can updated on ID.	MARISELA TALERO
2023-04-13	Property Damage	Caller RUSSELL UNANGST Ratepayer. previously apply but he didn t have time since he had a doctor appointment. He understands someone will investigate and and begin the investigation within the next 30 days. Expl when he calls back for OT app he can also request to be transferred to WRAP but he is not interested in that.	JULIE GIUMENTO
2023-04-13	Property Damage	Caller RUSSELL UNANGST Ratepayer. Asked him if he ever considered a home energy audit. He said no because when he bought the home he replaced everything internally he is a mechanic and knows how things run and there is nothing wrong on the inside of the home. Offered to transfer him to OT application since notes on account show he wasn t able to	JULIE GIUMENTO
2023-04-13	Property Damage	Caller RUSSELL UNANGST Ratepayer User Comments sw RUSSELL UNANGST he believes because of the issues he previously had with PPL and low voltage this caused his electric BB heat to only reach 40 degrees which would not heat the home and caused it to run all day long causing higher usage than should be occurring. Issued a property damage claim for him.	JULIE GIUMENTO
2023-04-13	WUR Assessment	RUSSELL UNANGST Ratepayer. Caller s Concern Property Damage. Position Stated No. Investigation reqd Yes. . WUR Required No. Provided PUC No. Interested in SO No.	JULIE GIUMENTO
2023-04-13	Service	Caller Back Office Ratepayer. from Mike Toth Engineer low voltage would make his usage lower. The customer has electric heat with multiple other small heaters plugged in. His billing is relatively the same by month year over year I would have recommended an Energy Audit if he would have stopped cursing	MARISELA TALERO
2023-04-13	Credit	RUSSELL UNANGST Ratepayer. Offered LIHEAP - Yes Offered Operation HELP - Yes .	JULIE GIUMENTO
2023-04-13	Credit	RUSSELL UNANGST Ratepayer. Customer indicated there was no change to financial information.	JULIE GIUMENTO
2023-04-13	Financial Statement Added		JULIE GIUMENTO
2023-04-13	Property Damage - Customer/s Property Issued	Customer states because voltage was so low due to malfunctioning PPL equipment it caused damage to his electric BB heat causing it to run for longer periods of time causing high usage. Low voltage would not allow BB heat to go above 40 degrees to heat the home so it ran all day long. issued WATT 3590035.	JULIE GIUMENTO
2023-04-13	Miscellaneous	Customer states because voltage was so low due to malfunctioning PPL equipment it caused damage to his electric BB heat causing it to run for longer periods of time causing high usage. Low voltage would not allow BB heat to go above 40 degrees to heat the home so it ran all day long.	JULIE GIUMENTO
2023-04-13	Miscellaneous	WATT Generalist - Northeast - Property Damage - Reliability Work Item 3590035 Created	JULIE GIUMENTO
2023-04-13	Call Transfer	Caller RUSSELL UNANGST Ratepayer User Comments sw russell abt acct he wants to sue the company bc he is upset abt how the phone system works and his bills are being over charges he wants to speak to on track to get on the program xfer to EE bc he wants to find the lady he was talking to in EE	DANIELLE BROOKS
2023-04-13	WUR Assessment	RUSSELL UNANGST Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO Not on Phone.	DANIELLE BROOKS
2023-04-13	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note IVR Call Type 10 No	IVR
2023-04-13	Credit	Lights Comments none	IVR
2023-04-13	Service	Caller Back Office Ratepayer. Does not appear customer did the ot application when I xfrd him over.	MARISELA TALERO
2023-04-13	Service	Caller Back Office Ratepayer. per engineer Michael Toth he has spent alot of time talking to customer in the past. We have replaced the meter service and transformer. I have also had an RVM installed and discussed the results with him over the past few years.	MARISELA TALERO
2023-04-13	Credit	Caller Back Office Ratepayer. called customer back so I can transfer him over so he can do the ot application over the phone. xfrd him to ot application.	MARISELA TALERO
2023-04-13	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 5138953	CSLET
2023-04-13	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 5138778	CSLET

Contact Date	Contact Type	Remarks	User
2023-04-12	Usage Analysis	Caller Robert Unangst Ratepayer Reviewed Bill History Yes Reviewed Daily Hourly Usage Yes Is Usage In line Yes Customer Satisfied Yes Issued Investigation No Sent Utility Report No	MARISELA TALERO
2023-04-12	Service	Caller RUSSELL UNANGST Ratepayer. emailed reliability to see if they can address his real dispute to see if low voltage lines would really have caused the bb heaters to increase usage.	MARISELA TALERO
2023-04-12	OnTrack Customer	Caller RUSSELL UNANGST Ratepayer. CX WNT TO APPLY FR OT ASST...SUBMITT AND APP TO BE MAIL...DUE TO SYSTEM ISSUE UNABLE TO SUBMITT OVER PHN	TAMEKIA WRIGHT
2023-04-12	Credit	Caller RUSSELL UNANGST Ratepayer. i also explnd he doesnt want to kp doing med certs bc they are limited and he wants them if he actually requires them.	MARISELA TALERO
2023-04-12	SC - REFERRAL TO ONTRACK	Caller RUSSELL UNANGST Ratepayer. CX NEED A AN APP MAIL FR OT ASST...	303947
2023-04-12	Credit	Caller RUSSELL UNANGST Ratepayer. I explnd to Mr Unangst that ot is a program that will help him get reduced monthly amts based on income protection from shut offs and debt forgiveness. I also referred him to ophelp gv agyand verified ot and ophel are ppl programs just the agency does the paperwork for us. I xfrd him to ot to do the application.	MARISELA TALERO
2023-04-12	Credit	RUSSELL UNANGST Ratepayer. Offered LIHEAP - Yes Offered Operation HELP - Yes Offered OnTrack - Yes . .	MARISELA TALERO
2023-04-12	SC - RECURRING REFERRAL TO OTRK	Caller RUSSELL UNANGST Ratepayer. Referred to Ontrack.	E144767
2023-04-12	Call Transfer	RUSSELL UNANGST Ratepayer. Customer transferred to apply for OnTrack.	MARISELA TALERO
2023-04-12	Financial Statement Added		MARISELA TALERO
2023-04-12	Service	Mr Unangst thinks it is causing the bb htrs To turn on and off more than they should causing higher usage and this is what he had been disputing not the higher rates or estimated bills emailing reliability about this issues to see if they can figures out if this is even possible.	MARISELA TALERO
2023-04-12	Service	Caller RUSSELL UNANGST Ratepayer. customer is upset bc he feels before we changed his lines out in the front three weekshe had low voltage causing his bb heaters to turn on and off more than usual.....he had an outage call with partial power on 2 4.....he was told by this serviceman that the issue was he did not have enough voltage hting	MARISELA TALERO
2023-04-12	Password Required	Caller RUSSELL UNANGST Ratepayer. Password Verification Failed.	MARISELA TALERO
2023-04-12	Call Transfer	Caller RUSSELL UNANGST Ratepayer. CCI he is irate - he wants someone to fix his bill. transfer him to ee	MADANA DOOKIERAM
2023-04-12	Password Required	Caller RUSSELL UNANGST Ratepayer. Password Verification Failed.	MADANA DOOKIERAM
2023-04-06	Miscellaneous	Caller RUSSELL UNANGST Ratepayer. cx only accepted that he will get a call back from an exec and if he doesnt get a cb in a few days he is going to his lawyers to settle the matter in court i advised that I will send out the request to have an exec call him back cx said he is only waiting a few days	JOSHUA HARRY
2023-04-06	Miscellaneous	Caller RUSSELL UNANGST Ratepayer. cx said he does not know what TREHAB is and it is a scam he asked for someone who can authenticate them I advised that it is an agency that offers help to customers who needs assistance with their bills and the programs are recommended by PPL cx said he is not giving out any financial info to someone he doesnt know..cont	JOSHUA HARRY
2023-04-06	Miscellaneous	Caller RUSSELL UNANGST Ratepayer. I offered to transfer to EE for further review cx said that he does not want to wait on hold for hours again cx insisted an exec call back created WATT item cx also said someone asked for photos of his home that he did not provide and they hacked into his phone without his authority and said he does not have an app cont	JOSHUA HARRY
2023-04-06	Miscellaneous	Caller RUSSELL UNANGST Ratepayer User Comments cx said he has been having issues with PPL for the past 3 years he said since the new meter was installed and the lines were changed he has been getting higher bills and his usage is all messed up i offered to review billing info but cx said he wants to speak to someone that can make changes on account cont	JOSHUA HARRY
2023-04-06	WUR Assessment	RUSSELL UNANGST Ratepayer. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat No. WUR Required No. Provided PUC No. Interested in SO No.	JOSHUA HARRY
2023-04-06	Miscellaneous	sw RUSSELL UNANGST rp cx requesting to speak with an executive rep to resolve his issues cx said he is tired and frustrated of dealing with call center reps and supervisors who cannot assist him he said he is ready to sue and is expecting a call back within the next few days daytime [REDACTED]	JOSHUA HARRY
2023-04-06	Miscellaneous	WATT Generalist - PPL Executives - Request for CallBack-Leh Work Item 3569553 Created	JOSHUA HARRY
2023-04-05	SC - GRACE EXTENSION	closed duplicate suspend	e153462
2023-04-05	SC - GRACE EXTENSION	closed duplicate suspend charge	e153462
2023-04-05	EFT Validation Failure Notice	ACTIVE PAYMENT AGREEMENT	LINDA M EIBACH
2023-04-05	Miscellaneous	WATT Generalist - OCA Legislative Work Item 3566460 Completed	LINDA M EIBACH
2023-04-05	Miscellaneous	WATT ID 3566460 see notes on acct	LINDA M EIBACH
2023-04-05	Miscellaneous	responded to legislative complaint that an OT agent reached out to customer on 4 4 23 and provided him with the address to mail his proof of income.	LINDA M EIBACH
2023-04-05	SC - GRACE EXTENSION	Caller Back Office Ratepayer. SC Status from Open to Closed Cust Rights Given Y Cust Satisfied Y Comments BCS 3882822 DEC CLOSED 04 04 2023 THE CUSTOMER S BILL IS HIGH DUE TO LACK OF PAYMENTS AND NOT MAKING PAYMENTS IN FULL EACH MONTH. CUSTOMER WAS ISSUED AN ESTIMATED BILL FOR SERVICE FROM 11 17 2022 TO 12 21 2022 BASED ON THE USAGE FOR THE PRIOR YEAR. EST	CUCL143

Contact Date	Contact Type	Remarks	User
2023-04-05	SC - GRACE EXTENSION	Caller Back Office Ratepayer. SC Status from Open to Closed Cust Rights Given Y Cust Satisfied Y Comments BCS 3882822 DEC CLOSED 04 04 2023 THE CUSTOMER S BILL IS HIGH DUE TO LACK OF PAYMENTS AND NOT MAKING PAYMENTS IN FULL EACH MONTH. CUSTOMER WAS ISSUED AN ESTIMATED BILL FOR SERVICE FROM 11 17 2022 TO 12 21 2022 BASED ON THE USAGE FOR THE PRIOR YEAR. EST	CUCL143
2023-04-05	SC - GRACE EXTENSION	Caller Back Office Ratepayer. SC Status from Open to Closed Cust Rights Given Y Cust Satisfied Y Comments BCS 3882822 DEC CLOSED 04 04 2023 THE CUSTOMER S BILL IS HIGH DUE TO LACK OF PAYMENTS AND NOT MAKING PAYMENTS IN FULL EACH MONTH. CUSTOMER WAS ISSUED AN ESTIMATED BILL FOR SERVICE FROM 11 17 2022 TO 12 21 2022 BASED ON THE USAGE FOR THE PRIOR YEAR. EST	CUCL143
2023-04-05	Miscellaneous	WATT Generalist - OCA Legislative Work Item 3566460 Created	BRENDA E STOKES
2023-04-04	Credit	s w rp-gave our mailing address so that he could submit current proof of income. Submitted by Debbie S Agency TREHAB	SELF SERVICE USER
2023-04-04	Credit	Caller RUSSELL UNANGST Ratepayer User Comments CX CALLED REGARDING RECEIVING LETTER WITOUT ONTRACK APPLICATION. OPTED TO TRANSFER TO ONTRACK OR UPDATE FINANCIAL INFO TO SEE PROGRAMS QUALIFIED FOR AND SENT THEM APP BY EMAIL IF QUALIFY FOR ONTRACK. CX LEFT THE CALL AND SPOKE TO ANOTHER PERSON SO DID NOT ACCESS SAT. TOLD WILL ISSUE CALL BACK FOR SUP.	AJONGAKO ATABONG
2023-04-04	WUR Assessment	RUSSELL UNANGST Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	AJONGAKO ATABONG
2023-04-03	Miscellaneous	WATT Scanned - Med Cert Work Item 3558230 Created	KOFAX
2023-04-03	SC - MED CERT - 30 DAY	KOFAX initiated MedCert 30 Day Suspend Charges	ORAMP1
2023-03-31	Correspondence - General	Template Name Med Cert Request Form Created By 310885 Letter Edited No CS Letters ID 5122585	CSLET
2023-03-31	Miscellaneous	Caller Nicole Doctor NP PA User Comments cci from doctors office about a med cert form info was sent did not assessed SAT	DEANNA REYES
2023-03-31	SC - MED CERT - 7 DAY	Caller Nicole Doctor NP PA. Nicole Mertz Medical Assitant Thomas E Munshower DO St Luke Kresgeville Practice 543 inter change Road Kresgeville PA 18333 272-212-5230 833-550-9705 Nicole Mertz Russell Unangst and Medical Certification form faxed.	310885
2023-03-27	Miscellaneous	WATT USR - OnTrack Revenue Class Work Item 3493211 Completed	ERIC S EICHELMAN
2023-03-24	Maintain Bill Determinants	per request from Compliance updating rev class to Residential Electric Heat	WENDY M MERKEL
2023-03-24	Correspondence - General	Template Name Property Damage - Denial - Third Party Created By George Kevin G Letter Edited Yes CS Letters ID 5113174	CSLET
2023-03-24	Miscellaneous	sent edited denial letter for his requested payment for his time to verify OnTrack eligibility Letter crafted by DW	KEVIN G GEORGE
2023-03-24	Other Rate Check Completed	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.	KEVIN G GEORGE
2023-03-24	Miscellaneous	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	KEVIN G GEORGE
2023-03-23	Miscellaneous	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.	KEVIN G GEORGE
2023-03-23	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note IVR Call Type 10 No Lights Comments none	IVR
2023-03-23	Miscellaneous	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	KEVIN G GEORGE
2023-03-20	Contact Rep - Call Attempt 2	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.	KEVIN G GEORGE
2023-03-20	Contact Rep - Call Attempt 1	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.	KEVIN G GEORGE
2023-03-20	Other Rate Check Maintained		KEVIN G GEORGE
2023-03-15	Other Rate Check Issued	per ot app pls verify main heat source then email e eichelman w result. thanks.	ERIC S EICHELMAN
2023-03-14	Miscellaneous	WATT USR - OnTrack Revenue Class Work Item 3493211 Created	KRISTEN M KELLY
2023-03-14	PUC/Informal	Received an email from the PUC that this customer has baseboard installed electric heat sent this account to have a rate check issued. Also advised the PUC that this customer applied for OnTrack on 12 28 2022 however he never submitted his income doc to determine eligibility	MICHELE K SPOTTS
2023-02-28	SC - PUC Informal Complaint	PUC MDIA BCS 3882822	CUCL143
2023-02-27	Miscellaneous	Caller RUSSELL UNANGST Ratepayer. 100 000 claim. cx hung up no sat under or so	KAMAL SAMAROO
2023-02-27	Miscellaneous	Caller RUSSELL UNANGST Ratepayer User Comments cci speake to someone incharge of company. 3 years dont have propper elec coming into house sup to change wires. have a stroke under medical care. spoke to PUC said get in contact with us. house is cold. sub call back req for new con to call back. next 2 hours no one calls back going to court system to file	KAMAL SAMAROO

Contact Date	Contact Type	Remarks	User
2023-02-27	WUR Assessment	RUSSELL UNANGST 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.	KAMAL SAMAROO
2023-02-27	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note IVR Call Type 10 No Lights Comments none	IVR
2023-02-24	SC - PUC Informal Complaint	PUC MDIA BCS 3882822	CUCL143
2023-02-22	Special Situation	WU WALKIN paid 600.00	SELF SERVICE USER
2023-02-22	Added Payment Agreement	WU WALKIN paid 600.00	SELF SERVICE USER
2023-02-09	Bill Comparison	Caller Back Office Ratepayer. customer is upset about his kwh spend and mad we charge him ore delivery and mad that his rates increased. he had someone come out to evaluate his lines on saturday and that person told him they d have someone come out and change the lines as they were old and contributing to his higher usage. Follow up on the line change pleas	E166580
2023-02-04	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note 311767 Call Type 81 Voltage Complaint Comments oven not working no heat no hot water this has been ongoing issue for 3 yrs now base board heaters in home	WCT
2023-02-04	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note IVR Call Type 10 No Lights Comments none	IVR
2023-02-04	myPPL Alerts - CSS WEB	Caller Name RUSSELL Relationship Ratepayer Agreed to T Cs-Enrolled	IVR
2023-02-04	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note IVR Call Type 10 No Lights Comments none	IVR
2023-02-02	Data Repair	DR_REQ10782282 - CD-NXT-COLL-ACTION UPDATE	CSSDR044
2023-01-21	Data Repair	INC10765324 - Reads Workaround	CSSDR044
2023-01-20	Special Situation	WU WALKIN paid 700.00	SELF SERVICE USER
2023-01-09	SC - PUC Informal Complaint	PUC MDIA BCS 3882822	CUCL143
2023-01-09	OB Call - Outreach	Caller Back Office Ratepayer. called customer in regards to past due balance unable to verify address said he wont call back and doesnt go online and is going to block the number so PPL doesn t bother him	ANTHONY GLOSSON
2023-01-05	OB Call - Outreach	Caller Back Office Ratepayer. called left a msg in regards to past due balance and to call back	ANTHONY GLOSSON
2022-12-28	Correspondence - General	Template Name OnTrack Application Rejection Letter New Created By dswendsen@trehab.org Letter Edited No CS Letters ID 4951972	CSLET
2022-12-28	Credit	s w rp rejected app for letter to be sent requesting proof of ss Submitted by Debbie Swendsen Agency TREHAB	SELF SERVICE USER
2022-12-28	OnTrack - Ineligible	OnTrack application Rejected. Reason You have failed to submit documentation for all sources of household income. If you submit copies of the missing documentation below your application will be processed promptly. Please return this letter along with your documents and send to the agency address below. SSI SSD current year award letter for all household	SELF SERVICE USER
2022-12-28	OnTrack Customer	OnTrack application submitted by DSWENDSEN@TREHAB.ORG Source Rep	SELF SERVICE USER
2022-12-27	OB Call - Outreach	Caller Back Office Ratepayer User Comments customer is irate over calls he keeps getting calls from us. advised the account is past due we can set up payment plan on account customer grew more irate was not able to asses sat or understood	KATHERINE SAWKA
2022-12-27	WUR Assessment	Back Office Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	KATHERINE SAWKA
2022-12-22	Winter Collection	Winter Collection Notice	
2022-12-01	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 4924766	CSLET
2022-11-30	Credit	Sw rp. He may or may not submit a payment assistance app to apply. Submitted by Patricia J Agency TREHAB	SELF SERVICE USER
2022-11-30	Credit	Caller RUSSELL UNANGST Ratepayer User Comments escalated call spk with rp reg term went over financials and updated new pag cx is not able to make payment sta5ted he will pay off account in feb advs i cannot adv its ok to not make a payment till then advs he will recv lpc and get farther behind cx understood not sat that i could not work with him on paym	KARINA STEIN
2022-11-30	WUR Assessment	RUSSELL UNANGST Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	KARINA STEIN
2022-11-30	SC - REFERRAL TO ONTRACK	Referred to Ontrack.	E190880
2022-11-30	Added Payment Agreement	RUSSELL UNANGST Ratepayer. Agreement Type NCU. Cust agrees to PAG terms NO. First payment of 256.00 is due 12 09 2022. Future payments beginning with next bill will include installment amount of 23.00. Enrolled in BB NO.	KARINA STEIN
2022-11-30	Credit	RUSSELL UNANGST Ratepayer. Offered LIHEAP - Yes Offered Operation HELP - Yes Offered OnTrack - Yes . .	KARINA STEIN
2022-11-30	Credit	Confirmed service is scheduled for termination on 12 07 2022. Amount is 563.64. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.	KARINA STEIN
2022-11-30	Credit	RUSSELL UNANGST Ratepayer. Offered LIHEAP - Yes Offered Operation HELP - Yes Offered OnTrack - Yes . .	KARINA STEIN
2022-11-30	Credit	Caller Back Office Ratepayer. csust called in. no response. could not verify caller.	NAVLEEN SAPPAL
2022-11-30	Financial Statement Added		KARINA STEIN

Contact Date	Contact Type	Remarks	User
2022-11-30	Credit	Confirmed service is scheduled for termination on 12 07 2022. Amount is 563.64. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.	KARINA STEIN
2022-11-30	Credit	Confirmed service is scheduled for termination on 12 07 2022. Amount is 563.64. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.	KARINA STEIN
2022-11-30	Credit	Confirmed service is scheduled for termination on 12 07 2022. Amount is 563.64. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.	IVR
2022-11-30	Credit	Caller RUSSELL UNANGST Ratepayer User Comments cci for options on bill.cx said he needs to speak with someone in english that does not have an accent..req someone and issued FF..adv of cb	JADA SIMON
2022-11-30	WUR Assessment	RUSSELL UNANGST Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	JADA SIMON
2022-11-30	SC - MED CERT - 3 DAY	Caller RUSSELL UNANGST Ratepayer. IVR Med Cert	IVR
2022-11-23	Credit - Outbound Call	Caller Back Office Ratepayer. OB CALL PDB no answer left messg- pay assist	ENID GONZALEZ
2022-11-23	Credit	Confirmed service is scheduled for termination on 12 07 2022. Amount is 563.64. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	ENID GONZALEZ
2022-11-22	Correspondence - Collections	CUT DATE 2022-12-07 AMOUNT 563.64	
2022-09-30	Miscellaneous	WATT Generalist - OCA Legislative Work Item 2945020 Completed	WENDY M MERKEL
2022-09-29	SC - GRACE EXTENSION	BCS 3858916 DEC CLOSED 09 29 2022 COMPANY DOES NOT CLAIM TO PROVIDE POWER TO ITS CUSTOMERS WHICH IS FREE FROM IMPULSES SAGS SURGES OR NOISE. AT THE INFORMAL LEVEL THE PUC HAS LIMITED AUTHORITY OVER SERVICE-RELATED ISSUES. CUST ONLY BILLED FOR PWR RUNS THROUGH THE METER.	e02239
2022-08-19	SC - PUC Informal Complaint	PUC MDIA BCS 3858916	CUCL143
2022-08-11	Correspondence - General	Template Name Master Utility Report Created By CHASITY MORRISON Letter Edited No CS Letters ID 4762749	CSLET
2022-08-11	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2022-08-11	Credit	Caller RUSSELL UNANGST Ratepayer. purposes. Customer advised will send a check. Issued dd ext and advised dd ext offered 1 every 12 months. Tried to stop recording of call and call disconnected and Twilio placed me in si. Unable to assess SAT.	CHASITY MORRISON
2022-08-11	Credit	Caller RUSSELL UNANGST Ratepayer User Comments CCI regarding account. Advised vm regarding overdue balance. Advised customer of pd balance is 209.66 cb for 59.80 269.46. Advised no s o notice tried to offer pag or ca but customer refused. Advised of cons. Also explained to customer unable to stop recording of line explained established for quality	CHASITY MORRISON
2022-08-11	WUR Assessment	RUSSELL UNANGST Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat No. WUR Required Yes. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	CHASITY MORRISON
2022-08-11	SC - Due Date Extension	Caller RUSSELL UNANGST Ratepayer. Issued ext to provide customer additional time for check to be sent for balance.	305250
2022-08-11	OB Call - Outreach	Caller Back Office Ratepayer. ob call- called [REDACTED] left msg in ref of past due bal.	TYLER BUCHINSKY
2022-04-19	Credit	Caller RUSSELL UNANGST Ratepayer. cx did not want to verify pin and demanding to speak w chairman of ppl now about fraudulent activity from consumers	MONTEA BATEMAN
2022-04-19	Password Required	Caller RUSSELL UNANGST Ratepayer. Password Verification Failed.	MONTEA BATEMAN
2022-04-14	Miscellaneous	Caller Unknown Other. caller did not give me his name. Listened to him rant for several minutes. When he finally told me he was calling about his home I explained I would need to transfer him to customer service. Customer started yelling and being verbally abusive. Disconnected call.	HEATHER A DADDIO
2022-04-14	Password Required	Caller Unknown Other. Password Verification Failed.	HEATHER A DADDIO
2022-01-28	Credit	Caller RUSSELL UNANGST Ratepayer. rp wouldn t verify pin did call him back on phone nr that he called on upset about charges on bill and wants to speak to someone in corporate call disconnected Rev 01 28 2022 08 41 sent email to April P bc he wants to speak to someone in corp	TAMATHA JOAN SHIPMAN
2022-01-28	Password Required	Caller RUSSELL UNANGST Ratepayer. Password Verification Failed.	TAMATHA JOAN SHIPMAN
2022-01-24	Credit	Caller Back Office Ratepayer. Escalated call back cust did not want call recorded advised calls can be automatically and randomly recorded Cust stated no longer wanted to talk to me and terminated call Sent email to agent direct sup no sat	JACQUELINE HOLLIDAY
2022-01-24	Credit	Caller Back Office Ratepayer. cx called in requested a call back from sup about camplaint advsd it is against the law to not have unrecorded option for cxs would not go into detail on recorded line advsd sup would call back	KARINA STEIN
2022-01-24	Credit	Caller Back Office Ratepayer. cci stated doesnt agree to company recording messages. customer used profanities multiple times after asked to refrain. adv cust calls are recorded disconnected line after profanities used and warnings issued.	AMANDA CHOKE

Contact Date	Contact Type	Remarks	User
2021-11-16	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note MS_CSS.services.contacts.privcontacts notification_PPL_CUSTOMER_CONTACT_VIEWPublishDocument USER_NAME Call Type 80 Partial Power Comments every few days lig	O
2021-11-16	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note Lights Comments none IVR Call Type 10 No	IVR
2021-10-11	Call Transfer	Caller RUSSELL UNANGST Ratepayer User Comments cx called in to spk with sup unable to verify pin did not want to verify ssn trans to enhanced ver	KARINA STEIN
2021-10-11	WUR Assessment	RUSSELL UNANGST Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO Not on Phone.	KARINA STEIN
2021-10-11	Password Required	Caller RUSSELL UNANGST Ratepayer. Password Verification Failed.	KARINA STEIN
2021-10-11	Special Situation	WU WALKIN paid 354.07	SELF SERVICE USER
2021-06-14	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
2021-05-27	Data Repair	DR DT NXT BILL 6	CSSDR044
2021-04-28	Billing	Caller RUSSELL UNANGST Ratepayer User Comments upset that he was n t getting his bills. adv we had a different mailing addr. updated address. cust paid full balance after providing cust with amount of the last 2 bills. sat	LINDA M EIBACH
2021-04-28	WUR Assessment	RUSSELL UNANGST Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	LINDA M EIBACH
2021-04-28	CSS WEB Interface Payment	Caller RUSSELL UNANGST Ratepayer. Comments Made Payment in the amount of 694.63. Confirmation number was Read. Confirmation Number 21042851	LINDA M EIBACH
2021-04-28	Credit	Confirmed service is scheduled for termination on 05 11 2021. Amount is 539.17. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	LINDA M EIBACH
2021-04-28	Password Required	PIN NUMBER---- 1757	LINDA M EIBACH
2021-04-28	Maintain Bill Account	Caller RUSSELL UNANGST Ratepayer updated mailing address from [REDACTED] to [REDACTED]. Reason P.O. Box	LINDA M EIBACH
2021-04-28	Credit	Caller RUSSELL UNANGST Ratepayer User Comments trans to add accts to help w pin number cust forgot	PETER NASH
2021-04-28	WUR Assessment	RUSSELL UNANGST Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	PETER NASH
2021-04-28	Password Required	Caller RUSSELL UNANGST Ratepayer. Password Verification Failed.	PETER NASH
2021-04-27	Correspondence - Collections	CUT DATE 2021-05-11 AMOUNT 539.17	
2021-03-28	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
2021-03-16	Special Situation	WU WALKIN paid 587.90	SELF SERVICE USER
2021-03-12	Correspondence - General	Template Name Master Utility Report Created By MILLER IESHA Letter Edited No CS Letters ID 4045791	CSLET
2021-03-12	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2021-03-12	WUR Assessment	RUSSELL UNANGST Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat No. WUR Required Yes. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	MILLER,IESHA
2021-03-12	Credit	Caller RUSSELL UNANGST Ratepayer. INFORMED CUST TERM NOTICE MAILED ON 03 12 FOR TERM ON 03 25. UNABLE TO ASK IF SAT DUE TO CUST DISCONNECTING CALL	MILLER,IESHA
2021-03-12	Credit	Caller RUSSELL UNANGST Ratepayer. SPOKE WITH CUST CUST WAS VERY RUDE AND DID NOT WANT TO VERIFY INFO. ADV INFO IS NEEDED TO BE VERIFIED IN ORDER TO ASSIST CUST DID VERIFY INFO. ADV CUST OF TERMINATION AND PAST DUE BALANCE OFFERED PAYMENT PLAN AND TO MAKE PAYMENT TODAY CUST DECLINED AND STATED HE WILL MAIL PAYMENT FOR 587.90	MILLER,IESHA
2021-03-12	Password Required	Caller RUSSELL UNANGST Ratepayer. Password Verification Failed.	MARIAH MANGUAL
2021-03-12	Password Required	Caller RUSSELL UNANGST Ratepayer. Password Verification Failed.	MILLER,IESHA
2021-03-12	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2021-03-11	Correspondence - Collections	CUT DATE 2021-03-25 AMOUNT 587.90	
2021-02-24	Correspondence - General	Template Name Master Utility Report Created By JUDITH K JONES Letter Edited Yes CS Letters ID 4017662 letter was rejected - duplicate	JUDITH K JONES
2021-02-24	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET letter was rejected - duplicate	JUDITH K JONES
2021-02-24	Miscellaneous	Caller RUSSELL UNANGST Ratepayer. cust did not know his pin he gave me the last 4 digits of his checking acct for a payment. he was calling about acct [REDACTED] but later i did check his payment on this acct sent utility rpt for payment he claimed paid both this bill and bill from acct [REDACTED]	JUDITH K JONES
2021-02-24	Password Required	Caller RUSSELL UNANGST Ratepayer. Password Verification Failed.	JUDITH K JONES

Contact Date	Contact Type	Remarks	User
2021-02-24	Account Balance	Caller RUSSELL UNANGST Ratepayer User Comments cust paid 1805.22 on 12 21 20 this paid his baln on the bill sent nov 19 2020 which did not include tje money he owed on acct [REDACTED] he feels this is our fault and we did not transfer the baln from his previous acct to this acct sent written utility rtp he hung up while i was trying to call sup	JUDITH K JONES
2021-02-24	WUR Assessment	RUSSELL UNANGST Ratepayer. Caller s Concern Billing Payment - WUR will be sent. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No.	JUDITH K JONES
2021-02-24	WUR Assessment	RUSSELL UNANGST Ratepayer. Caller s Concern Billing Payment - WUR will be sent. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	JUDITH K JONES
2021-02-24	Password Required	Caller RUSSELL UNANGST Ratepayer. Password Verification Failed.	JUDITH K JONES
2021-02-24	WUR Assessment	Back Office Ratepayer. Caller s Concern Billing Payment - WUR will be sent. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No.	JUDITH K JONES
2021-02-24	Password Required	Caller RUSSELL UNANGST Ratepayer. Password Verification Failed.	JUDITH K JONES
2021-02-24	Credit	Caller RUSSELL UNANGST Ratepayer User Comments Not SS on acct to verf to update or remove pin	BOBBY MYERSMADDEN
2021-02-24	WUR Assessment	RUSSELL UNANGST Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd Yes. . WUR Required No. Provided PUC No.	BOBBY MYERSMADDEN
2021-02-24	Credit	Caller Back Office Ratepayer. R P could not verf pin std he recvd a letter from OCA advising that he owes a bal of 150.00 something was owed to PPL cust std he paid that amt back in Dec when he made a pmt of 1805.00 adv cust not showing a trans bal to this acct adv will trans to trans bal dept -Trans to T26	BOBBY MYERSMADDEN
2021-02-24	Password Required	Caller RUSSELL UNANGST Ratepayer. Password Verification Failed.	BOBBY MYERSMADDEN
2021-02-24	Password Required	Caller RUSSELL UNANGST Ratepayer. Password Verification Failed.	BOBBY MYERSMADDEN
2021-02-22	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2021-01-18	Billing	sw RUSSELL UNANGST rp called after trouble call was issued he asked about his daily usage checked readings and they have come down a bit he is currently using 60-70 kwh per day bill so far is approx 249.00 cust sat	JENNIFER M HAUSMAN
2021-01-18	WAM	CS Tool User E E158278 sw RUSSELL UNANGST. WO 58563205 for RES CHANGE MTR OH. User Comments customer called he is now getting low voltage in the home causing issues with heat pump issued trouble call .	SELF SERVICE USER
2021-01-18	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note e158278 Call Type 81 Voltage Complaint Comments he is getting low voltage in the home using a voltage meter he has gotten readings of 101 this is also caus	WCT
2021-01-18	Call Transfer	Caller RUSSELL UNANGST Ratepayer. cci about WO ordered between Thanksgiving Christmas notes show issue with last WO cx did not verify password and was going to xfer to enh vert. but cx needs help with WO first cx und cx sat xfer to WAM T40	MISHAELA WALLACE
2021-01-18	Credit	Caller Back Office Ratepayer. cut could not verify his pin . cust has a work order for someone to come out to his house to do some work.	KEBREANA SAMUELS
2021-01-05	WAM	CS Tool User E E165821 sw internal . WO 58563205 for RES CHANGE MTR OH. User Comments email back office from robert moyer mm copy of wo 58429796 This wo was mistakenly canceled and we need a new wo created in its place. The cut card and everything on the old one will be good for the new one as well wo 58563205 replaces 58429796 email designer new wo .	SELF SERVICE USER
2020-12-21	WAM	CS Tool User E E165821 sw russ unangst. WO 58429796 for RES CHANGE MTR OH. User Comments fwd to designer Robert Moyer if can reopen job and have perm connect made .	SELF SERVICE USER
2020-12-21	WAM	CS Tool User E E165821 sw russ unangst. WO 58429796 for RES CHANGE MTR OH. User Comments fwd to designer Robert Moyer if can reopen job and have perm connect made .	SELF SERVICE USER
2020-12-21	WAM	CS Tool User E E165821 sw russ unangst. WO 58429796 for RES CHANGE MTR OH. User Comments sw russ unangst 570 369-0162 year ago 100 to 200 new mast se cable states was inspected wo 58429796 created 09 09 cei closed canceled 12 05 19 states perm connection not made wo .	SELF SERVICE USER
2020-12-21	Credit	Caller RUSSELL UNANGST Ratepayer User Comments CSX MADE PAYMENT IN FULL 1805.22 AND UPDATED PHONE NUMBER AND EMAIL ON ACCOUNT. CSX ALSO HAD A WORK ORDER THAT WAS NOT COMPLETED AND CSX IS HAVING ISSUES BECAUSE OF IT AND WANTS TO KNOW WHEN WILL IT BE RESOLVED.	JANIE CAMPO
2020-12-21	WUR Assessment	RUSSELL UNANGST Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO Not on Phone.	JANIE CAMPO
2020-12-21	Maintain Bill Account	Caller RUSSELL UNANGST Ratepayer added - as alternate phone Does Not Have	JANIE CAMPO
2020-12-21	Maintain Bill Account	Caller RUSSELL UNANGST Ratepayer updated primary phone from [REDACTED] to primary phone [REDACTED]. Consent Attained	JANIE CAMPO
2020-12-21	CSS WEB Interface Payment	Caller RUSSELL UNANGST Ratepayer. Comments Made Payment in the amount of 1805.22. Confirmation number was Emailed to TRAINMAN@PTD.NET. Confirmation Number 20122194	JANIE CAMPO
2020-12-18	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR

Contact Date	Contact Type	Remarks	User
2020-12-16	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-12-10	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-12-08	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-12-05	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-11-17	Credit - Outbound Call		TED BORNSTEIN JR
2020-11-17	Credit - Outbound Call	Caller Back Office Ratepayer. WORKING COVID19 OUTBOUND CAMPAIGN-Pre-Term notice Left message.	TED BORNSTEIN JR
2020-11-17	Credit	COVID-19 Pre-term Notice Sent	CSLET
2020-11-17	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
2020-10-27	Credit - Outbound Call		APRIL MCPIKE
2020-10-27	OB Call - Outreach	Caller Back Office Ratepayer. COVID Outreach to offer payment assistance options-left VM	APRIL MCPIKE
2020-10-16	OB Call - Outreach	Caller RUSSELL UNANGST Ratepayer. COVID OUTREACH CAMPAIGN Left msg to contact us in ref to P A - this is NOT a Collections call.	AMANDA R BACHMAN
2020-10-16	Credit - Outbound Call		AMANDA R BACHMAN
2020-07-27	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-07-22	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-07-08	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-07-01	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-06-25	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-06-19	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
2020-06-05	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-06-03	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
2020-05-19	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-05-15	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-05-13	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-05-11	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-05-07	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-05-05	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-05-01	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-04-29	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-04-27	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-04-15	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-04-08	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-03-27	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-03-25	Credit - Outbound Call	Caller Back Office Ratepayer. Called customer in regards to the call back that was requested. Asked to speak with Russell. Caller adv that he was Russell and that he did not want to speak on a recorded line. Adv that all PPL calls are recorded for quality purposes. Adv he will not speak on a recorded line and disconnected the call.	TAYLOR HALL
2020-03-25	Credit - Outbound Call	Caller Back Office Ratepayer. Called customer in regards to the call back that was requested Cust did not answer the call. Left msg adv cust to call back if assistance is still needed	TAYLOR HALL
2020-03-25	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-03-23	Credit - Outbound Call		JONICIA HAMILTON
2020-03-23	Password Required	Caller RUSSELL UNANGST Ratepayer. Password Verification Failed.	JONICIA HAMILTON
2020-03-23	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-03-19	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-03-18	Data Repair	DR_IR156011_8 - CD-NXT-COLL-ACTION UPDATE	CSSDR044
2020-03-17	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-03-13	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-03-09	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-03-03	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-02-28	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-02-26	Credit - Outbound Call		ANDREA STILES

Contact Date	Contact Type	Remarks	User
2020-02-26	Credit	Caller Back Office Ratepayer. R P ASKED WHAT I WANT i ADV IT REGARDING BILL HE ADV F U HE ALREADY SW SOMEONE HE GONG TO PAY THE BILL IF WE KEEP CALLING GOING TO HAVE TO WAIT A LITTLE BIT LONGER THEN HUNGUP	ANDREA STILES
2019-09-09	WAM	CS Tool User Contractor ID 000000277410 created WO 58429796 for RMOH. CUST DESIRED IN-SVC DT 11 11 2019.REQUIRES MANUAL CONNECT.TEMP DISC True. DISC RMOH. STORM-FIRE-FLOOD False. CHG SVC ENTR CABLE REPL True. CHG MAIN BRKR REPL True. TEMP DISC DT 09 26 2019. CHG MTR BS REPL True. CHG SVC PANEL REPL True. NEW AMP SZ 200A	SELF SERVICE USER
2019-08-19	Choice Inquiry	New Connect Privacy Release Default - OK to Release All	SYSTEM SYSTEM
2019-08-17	Connect Completed		LORI DRIES
2019-08-16	WAM	Caller RUSSELL UNANGST Ratepayer. UPGRADE -NEED WO WILL CALL BACK	CHERYL L ANTHONY
2019-08-16	WMS	Caller russ unangst Ratepayer Customer Interested in Standard Offer NO CSR Comments wants to upgrade to 200 amp. tran 90040	LORI DRIES
2019-08-16	Password Required	pin 3254	LORI DRIES
2019-08-16	Connect Questions	TYPE OF CONNECT REQUEST METERED RATEPAYER OWNS THE PROPERTY Y RATEPAYER WILL OCCUPY THE PROPERTY Y NON-RESIDENTIAL USE ASSOCIATED WITH THE PROPERTY NONE TYPE OF PROPERTY RESIDENTIAL ELECTRIC HEAT N RESIDENTIAL USE ASSOCIATED WITH THE PROPERTY RESIDENTIAL USE WILL BE FOR THE RATEPAYERS SOLE BENEFIT	LORI DRIES
2019-08-16	Connect Issued	Electric CTP-Customer caller russ unangst CallerRelation Ratepayer date of connect 08 17 2019 new address [REDACTED] DepositAmt 0 DepositReq No Pre Bal 0 Pre Bal Req No ID Req No Send AddName Letter No Customer Satisfied Understands Yes	LORI DRIES

PPL ELECTRIC
EXHIBIT 4

Account Number	Billed	Days in bill	Total KWh Used	Avg kWh/day	Electricity costs	Avg. Temperature
	07/20/2023	30	220	7	\$52.07	74
	06/20/2023	32	406	13	\$86.87	65
	05/19/2023	29	742	26	\$157.41	56
	04/20/2023	30	1278	43	\$260.05	52
	04/14/2023	32	2320	72	\$459.57	38
	02/17/2023	28	2186	78	\$433.92	37
	01/20/2023	30	2515	84	\$497.50	36
	12/22/2022	34	2399	71	\$450.45	36
	11/17/2022	29	1259	43	\$226.03	51
	10/19/2022	29	1008	35	\$183.98	55
	09/20/2022	32	203	6	\$48.80	71
	08/19/2022	29	254	9	\$56.72	77
	07/21/2022	30	256	9	\$57.18	74
	06/21/2022	32	433	14	\$81.41	68
	05/20/2022	29	856	30	\$126.67	57
	04/21/2022	30	1617	54	\$225.66	46
	03/22/2022	28	2016	72	\$277.75	42
	02/22/2022	29	2754	95	\$373.66	30
	01/24/2022	34	3003	88	\$411.20	30
	12/21/2021	32	2258	71	\$307.96	38
	11/19/2021	29	1375	47	\$176.24	48
	10/21/2021	29	682	24	\$96.03	62
	09/22/2021	30	333	11	\$56.41	71
	08/23/2021	31	267	9	\$48.73	74
	07/23/2021	30	281	9	\$50.35	74
	06/23/2021	28	470	17	\$72.22	68
	05/27/2021	33	953	29	\$126.36	60
	04/23/2021	30	1210	40	\$155.46	51
	03/24/2021	29	1822	63	\$224.43	40
	02/23/2021	32	2615	82	\$314.74	28
	01/22/2021	32	2561	80	\$308.70	34
	12/21/2020	32	2355	74	\$279.20	38
	11/19/2020	29	1405	48	\$172.76	49
	10/21/2020	30	942	31	\$121.18	58
	09/21/2020	32	455	14	\$66.98	68
	08/20/2020	30	371	12	\$57.61	76
	07/21/2020	32	399	12	\$60.80	76
	06/19/2020	30	460	15	\$68.48	68
	05/20/2020	29	1294	45	\$166.74	55
	04/21/2020	32	1846	58	\$230.75	50
	03/20/2020	29	2114	73	\$264.93	44
	02/20/2020	30	2615	87	\$323.80	37
	01/22/2020	33	1881	57	\$236.57	36
	12/19/2019	30	116	4	\$30.88	39
	11/19/2019	29	111	4	\$30.23	47
	10/21/2019	32	124	4	\$31.82	61
	09/19/2019	33	190	6	\$39.51	71

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 5

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
06/20/2023	07/20/2023	Regular	31859	220	0	0	5	5			Billed	3410		301142814
05/19/2023	06/20/2023	Regular	31639	406	0	0	6.7	6.7			Billed	3400		301142814
04/20/2023	05/19/2023	Regular	31233	742	0	0	5.7	5.7			Billed	3390		301142814
03/21/2023	04/20/2023	Regular	30491	1278	0	0	8.3	8.3			Billed	3380		301142814
02/17/2023	03/24/2023	Final (Term Type S, F, M)	56331	2639	0	0	8.3	8.3			Cancelled	3320		300815903
03/03/2023	03/21/2023	Regular	29213	1299	0	0	9.9	9.9			Billed	3370		301142814
	03/03/2023	CMO - In	27914	0	0	0	0	0				3360		301142814
02/17/2023	03/03/2023	CMO - Out	54713	1021	0	0	8.3	8.3			Billed	3350		300815903
	03/03/2023	Work (SO)	27914	0	0	0	0	0			Posted	3340		300815903
	03/03/2023	Work (SO)	54713	0	0	0	8.3	0			Posted	3330		300815903
01/20/2023	02/17/2023	Regular	53692	2186	0	0	9.7	9.7			Billed	3310		300815903
12/21/2022	01/24/2023	Estimate	51994	3003	0	0	11.9	11.9			Memo	3290		300815903
12/21/2022	01/20/2023	Regular	51506	2515	0	0	8.7	8.7			Billed	3300		300815903
11/17/2022	12/21/2022	Forced Est	48991	2399	0	0	9.9	9.9			Billed	3280		300815903
10/19/2022	11/17/2022	Regular	46592	1259	0	0	8.7	8.7			Billed	3270		300815903
09/20/2022	10/19/2022	Regular	45333	1008	0	0	9.4	9.4			Billed	3260		300815903
08/19/2022	09/20/2022	Regular	44325	203	0	0	4.1	4.1			Billed	3250		300815903
07/21/2022	08/19/2022	Regular	44122	254	0	0	5.7	5.7			Billed	3240		300815903
06/21/2022	07/21/2022	Regular	43868	256	0	0	5.2	5.2			Billed	3230		300815903
05/20/2022	06/21/2022	Regular	43612	433	0	0	6.5	6.5			Billed	3220		300815903
04/21/2022	05/20/2022	Regular	43179	856	0	0	7.7	7.7			Billed	3210		300815903
03/22/2022	04/21/2022	Regular	42323	1617	0	0	9.6	9.6			Billed	3200		300815903
02/22/2022	03/22/2022	Regular	40706	2016	0	0	10.1	10.1			Billed	3190		300815903
01/24/2022	02/22/2022	Regular	38690	2754	0	0	10.3	10.3			Billed	3180		300815903
12/21/2021	01/24/2022	Regular	35936	3003	0	0	11.9	11.9			Billed	3170		300815903
11/19/2021	12/21/2021	Regular	32933	2258	0	0	9.9	9.9			Billed	3160		300815903
10/21/2021	11/19/2021	Regular	30675	1375	0	0	8.4	8.4			Billed	3150		300815903
09/22/2021	10/21/2021	Regular	29300	682	0	0	6.5	6.5			Billed	3140		300815903
08/23/2021	09/22/2021	Regular	28618	333	0	0	4.7	4.7			Billed	3130		300815903
07/23/2021	08/23/2021	Regular	28285	267	0	0	6	6			Billed	3120		300815903
06/23/2021	07/23/2021	Regular	28018	281	0	0	5	5			Billed	3110		300815903
05/26/2021	06/23/2021	Regular	27737	470	0	0	9.4	9.4			Billed	3100		300815903
04/23/2021	05/26/2021	Regular	27267	953	0	0	8.5	8.5			Billed	3090		300815903
03/24/2021	04/23/2021	Regular	26314	1210	0	0	10.8	10.8			Billed	3080		300815903
02/23/2021	03/24/2021	Regular	25104	1822	0	0	9.4	9.4			Billed	3070		300815903
01/22/2021	02/23/2021	Regular	23282	2615	0	0	11.4	11.4			Billed	3060		300815903
12/21/2020	01/22/2021	Regular	20667	2561	0	0	11.9	11.9			Billed	3050		300815903
11/19/2020	12/21/2020	Regular	18106	2355	0	0	14.1	14.1			Billed	3040		300815903
10/21/2020	11/19/2020	Regular	15751	1405	0	0	14.2	14.2			Billed	3030		300815903
09/21/2020	10/21/2020	Regular	14346	942	0	0	11.9	11.9			Billed	3020		300815903
08/20/2020	09/21/2020	Regular	13404	455	0	0	8.6	8.6			Billed	3010		300815903
07/21/2020	08/20/2020	Regular	12949	371	0	0	9	9			Billed	3000		300815903
06/19/2020	07/21/2020	Regular	12578	399	0	0	7.2	7.2			Billed	2990		300815903
05/20/2020	06/19/2020	Regular	12179	460	0	0	7	7			Billed	2980		300815903
04/21/2020	05/20/2020	Regular	11719	1294	0	0	12.9	12.9			Billed	2970		300815903
03/20/2020	04/21/2020	Regular	10425	1846	0	0	10.5	10.5			Billed	2960		300815903
02/20/2020	03/20/2020	Regular	8579	2114	0	0	10.8	10.8			Billed	2950		300815903
01/21/2020	02/20/2020	Regular	6465	2615	0	0	10.7	10.7			Billed	2940		300815903
12/19/2019	01/23/2020	Estimate	2114	145	0	0	5.096	5.096			Memo	2920		300815903
12/19/2019	01/21/2020	Regular	3850	1881	0	0	11.8	11.8			Billed	2930		300815903
11/19/2019	12/19/2019	Regular	1969	116	0	0	4.9	4.9			Billed	2910		300815903
10/21/2019	11/19/2019	Regular	1853	111	0	0	1.2	1.2			Billed	2900		300815903
09/19/2019	10/21/2019	Regular	1742	124	0	0	0.9	0.9			Billed	2890		300815903
08/17/2019	09/19/2019	Regular	1618	190	0	0	2.2	2.2			Billed	2880		300815903
08/17/2019	08/20/2019	Regular	1446	18	0	0	0.8	0.8			Do Not Bill	2870		300815903
	08/17/2019	Activation	1428	0	0	0	0.934	0				2860		300815903
07/22/2019	08/17/2019	Final	1428	93	0	0	0.934	0.934			Billed	2850		300815903
	08/17/2019	Work (SO)	1428	93	0	0	0.934	0.934			Posted	2840		300815903
06/20/2019	07/22/2019	Regular	1335	85	0	0	0.3	0.3			Billed	2830		300815903
05/21/2019	06/20/2019	Regular	1250	66	0	0	0.4	0.4			Billed	2820		300815903
05/18/2018	06/04/2018	CMO - Out					7.0272	7.0272	81369	240	Billed	2680		20005488

PPL ELECTRIC
EXHIBIT 9

Work Order 58565830 **Type=** 3M **Status=** CLOSED 09/02/2021
Description DRPQ-OH-61327N29915-23902 OMS 6084578-POLE+XFRM - 132857
Facility= EU **Work Status=** CLOSED **Reference=** WR 15167927
Priority= 04 **Required Date** 03/19/2021 **Outage=**
Planning Center= **PM Early Date** **Discipline=** DRPQ
Planner= RPAPR47 **PM Latest Date** **Sch In Service Date** 07/06/2021
Project= **Model Work Order** 43011992
Originating Work Order **Model Revision**

Summary of Estimated Costs

 Create Date/Time

-

Work Order Task Details

	Task	Sequence	Status	Priority	Task Type	Profile	Instructions	Resources	Material	Documents	Requirements	Tools	Outside Services	QC	Commitm
<input type="checkbox"/>	01	01	CLOSED	04	1E										
<input type="checkbox"/>	02	02	CLOSED	04	2C										
<input type="checkbox"/>															
<input type="checkbox"/>															
<input type="checkbox"/>															
<input type="checkbox"/>															

PPL ELECTRIC
EXHIBIT 10

12937412

12937412 - DFEO-OH-61326N299...
Legacy Work Order:
ER Number: 288202-EAM
Region: Northeast

Record View Comments Closing Additional Costs Parts Cost Summary Activities Documents Jobs Materials Status MCS Billing Activity Holds Addresses Compatible Units

Work Order: 12937412 **DFEO-OH-61326N29900-23602-UPGRADE SERVICE Df**

Type: Planned

Class: PROGRAM

Discipline: DFEO

Priority: 4

Equipment: 61327N29915 40.9661686426, -75.5292476905

Multiple Equipment:

Location: L-61327N29915 40.9661686426, -75.5292476905

Latitude: 40.96616864

Longitude: -75.52924769

Super Region: Lehigh/Northeast

Region: Northeast

Service Center: POC

Work Address: [Redacted]

Department: DIST

Serial Number: [Redacted]

Send to CSS:

ArcGIS Design Required?:

Regulatory Requirement:

Planning Center: [Redacted]

ER Number: 288202-EAM

Circuit:

69kV Line: [Redacted]

Route: [Redacted]

Warranty:

As-Built Exception:

Deliver Material to Work Address:

Organization: 2041

Status: Execution

Created By: MJTOTH@PPLWEB.COM

Date Created: 02/08/2023

System: [Redacted]

System Reference ID: [Redacted]

Deliver To: 775-1

MX Order ID: [Redacted]

Standard WO: 43011992

Parent Work Order: [Redacted]

Legacy Work Order: [Redacted]

Work Order Details

Problem Code: [Redacted]

Failure Code: [Redacted]

Cause Code: [Redacted]

Action Code: [Redacted]

Criticality: [Redacted]

PM Code: [Redacted]

CRC: 0470

Project: [Redacted]

CU Design Project: 12937412

Add/Replace/Removal Only: [Redacted]

Original PM Due Date: [Redacted]

ArcFMWO: [Redacted]

CU Estimate: 12937412

Design Status: 2

Design Status Desc: Issued

CU Status: A

CU Estimate Desc: 12937412

Milestones

Reported By: 175300

Date Reported: 02/08/2023 07:16

Assigned By: [Redacted]

Responsible Engineer: 174015

Commitment Due Date: [Redacted]

Required In Service Date: 04/14/2023

Sched. Start Date: 02/08/2023

Sched. End Date: 03/21/2023

Date Completed: 03/10/2023 07:00

PPL ELECTRIC
EXHIBIT 11

View Payment Agreement for Account [REDACTED]

Edit Help

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

Current Billing Information		Budget Billing Details	
Bill Due Date:	08/10/23	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$1,237.14	Setup BB Amount:	\$243.00

Agreement Details		Installment Details	
Start Date:	02/22/23	Installment Amount:	\$23.00
Agreement Amount:	\$1,044.66	Number Of Installments:	22
		Remaining Installments:	22
		Final Installment Amount:	\$12.66

Initial Payment Details		Customer Offer	
Due Date:	02/22/23	Downpayment Amount:	\$0.00
Payment Amount:	\$549.00	Downpayment Due Date:	//
Restore Amount:	\$549.00	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 [REDACTED]

Edit Help

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

Current Billing Information	Budget Billing Details
Bill Due Date: 08/10/23	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$1,237.14	Setup BB Amount: \$243.00
Agreement Details	Installment Details
Start Date: 11/30/22	Installment Amount: \$23.00
Agreement Amount: \$796.71	Number Of Installments: 23
Initial Payment Details	Remaining Installments: 23
Due Date: 12/09/22	Final Installment Amount: \$34.71
Payment Amount: \$256.00	Customer Offer
Restore Amount: \$256.00	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: [REDACTED]

Supervisor Discretion: [REDACTED]

PPL ELECTRIC
EXHIBIT 12

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 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 \$ [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.

~

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 14

*** Account Information ***

*** Current Account Status ***

Account Number: [REDACTED]
 Mail To: RUSSELL UNANGST
 [REDACTED]
 PA 18333
 Requested By: RUSSELL UNANGST
 [REDACTED] Extension:

Payment Agreement
 Installment: \$71.00 Balance: \$639.00
 Budget Bill Amortization
 Installment: \$0.00 Balance: \$0.00
 Current Rate: RS

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
10/16/2019	Late Payment Charge		\$0.49								
10/21/2019	ELECTRIC SERVICE		\$31.82								
10/21/2019	Regular Bill	11/12	\$71.82	\$39.51			0185/0056	01742A	32	124	
11/19/2019	ELECTRIC SERVICE		\$30.23								
11/19/2019	Late Payment Charge		\$0.89								
11/19/2019	Late Payment Charge		\$0.01								
11/19/2019	Regular Bill	12/10	\$102.95	\$71.82			0555/0003	01853A	29	111	
12/11/2019	Payment		\$-102.95								
12/19/2019	ELECTRIC SERVICE		\$30.88								
12/19/2019	Regular Bill	01/09	\$30.88				0819/0000	01969A	30	116	
01/15/2020	Late Payment Charge		\$0.39								
01/22/2020	ELECTRIC SERVICE		\$236.57								
01/22/2020	Regular Bill	02/12	\$267.84	\$30.88			0978/0000	03850A	33	1881	
02/19/2020	Late Payment Charge		\$3.35								
02/20/2020	ELECTRIC SERVICE		\$323.80								
02/20/2020	Regular Bill	03/12	\$594.99	\$267.84			0865/0000	06465A	30	2615	
03/20/2020	ELECTRIC SERVICE		\$264.93								
03/20/2020	Regular Bill	04/13	\$859.92	\$594.99			0645/0000	08579A	29	2114	
04/21/2020	ELECTRIC SERVICE		\$230.75								
04/21/2020	Regular Bill	05/12	\$1090.67	\$859.92			0511/0000	10425A	32	1846	
05/20/2020	ELECTRIC SERVICE		\$166.74								
05/20/2020	Regular Bill	06/10	\$1257.41	\$1090.67			0314/0011	11719A	29	1294	
06/19/2020	ELECTRIC SERVICE		\$68.48								
06/19/2020	Regular Bill	07/13	\$1325.89	\$1257.41			0046/0134	12179A	30	460	
07/21/2020	ELECTRIC SERVICE		\$60.80								
07/21/2020	Regular Bill	08/11	\$1386.69	\$1325.89			0000/0373	12578A	32	399	
08/20/2020	ELECTRIC SERVICE		\$57.61								
08/20/2020	Regular Bill	09/10	\$1444.30	\$1386.69			0000/0340	12949A	30	371	
09/21/2020	ELECTRIC SERVICE		\$66.98								
09/21/2020	Regular Bill	10/13	\$1511.28	\$1444.30			0070/0174	13404A	32	455	
10/21/2020	ELECTRIC SERVICE		\$121.18								
10/21/2020	Regular Bill	11/12	\$1632.46	\$1511.28			0242/0017	14346A	30	942	

Bill Account: [REDACTED]

Account Activity Statement

Date: 10/03/23

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/ TYPE	DAYS USED	Page 2 of 4	BILLED KW
11/19/2020	ELECTRIC SERVICE		\$172.76								
11/19/2020	Regular Bill	12/10	\$1805.22	\$1632.46			0476/0000	15751A	29		1405
12/21/2020	Payment		\$-1805.22								
12/21/2020	ELECTRIC SERVICE		\$279.20								
12/21/2020	Regular Bill	01/11	\$279.20				0897/0000	18106A	32		2355
01/22/2021	ELECTRIC SERVICE		\$308.70								
01/22/2021	Regular Bill	02/16	\$587.90	\$279.20			1017/0000	20667A	32		2561
02/23/2021	ELECTRIC SERVICE		\$314.74								
02/23/2021	Regular Bill	03/16	\$902.64	\$587.90			1234/0000	23282A	32		2615
03/16/2021	Payment		\$-587.90								
03/24/2021	ELECTRIC SERVICE		\$224.43								
03/24/2021	Regular Bill	04/14	\$539.17	\$314.74			0765/0000	25104A	29		1822
04/23/2021	ELECTRIC SERVICE		\$155.46								
04/23/2021	Regular Bill	05/17	\$694.63	\$539.17			0428/0000	26314A	30		1210
04/28/2021	Payment		\$-694.63								
05/27/2021	ELECTRIC SERVICE		\$126.36								
05/27/2021	Regular Bill	06/17	\$126.36				0215/0061	27267A	33		953
06/23/2021	ELECTRIC SERVICE		\$72.22								
06/23/2021	Regular Bill	07/14	\$198.58	\$126.36			0059/0142	27737A	28		470
07/23/2021	ELECTRIC SERVICE		\$50.35								
07/23/2021	Regular Bill	08/16	\$248.93	\$198.58			0005/0295	28018A	30		281
08/23/2021	ELECTRIC SERVICE		\$48.73								
08/23/2021	Regular Bill	09/13	\$297.66	\$248.93			0002/0287	28285A	31		267
09/21/2021	Miscellaneous		\$-3.72								
09/21/2021	Late Payment Charge		\$3.72								
09/22/2021	ELECTRIC SERVICE		\$56.41								
09/22/2021	Regular Bill	10/13	\$354.07	\$297.66			0008/0191	28618A	30		333
10/11/2021	Payment		\$-354.07								
10/21/2021	ELECTRIC SERVICE		\$96.03								
10/21/2021	Regular Bill	11/12	\$96.03				0116/0025	29300A	29		682
11/18/2021	Late Payment Charge		\$1.20								
11/19/2021	ELECTRIC SERVICE		\$176.24								
11/19/2021	Regular Bill	12/13	\$273.47	\$96.03			0518/0000	30675A	29		1375
12/03/2021	Payment		\$-273.47								
12/21/2021	ELECTRIC SERVICE		\$307.96								
12/21/2021	Regular Bill	01/11	\$307.96				0876/0000	32933A	32		2258

Bill Account: ██████████

Account Activity Statement

Date: 10/03/23

Page: 3

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/ TYPE	DAYS USED	KWH	BILLED KW
01/19/2022	Late Payment Charge		\$3.85								
01/24/2022	ELECTRIC SERVICE		\$411.20								
01/24/2022	Regular Bill	02/14	\$723.01	\$307.96			1210/0000	35936A	34	3003	
02/22/2022	ELECTRIC SERVICE		\$373.66								
02/22/2022	Regular Bill	03/15	\$1096.67	\$723.01			1064/0000	38690A	29	2754	
02/23/2022	Late Payment Charge		\$8.99								
02/23/2022	Late Payment Charge		\$0.05								
03/15/2022	Payment		\$-1096.67								
03/22/2022	ELECTRIC SERVICE		\$277.75								
03/22/2022	Regular Bill	04/12	\$286.79				0674/0000	40706A	28	2016	
04/19/2022	Late Payment Charge		\$3.47								
04/19/2022	Late Payment Charge		\$0.11								
04/21/2022	ELECTRIC SERVICE		\$225.66								
04/21/2022	Regular Bill	05/12	\$516.03	\$286.79			0591/0001	42323A	30	1617	
05/04/2022	Payment		\$-516.03								
05/20/2022	ELECTRIC SERVICE		\$126.67								
05/20/2022	Regular Bill	06/13	\$126.67				0246/0010	43179A	29	856	
06/21/2022	ELECTRIC SERVICE		\$81.41								
06/21/2022	Late Payment Charge		\$1.58								
06/21/2022	Regular Bill	07/12	\$209.66	\$126.67			0016/0130	43612A	32	433	
07/19/2022	Late Payment Charge		\$0.02								
07/19/2022	Late Payment Charge		\$2.60								
07/21/2022	ELECTRIC SERVICE		\$57.18								
07/21/2022	Regular Bill	08/11	\$269.46	\$209.66			0003/0297	43868A	30	256	
08/19/2022	ELECTRIC SERVICE		\$56.72								
08/19/2022	Regular Bill	09/12	\$326.18	\$269.46			0000/0347	44122A	29	254	
09/20/2022	ELECTRIC SERVICE		\$48.80								
09/20/2022	Regular Bill	10/11	\$374.98	\$326.18			0005/0216	44325A	32	203	
10/18/2022	Late Payment Charge		\$0.05								
10/18/2022	Late Payment Charge		\$4.63								
10/19/2022	ELECTRIC SERVICE		\$183.98								
10/19/2022	Regular Bill	11/09	\$563.64	\$374.98			0316/0006	45333A	29	1008	
11/15/2022	Late Payment Charge		\$0.11								
11/15/2022	Late Payment Charge		\$6.93								
11/17/2022	ELECTRIC SERVICE		\$226.03								
11/17/2022	Regular Bill	12/08	\$796.71	\$563.64			0429/0005	46592A	29	1259	
12/22/2022	ELECTRIC SERVICE		\$450.45								
12/22/2022	Regular Bill	01/17	\$1247.16	\$796.71			1017/0000	48991E	34	2399	

Bill Account: ██████████

Account Activity Statement

Date: 10/03/23
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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01/20/2023	Payment		\$-700.00						
01/20/2023	ELECTRIC SERVICE		\$497.50						
01/20/2023	Regular Bill	02/13	\$1044.66	\$547.16	0898/0000	51506A	30		
02/17/2023	ELECTRIC SERVICE		\$433.92						
02/17/2023	Regular Bill	03/13	\$1478.58	\$1044.66	0817/0000	53692A	28	2186	
02/22/2023	Payment		\$-600.00						
03/24/2023	CANCELED ELECTRIC SERVICE		\$520.62						
03/24/2023	Canceled Bill	04/17	\$1399.20	\$878.58	0929/0000	56331E	35	2639	
04/14/2023	Adjustment		\$-520.62						
04/14/2023	ELECTRIC SERVICE		\$459.57						
04/14/2023	Regular Bill	05/08	\$1338.15	\$878.58	0881/0000	29213A	32	2320	
04/20/2023	ELECTRIC SERVICE		\$260.05						
04/20/2023	Regular Bill	05/11	\$1598.20	\$878.58	0426/0017	30491A	30	1278	
04/21/2023	Payment		\$-500.00						
05/19/2023	ELECTRIC SERVICE		\$157.41						
05/19/2023	Regular Bill	06/12	\$1255.61	\$1098.20	0284/0006	31233A	29	742	
06/20/2023	ELECTRIC SERVICE		\$86.87						
06/20/2023	Regular Bill	07/11	\$1342.48	\$1255.61	0056/0058	31639A	32	406	
06/26/2023	Payment		\$-157.41						
07/20/2023	ELECTRIC SERVICE		\$52.07						
07/20/2023	Regular Bill	08/10	\$1237.14	\$1185.07	0000/0277	31859A	30	220	
08/17/2023	Payment		\$-52.07						
08/17/2023	Payment		\$-86.87						
08/18/2023	ELECTRIC SERVICE		\$49.86						
08/18/2023	Regular Bill	09/11	\$1148.06	\$1098.20	0000/0243	32063A	29	204	
09/22/2023		10/16	\$1148.06	\$1148.06					
09/29/2023	ELECTRIC SERVICE		\$55.59						
09/29/2023	Regular Bill	10/23	\$1203.65	\$1148.06	0017/0176	32299A	32	236	

PPL ELECTRIC
EXHIBIT 15

Account Contact History
Account: ██████████ **Customer Name:** RUSSELL UNANGST
 From 10/3/2019 to 10/3/2023

Contact Date	Contact Type	Remarks	User
2023-09-30	Data Repair	INC10872729 - USP No Bill	CSSDR044
2023-09-28	Data Repair	INC10872729 - DATA REPAIR DUMMY BILL ROW.	CSSDR044
2023-09-26	Data Repair	DR_INC10872729 SUSPEND OT ACCT 09 25 23	CSSDR044
2023-09-22	Miscellaneous	WATT No Bill - No Bill Residential Work Item 4005907 Created	CSS
2023-09-22	Data Repair	DR_INC10872729 UNSUSPEND MTR IN METER_PT 09 21 23	CSSDR044
2023-09-20	Data Repair	DR_INC10872729 SUSPEND MTR	CSSDR044
2023-09-12	Special Situation	Customer request not to have his calls recorded.. Please follow process of NOT RECORDING any inbound outbound calls. Please see supervisor if assistance needed.	HOLLY L HANKERSON
2023-08-08	On Track Customer	Transitioned OnTrack account. New installment type is Percent of Income	CSLET
2023-08-04	OnTrack Transition Successful	OnTrack Transition	
2023-08-05	OnTrack Customer	OnTrack enrollment - refer questions to OnTrack agency	
2023-07-19	On Track Customer	Informational letter sent as an advance notice of On Track changes.	CSLET
2023-07-19	On Track Customer	Informational letter sent as an advance notice of On Track changes.	CSLET
2023-06-09	OnTrack Customer	Email sent to customer with link to OnTrack Enrollment Video	CSLET
2023-05-25	PUC/Formal	Caller Back Office Ratepayer. Outbound to customer ██████████ cust request call not be recorded advised would call back.. Called again advised Russell Unangst would need to call another time when able to not record the call waiting for directions stop how to recording . Response form sent to OGC.	HOLLY L HANKERSON
2023-05-23	Correspondence - General	Template Name OnTrack Standard Agreement Letter Created By Heather F. Letter Edited No CS Letters ID 5189249	CSLET
2023-05-23	OnTrack Customer	Customer enrolled in OnTrack Active . Monthly payment is 175.00. This may include the current CAP Plus charge.	
2023-05-23	OnTrack Customer	Submitted by - Agency TREHAB Inc. Agent Heather F.	REPBTACH
2023-05-22	Miscellaneous	OnTrack enrollment - refer questions to OnTrack agency	
2023-05-22	Miscellaneous	WATT Generalist - Northeast - Property Damage - CCR - Field Only Work Item 3590035 Completed	WENDY M MERKEL
2023-05-22	Miscellaneous	WATT ID 3590035 closing WATT to allow the acct to be enrolled in OT once completed WATT will be reopened	WENDY M MERKEL
2023-05-22	Miscellaneous	WATT CCC Formal Complaint - Ability to Pay Bill Dispute Service Related Work Item 3788258 Completed	WENDY M MERKEL
2023-05-22	Miscellaneous	WATT ID 3788258 closing WATT to allow acct to be enrolled in OT WATT will be reinstated once acct is enrolled	WENDY M MERKEL
2023-05-22	Financial Statement Added		REPBTACH
2023-05-17	Miscellaneous	WATT CCC Formal Complaint - Ability to Pay Bill Dispute Service Related Work Item 3788258 Created	DONNA BARRY
2023-05-16	SC - PUC Formal Complaint	Received notice that the customer filed Formal Complaint Docket No. F-2023-3040724.	E02623
2023-05-09	Financial Statement Added		REPBTACH
2023-05-08	Miscellaneous	WATT Generalist - PPL Executives - Request for CallBack-Leh Work Item 3569553 Completed	MICHELLE HALL
2023-04-28	Financial Statement Added		REPBTACH
2023-04-21	SC - GRACE EXTENSION	Received notice that the customer appealed the PUC decision for BCS 3882822. Necessary protections placed on the account until 05 19 2023.	E02623
2023-04-20	Billing	Caller RUSSELL UNANGST Ratepayer. CONTIN... to puc with incor dates. adv bills are correct was pd before est bills went out. cust disconn.	DELASHIA FROST
2023-04-20	Billing	Caller RUSSELL UNANGST Ratepayer. ccl very upset numbers we are telling him isnt adding up. tried going thru statement of accts he received and bill he have on hand. only 2 est bill March est bill was cancelled. confirmed usage decreased Jan Feb compared to last year rate have increased 14.612cents. says meter was changed a year ago but we just reported	DELASHIA FROST
2023-04-20	Correspondence - General	Template Name Master Utility Report Created By DELASHIA FROST Letter Edited No CS Letters ID 5149459	CSLET
2023-04-20	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2023-04-20	WUR Assessment	RUSSELL UNANGST Ratepayer. Caller s Concern Billed Amounts. Position Stated Yes. Sat No. WUR Required Yes. Caller s Concern Account Balance. Position Stated Yes. Sat No. WUR Required Yes. Caller s Concern Meter Not Changed. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No. Interested in SO Not on Phone.	DELASHIA FROST
2023-04-20	Call Transfer	Caller RUSSELL UNANGST Ratepayer User Comments Do you understand the information that I reviewed with you transfer to billing to go over charges.	TIMMESIA BANKS
2023-04-20	WUR Assessment	RUSSELL UNANGST Ratepayer. Caller s Concern Call Transfer. Position Stated Yes. Sat No. WUR Required No. Provided PUC No. Interested in SO No.	TIMMESIA BANKS
2023-04-17	ONTRACK ENROLLMENT PENDING	Work submitted by hfahnestock@trehab.org Agency Name TREHAB Inc.	SELF SERVICE USER
2023-04-17	Changed Payment Agreement	Canceled Active Catch-Up due to pending OT enrollment	REP USER
2023-04-17	Financial Statement Added		HFAHNEST

Contact Date	Contact Type	Remarks	User
2023-04-17	Miscellaneous	WATT ID 3590035 RVM installed showed no issues with PPL equipment or voltage. Customers usage year to year are very similar.	MICHAEL J TOTH
2023-04-17	Miscellaneous	WATT ID 3590035 I recommend to deny this damage claim. The customer has nominal voltage 120V. His transformer service and meter has been replaced. Two other customers on the same transformer have no issues or have reported no issues. Customer has called in multiple times for various reasons	MICHAEL J TOTH
2023-04-17	Miscellaneous	WATT Billing - WFM follow-up Work Item 3590302 Completed	JULIE GIUMENTO
2023-04-15	Correspondence - General	Template Name Estimated Rebill CMO Created By Giumento Julie A Letter Edited Yes CS Letters ID 5141839	CSLET
2023-04-17	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2023-04-14	Special Situation	Cancelled 03 24 23 Est bill to complete CMO Old meter 300815903 last actual 03 03 23 R 54713 8.3 lost 9 00 AM New meter 301142814 discovered 9 28 AM 03 03 23 In R 27914 0.0. Will rebill CB to 03 21 23 R 29213 9.9 and send Est CMO letter. NBG 04 20 23.	JULIE GIUMENTO
2023-04-14	Change Meter Only Issued	Cancelled 03 24 23 Est bill to complete CMO Old meter 300815903 last actual 03 03 23 R 54713 8.3 lost 9 00 AM New meter 301142814 discovered 9 28 AM 03 03 23 In R 27914 0.0. Will rebill CB and send Est CMO letter.	JULIE GIUMENTO
2023-04-14	Cancel/Only Service	Cancelled 03 24 23 Est bill to complete CMO Old meter 300815903 last actual 03 03 23 R 54713 8.3 lost 9 00 AM New meter 301142814 discovered 9 28 AM 03 03 23 In R 27914 0.0. Will rebill CB and send Est CMO letter.	JULIE GIUMENTO
2023-04-14	Other Meter Investigation Completed	Other Explain New meter is 301142814 reading 30368 kwh . Action Taken Field Work Completed	MDT
2023-04-14	Credit	sw rp-took app over the phone. Rp began swearing. Advised him I would disconnect call. Submitted by Debbie S Agency TREHAB	SELF SERVICE USER
2023-04-14	On Track Customer	OnTrack application submitted by DSWENDSEN@TREHAB.ORG Source Rep	SELF SERVICE USER
2023-04-13	Miscellaneous	WATT Billing - WFM follow-up Work Item 3590302 Created	JULIE GIUMENTO
2023-04-13	Check and Seal Meter Other Voided		JULIE GIUMENTO
2023-04-13	Other Meter Investigation Issued	The meter was recently changed under wo 12940425 please get the meter so we can updated on our system	JULIE GIUMENTO
2023-04-13	Check and Seal Meter Other Issued	The meter was recently changed under wo 12940425 please get the meter so we can updated on our system	MARISELA TALERO
2023-04-13	Other Check Service Voided	wrong order	MARISELA TALERO
2023-04-13	Other Check Service Issued	The meter was recently changed under wo 12940425 please get the meter so we can updated on ID.	MARISELA TALERO
2023-04-13	Property Damage	Caller RUSSELL UNANGST Ratepayer. previously apply but he didn't have time since he had a doctor appointment. He understands someone will investigate and begin the investigation within the next 30 days. Expl when he calls back for OT app he can also request to be transferred to WRAP but he is not interested in that.	JULIE GIUMENTO
2023-04-13	Property Damage	Caller RUSSELL UNANGST Ratepayer. Asked him if he ever considered a home energy audit. He said no because when he bought the home he replaced everything internally he is a mechanic and knows how things run and there is nothing wrong on the inside of the home. Offered to transfer him to OT application since notes on account show he wasn't able to	JULIE GIUMENTO
2023-04-13	Property Damage	Caller RUSSELL UNANGST Ratepayer User Comments sw RUSSELL UNANGST he believes because of the issues he previously had with PPL and low voltage this caused his electric BB heat to only reach 40 degrees which would not heat the home and caused it to run all day long causing higher usage than should be occurring. Issued a property damage claim for him.	JULIE GIUMENTO
2023-04-13	WUR Assessment	RUSSELL UNANGST Ratepayer. Caller's Concern Property Damage. Position Stated No. Investigation reqd Yes. . WUR Required No. Provided PUC No. Interested in SO No.	JULIE GIUMENTO
2023-04-13	Service	Caller Back Office Ratepayer, from Mike Toth Engineer low voltage would make his usage lower. The customer has electric heat with multiple other small heaters plugged in. His billing is relatively the same by month year over year I would have recommended an Energy Audit if he would have stopped cursing	MARISELA TALERO
2023-04-13	Credit	RUSSELL UNANGST Ratepayer. Offered LIHEAP - Yes Offered Operation HELP - Yes . .	JULIE GIUMENTO
2023-04-13	Credit	RUSSELL UNANGST Ratepayer. Customer indicated there was no change to financial information.	JULIE GIUMENTO
2023-04-13	Financial Statement Added		JULIE GIUMENTO
2023-04-13	Property Damage - Customer's Property Issued	Customer states because voltage was so low due to malfunctioning PPL equipment it caused damage to his electric BB heat causing it to run for longer periods of time causing high usage. Low voltage would not allow BB heat to go above 40 degrees to heat the home so it ran all day long. [REDACTED] issued WATT 3590035.	JULIE GIUMENTO
2023-04-13	Miscellaneous	Customer states because voltage was so low due to malfunctioning PPL equipment it caused damage to his electric BB heat causing it to run for longer periods of time causing high usage. Low voltage would not allow BB heat to go above 40 degrees to heat the home so it ran all day long.	JULIE GIUMENTO
2023-04-13	Miscellaneous	WATT Generalist - Northeast - Property Damage - Reliability Work Item 3590035 Created	JULIE GIUMENTO
2023-04-13	Call Transfer	Caller RUSSELL UNANGST Ratepayer User Comments sw russell abt acct he wants to sue the company bc he is upset abt how the phone system works and his bills are being over charges he wants to speak to on track to get on the program xfer to EE bc he wants to find the lady he was talking to in EE	DANIELLE BROOKS
2023-04-13	WUR Assessment	RUSSELL UNANGST Ratepayer. Caller's Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO Not on Phone.	DANIELLE BROOKS
2023-04-13	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note IVR Call Type 10 No Lights Comments none	IVR
2023-04-13	Credit	Caller Back Office Ratepayer. Does not appear customer did the ot application when I xferd him over.	MARISELA TALERO

Contact Date	Contact Type	Remarks	User
2023-04-13	Service	Caller Back Office Ratepayer, per engineer Michael Toth he has spent alot of time talking to customer in the past. We have replaced the meter service and transformer. I have also had an RVM installed and discussed the results with him over the past few years.	MARISELA TALERO
2023-04-13	Credit	Caller Back Office Ratepayer, called customer back so I can transfer him over so he can do the ol application over the phone. xfrd him to ot application.	MARISELA TALERO
2023-04-13	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 5138953	CSLET
2023-04-13	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 5138778	CSLET
2023-04-12	Usage Analysis	Caller Robert Unangst Ratepayer Reviewed Bill History Yes Reviewed Daily Hourly Usage Yes Is Usage In line Yes Customer Satisfied Yes Issued Investigation No Sent Utility Report No	MARISELA TALERO
2023-04-12	Service	Caller RUSSELL UNANGST Ratepayer, emailed reliability to see if they can address his real dispute to see if low voltage lines would really have caused the bb heaters to increase usage.	MARISELA TALERO
2023-04-12	OnTrack Customer	Caller RUSSELL UNANGST Ratepayer, CX WNT TO APPLY FR OT ASST...SUBMITT AND APP TO BE MAIL...DUE TO SYSTEM ISSUE UNABLE TO SUBMITT OVER PHN	TAMEKIA WRIGHT
2023-04-12	Credit	Caller RUSSELL UNANGST Ratepayer, i also expind he doesnt want to kp doing med certs bc they are limited and he wants them if he actually requires them.	MARISELA TALERO
2023-04-12	SC - REFERRAL TO ONTRACK	Caller RUSSELL UNANGST Ratepayer, CX NEED A AN APP MAIL FR OT ASST...	303947
2023-04-12	Credit	Caller RUSSELL UNANGST Ratepayer, I explnd to Mr Unangst that ot is a program that will help him get reduced monthly arnts based on income protection from shut offs and debt forgiveness. I also referred him to ophelp gv agyand verified ot and ophel are ppl programs just the agency does the paperwork for us. I xfrd him to ot to do the application.	MARISELA TALERO
2023-04-12	Credit	RUSSELL UNANGST Ratepayer, Offered LIHEAP - Yes Offered Operation HELP - Yes Offered OnTrack - Yes . .	MARISELA TALERO
2023-04-12	SC - RECURRING REFERRAL TO OTRK	Caller RUSSELL UNANGST Ratepayer, Referred to Ontrack.	E144767
2023-04-12	Call Transfer	RUSSELL UNANGST Ratepayer, Customer transferred to apply for OnTrack.	MARISELA TALERO
2023-04-12	Financial Statement Added		MARISELA TALERO
2023-04-12	Service	Mr Unangst thinks it is causing the bb htrs to tum on and off more than they should causing higher usage and this is what he had been disputing not the higher rates or estimated bills emailing reliability about this issues to see if they can figures out if this is even possible.	MARISELA TALERO
2023-04-12	Service	Caller RUSSELL UNANGST Ratepayer, customer is upset bc he feels before we changed his lines out in the front three weekshe had low voltage causing his bb heaters to turn on and off more than usual.....he had an outage call with partial power on 2,4.....he was told by this serviceman that the issue was he did not have enough voltage hting	MARISELA TALERO
2023-04-12	Password Required	Caller RUSSELL UNANGST Ratepayer, Password Verification Failed.	MARISELA TALERO
2023-04-12	Call Transfer	Caller RUSSELL UNANGST Ratepayer, CCI he is irate - he wants someone to fix his bill, transfer him to ee	MADANA DOOKIERAM
2023-04-12	Password Required	Caller RUSSELL UNANGST Ratepayer, Password Verification Failed.	MADANA DOOKIERAM
2023-04-06	Miscellaneous	Caller RUSSELL UNANGST Ratepayer, cx only accepted that he will get a call back from an exec and if he doesnt get a cb in a few days he is going to his lawyers to settle the matter in court i advised that I will send out the request to have an exec call him back cx said he is only waiting a few days	JOSHUA HARRY
2023-04-06	Miscellaneous	Caller RUSSELL UNANGST Ratepayer, cx said he does not know what TREHAB is and it is a scam he asked for someone who can authenticate them I advised that it is an agency that offers help to customers who needs assistance with their bills and the programs are recommended by PPL cx said he is not giving out any financial info to someone he doesnt know..cont	JOSHUA HARRY
2023-04-06	Miscellaneous	Caller RUSSELL UNANGST Ratepayer, I offered to transfer to EE for further review cx said that he does not want to wait on hold for hours again cx insisted an exec call back created WATT item cx also said someone asked for photos of his home that he did not provide and they hacked into his phone without his authority and said he does not have an app cont	JOSHUA HARRY
2023-04-06	Miscellaneous	Caller RUSSELL UNANGST Ratepayer User Comments cx said he has been having issues with PPL for the past 3 years he said since the new meter was installed and the lines were changed he has been getting higher bills and his usage is all messed up i offered to review billing info but cx said he wants to speak to someone that can make changes on account cont	JOSHUA HARRY
2023-04-06	WUR Assessment	RUSSELL UNANGST Ratepayer, Caller s Concern Miscellaneous - WUR will NOT be sent, Position Stated Yes, Sat No, WUR Required No, Provided PUC No, Interested in SO No.	JOSHUA HARRY
2023-04-06	Miscellaneous	sw RUSSELL UNANGST rp cx requesting to speak with an executive rep to resolve his issues cx said he is tired and frustrated of dealing with call center reps and supervisors who cannot assist him he said he is ready to sue and is expecting a call back within the next few days daytime [REDACTED]	JOSHUA HARRY
2023-04-06	Miscellaneous	WATT Generalist - PPL Executives - Request for CallBack-Leh Work Item 3569553 Created	JOSHUA HARRY
2023-04-05	SC - GRACE EXTENSION	closed duplicate suspend	e153462
2023-04-05	SC - GRACE EXTENSION	closed duplicate suspend charge	e153462
2023-04-05	EFT Validation Failure Notice	ACTIVE PAYMENT AGREEMENT	LINDA M EIBACH
2023-04-05	Miscellaneous	WATT Generalist - OCA Legislative Work Item 3566460 Completed	LINDA M EIBACH

Contact Date	Contact Type	Remarks	User
2023-04-05	Miscellaneous	WATT ID 3566460 see notes on acct	LINDA M EIBACH
2023-04-05	Miscellaneous	responded to legislative complaint that an OT agent reached out to customer on 4/4/23 and provided him with the address to mail his proof of income.	LINDA M EIBACH
2023-04-05	SC - GRACE EXTENSION	Caller Back Office Ratepayer. SC Status from Open to Closed Cust Rights Given Y Cust Satisfied Y Comments BCS 3882822 DEC CLOSED 04/04/2023 THE CUSTOMER S BILL IS HIGH DUE TO LACK OF PAYMENTS AND NOT MAKING PAYMENTS IN FULL EACH MONTH. CUSTOMER WAS ISSUED AN ESTIMATED BILL FOR SERVICE FROM 11/17/2022 TO 12/21/2022 BASED ON THE USAGE FOR THE PRIOR YEAR. EST	CUCL143
2023-04-05	SC - GRACE EXTENSION	Caller Back Office Ratepayer. SC Status from Open to Closed Cust Rights Given Y Cust Satisfied Y Comments BCS 3882822 DEC CLOSED 04/04/2023 THE CUSTOMER S BILL IS HIGH DUE TO LACK OF PAYMENTS AND NOT MAKING PAYMENTS IN FULL EACH MONTH. CUSTOMER WAS ISSUED AN ESTIMATED BILL FOR SERVICE FROM 11/17/2022 TO 12/21/2022 BASED ON THE USAGE FOR THE PRIOR YEAR. EST	CUCL143
2023-04-05	SC - GRACE EXTENSION	Caller Back Office Ratepayer. SC Status from Open to Closed Cust Rights Given Y Cust Satisfied Y Comments BCS 3882822 DEC CLOSED 04/04/2023 THE CUSTOMER S BILL IS HIGH DUE TO LACK OF PAYMENTS AND NOT MAKING PAYMENTS IN FULL EACH MONTH. CUSTOMER WAS ISSUED AN ESTIMATED BILL FOR SERVICE FROM 11/17/2022 TO 12/21/2022 BASED ON THE USAGE FOR THE PRIOR YEAR. EST	CUCL143
2023-04-05	Miscellaneous	WATT Generalist - OCA Legislative Work Item 3566460 Created	BRENDA E STOKES
2023-04-04	Credit	s w rp-gave our mailing address so that he could submit current proof of income. Submitted by Debbie S Agency TREHAB	SELF SERVICE USER
2023-04-04	Credit	Caller RUSSELL UNANGST Ratepayer User Comments CX CALLED REGARDING RECEIVING LETTER WITOUT ONTRACK APPLICATION. OPTED TO TRANSFER TO ONTRACK OR UPDATE FINANCIAL INFO TO SEE PROGRAMS QUALIFIED FOR AND SENT THEM APP BY EMAIL IF QUALIFY FOR ONTRACK. CX LEFT THE CALL AND SPOKE TO ANOTHER PERSON SO DID NOT ACCESS SAT. TOLD WILL ISSUE CALL BACK FOR SUP.	AJONGAKO ATABONG
2023-04-04	WUR Assessment	RUSSELL UNANGST Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	AJONGAKO ATABONG
2023-04-03	Miscellaneous	WATT Scanned - Med Cert Work Item 3558230 Created	KOFAX
2023-04-03	SC - MED CERT - 30 DAY	KOFAX initiated MedCert 30 Day Suspend Charges	ORAMP1
2023-03-31	Correspondence - General	Template Name Med Cert Request Form Created By 310885 Letter Edited No CS Letters ID 5122585	CSLET
2023-03-31	Miscellaneous	Caller Nicole Doctor NP PA User Comments ccl from doctors office about a med cert form info was sent did not assessed SAT	DEANNA REYES
2023-03-31	SC - MED CERT - 7 DAY	Caller Nicole Doctor NP PA. Nicole Mertz Medical Assitant Thomas E Munshower DO St Luke Kresgeville Practice 543 Inter change Road Kresgeville PA 18333 272-212-5230 833-550-9705 Nicole Mertz Russell Unangst and Medical Certification form faxed.	310885
2023-03-27	Miscellaneous	WATT USR - OnTrack Revenue Class Work Item 3493211 Completed	ERIC S EICHELMAN
2023-03-24	Maintain Bill Determinants	per request from Compliance updating rev class to Residential Electric Heat	WENDY M MERKEL
2023-03-24	Correspondence - General	Template Name Property Damage - Denial - Third Party Created By George Kevin G Letter Edited Yes CS Letters ID 5113174	CSLET
2023-03-24	Miscellaneous	sent edited denial letter for his requested payment for his time to verify OnTrack eligibility Letter crafted by D W	KEVIN G GEORGE
2023-03-24	Other Rate Check Completed	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.	KEVIN G GEORGE
2023-03-24	Miscellaneous	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	KEVIN G GEORGE
2023-03-23	Miscellaneous	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.	KEVIN G GEORGE
2023-03-23	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note IVR Call Type 10 No Lights Comments none	IVR
2023-03-23	Miscellaneous	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	KEVIN G GEORGE
2023-03-20	Contact Rep - Call Attempt 2	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.	KEVIN G GEORGE
2023-03-20	Contact Rep - Call Attempt 1	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.	KEVIN G GEORGE
2023-03-20	Other Rate Check Maintained		KEVIN G GEORGE
2023-03-15	Other Rate Check Issued	per ot app pls verify main heat source then email e eichelman w result. thanks.	ERIC S EICHELMAN
2023-03-14	Miscellaneous	WATT USR - OnTrack Revenue Class Work Item 3493211 Created	KRISTEN M KELLY

Contact Date	Contact Type	Remarks	User
2023-03-14	PUC/Informal	Received an email from the PUC that this customer has baseboard installed electric heat sent this account to have a rate check issued. Also advised the PUC that this customer applied for OnTrack on 12/28/2022 however he never submitted his income doc to determine eligibility	MICHELE K SPOTTS
2023-02-28	SC - PUC Informal Complaint	PUC MDIA BCS 3882822	CUCL143
2023-02-27	Miscellaneous	Caller RUSSELL UNANGST Ratepayer. 100 000 claim. cx hung up no sat under or so	KAMAL SAMAROO
2023-02-27	Miscellaneous	Caller RUSSELL UNANGST Ratepayer User Comments cc spoke to someone in charge of company. 3 years dont have proper elec coming into house sup to change wires. have a stroke under medical care. spoke to PUC said get in contact with us. house is cold. sub call back req for new con to call back. next 2 hours no one calls back going to court system to file	KAMAL SAMAROO
2023-02-27	WUR Assessment	RUSSELL UNANGST 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.	KAMAL SAMAROO
2023-02-27	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note IVR Call Type 10 No Lights Comments none	IVR
2023-02-24	SC - PUC Informal Complaint	PUC MDIA BCS 3882822	CUCL143
2023-02-22	Special Situation	WU WALKIN paid 600.00	SELF SERVICE USER
2023-02-22	Added Payment Agreement	WU WALKIN paid 600.00	SELF SERVICE USER
2023-02-09	Bill Comparison	Caller Back Office Ratepayer. customer is upset about his kwh spend and mad we charge him ore delivery and mad that his rates increased. he had someone come out to evaluate his lines onaturday and that person told him they d have someone come out and change the lines as they were old and contributing to his higher usage. Follow up on the line change pleas	E166580
2023-02-04	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note 311767 Call Type 81 Voltage Complaint Comments oven not working no heat no hot water this has been ongoing issue for 3 yrs now base board heaters in home	WCT
2023-02-04	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note IVR Call Type 10 No Lights Comments none	IVR
2023-02-04	myPPL Alerts - CSS WEB	Caller Name RUSSELL Relationship Ratepayer Agreed to T Cs-Enrolled	IVR
2023-02-04	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note IVR Call Type 10 No Lights Comments none	IVR
2023-02-02	Data Repair	DR_REQ10782282 - CD-NXT-COLL-ACTION UPDATE	CSSDR044
2023-01-21	Data Repair	INC10765324 - Reads Workaround	CSSDR044
2023-01-20	Special Situation	WU WALKIN paid 700.00	SELF SERVICE USER
2023-01-09	SC - PUC Informal Complaint	PUC MDIA BCS 3882822	CUCL143
2023-01-09	OB Call - Outreach	Caller Back Office Ratepayer. called customer in regards to past due balance unable to verify address said he wont call back and doesnt go online and is going to block the number so PPL doesnt t bother him	ANTHONY GLOSSON
2023-01-05	OB Call - Outreach	Caller Back Office Ratepayer. called left a msg in regards to past due balance and to call back	ANTHONY GLOSSON
2022-12-28	Correspondence - General	Template Name OnTrack Application Rejection Letter New Created By dswendsen@trehab.org Letter Edited No CS Letters ID 4951972	CSLET
2022-12-28	Credit	sw rp rejected app for letter to be sent requesting proof of ss Submitted by Debbie Swendsen Agency TREHAB	SELF SERVICE USER
2022-12-28	OnTrack - Ineligible	OnTrack application Rejected. Reason You have failed to submit documentation for all sources of household income. If you submit copies of the missing documentation below your application will be processed promptly. Please return this letter along with your documents and send to the agency address below. SSI SSD current year award letter for all household	SELF SERVICE USER
2022-12-28	OnTrack Customer	OnTrack application submitted by DSWENDSEN@TREHAB_ORG Source Rep	SELF SERVICE USER
2022-12-27	OB Call - Outreach	Caller Back Office Ratepayer User Comments customer is irate over calls he keeps getting calls from us. advised the account is past due we can set up payment plan on account customer grew more irate was not able to asses sat or understood	KATHERINE SAWKA
2022-12-27	WUR Assessment	Back Office Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	KATHERINE SAWKA
2022-12-22	Winter Collection	Winter Collection Notice	
2022-12-01	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 4924766	CSLET
2022-11-30	Credit	Sw rp. He may or may not submit a payment assistance app to apply. Submitted by Patricia J Agency TREHAB	SELF SERVICE USER
2022-11-30	Credit	Caller RUSSELL UNANGST Ratepayer User Comments escalated call spk with rp reg term went over financials and updated new pag cx is not able to make payment slat5ted he will pay off account in feb advs i cannot adv its ok to not make a payment till then advs he will recv lpc and get farther behind cx understood not sat that i could not work with him on paym	KARINA STEIN
2022-11-30	WUR Assessment	RUSSELL UNANGST Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	KARINA STEIN
2022-11-30	SC - REFERRAL TO ONTRACK	Referred to Ontrack.	E190680

Contact Date	Contact Type	Remarks	User
2022-11-30	Added Payment Agreement	RUSSELL UNANGST Ratepayer. Agreement Type NCU. Cust agrees to PAG terms NO. First payment of 256.00 is due 12 09 2022. Future payments beginning with next bill will include installment amount of 23.00. Enrolled in BB NO.	KARINA STEIN
2022-11-30	Credit	RUSSELL UNANGST Ratepayer. Offered LIHEAP - Yes Offered Operation HELP - Yes Offered OnTrack - Yes . .	KARINA STEIN
2022-11-30	Credit	Confirmed service is scheduled for termination on 12 07 2022. Amount is 563.64. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.	KARINA STEIN
2022-11-30	Credit	RUSSELL UNANGST Ratepayer. Offered LIHEAP - Yes Offered Operation HELP - Yes Offered OnTrack - Yes . .	KARINA STEIN
2022-11-30	Credit	Caller Back Office Ratepayer. csust called in. no response. could not verify caller.	NAVLEEN SAPPAL
2022-11-30	Financial Statement Added		KARINA STEIN
2022-11-30	Credit	Confirmed service is scheduled for termination on 12 07 2022. Amount is 563.64. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.	KARINA STEIN
2022-11-30	Credit	Confirmed service is scheduled for termination on 12 07 2022. Amount is 563.64. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.	KARINA STEIN
2022-11-30	Credit	Confirmed service is scheduled for termination on 12 07 2022. Amount is 563.64. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.	IVR
2022-11-30	Credit	Caller RUSSELL UNANGST Ratepayer User Comments cci for options on bill.cx said he needs to speak with someone in english that does not have an accent.req someone and issued FF.adv of cb	JADA SIMON
2022-11-30	WUR Assessment	RUSSELL UNANGST Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	JADA SIMON
2022-11-30	SC - MED CERT - 3 DAY	Caller RUSSELL UNANGST Ratepayer. IVR Med Cert	IVR
2022-11-23	Credit - Outbound Call	Caller Back Office Ratepayer. OB CALL PDB no answer left messg- pay assist	ENID GONZALEZ
2022-11-23	Credit	Confirmed service is scheduled for termination on 12 07 2022. Amount is 563.64. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	ENID GONZALEZ
2022-11-22	Correspondence - Collections	CUT DATE 2022-12-07 AMOUNT 563.64	
2022-09-30	Miscellaneous	WATT Generalist - OCA Legislative Work Item 2945020 Completed	WENDY M MERKEL
2022-09-29	SC - GRACE EXTENSION	BCS 3858916 DEC CLOSED 09 29 2022 COMPANY DOES NOT CLAIM TO PROVIDE POWER TO ITS CUSTOMERS WHICH IS FREE FROM IMPULSES SAGS SURGES OR NOISE. AT THE INFORMAL LEVEL THE PUC HAS LIMITED AUTHORITY OVER SERVICE-RELATED ISSUES. CUST ONLY BILLED FOR PWR RUNS THROUGH THE METER.	e02239
2022-08-19	SC - PUC Informal Complaint	PUC MDIA BCS 3858916	CUCL143
2022-08-11	Correspondence - General	Template Name Master Utility Report Created By CHASITY MORRISON Letter Edited No CS Letters ID 4762749	CSLET
2022-08-11	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2022-08-11	Credit	Caller RUSSELL UNANGST Ratepayer. purposes. Customer advised will send a check. Issued dd ext and advised dd ext offered 1 every 12 months. Tried to stop recording of call and call disconnected and Twilio placed me in si. Unable to assess SAT.	CHASITY MORRISON
2022-08-11	Credit	Caller RUSSELL UNANGST Ratepayer User Comments CCI regarding account. Advised vm regarding overdue balance. Advised customer of pd balance is 209.66 cb for 59.80 269.46. Advised no s o notice tried to offer pag or ca but customer refused. Advised of cons. Also explained to customer unable to stop recording of line explained established for quality	CHASITY MORRISON
2022-08-11	WUR Assessment	RUSSELL UNANGST Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat No. WUR Required Yes. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	CHASITY MORRISON
2022-08-11	SC - Due Date Extension	Caller RUSSELL UNANGST Ratepayer. Issued ext to provide customer additional time for check to be sent for balance.	305250
2022-08-11	OB Call - Outreach	Caller Back Office Ratepayer. ob call- called left msg in ref of past due bal.	TYLER BUCHINSKY
2022-04-19	Credit	Caller RUSSELL UNANGST Ratepayer. cx did not want to verify pin and demanding to speak w chairman of ppl now about fraudulent activity from consumers	MONTEA BATEMAN
2022-04-19	Password Required	Caller RUSSELL UNANGST Ratepayer. Password Verification Failed.	MONTEA BATEMAN
2022-04-14	Miscellaneous	Caller Unknown Other. caller did not give me his name. Listened to him rant for several minutes. When he finally told me he was calling about his home I explained I would need to transfer him to customer service. Customer started yelling and being verbally abusive. Disconnected call.	HEATHER A DADDIO
2022-04-14	Password Required	Caller Unknown Other. Password Verification Failed.	HEATHER A DADDIO
2022-01-28	Credit	Caller RUSSELL UNANGST Ratepayer. rp wouldnt verify pin did call him back on phone nr that he called on upset about charges on bill and wants to speak to someone in corporate call disconnected Rev 01 28 2022 08 41 sent email to April P bc he wants to speak to someone in corp	TAMATHA JOAN SHIPMAN

Contact Date	Contact Type	Remarks	User
2022-01-28	Password Required	Caller RUSSELL UNANGST Ratepayer. Password Verification Failed.	TAMATHA JOAN SHIPMAN
2022-01-24	Credit	Caller Back Office Ratepayer. Escalated call back cust did not want call recorded advised calls can be automatically and randomly recorded Cust stated no longer wanted to talk to me and terminated call Sent email to agent direct sup no sat	JACQUELINE HOLLIDAY
2022-01-24	Credit	Caller Back Office Ratepayer. cx called in requested a call back from sup about complaint advsd it is against the law to not have unrecorded option for cxs would not go into detail on recorded line advsd sup would call back	KARINA STEIN
2022-01-24	Credit	Caller Back Office Ratepayer. cd stated doesnt agree to company recording messages. customer used profanities multiple times after asked to refrain. adv cust calls are recorded disconnected line after profanities used and warnings issued.	AMANDA CHOKE
2021-11-16	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note MS_CSS.services.contacts.privcontacts notification_PPL_CUSTOMER_CONTACT_VIEWPublishDocument USER_NAME Call Type 80 Partial Power Comments every few days lig	O
2021-11-16	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note Lights Comments none IVR Call Type 10 No	IVR
2021-10-11	Call Transfer	Caller RUSSELL UNANGST Ratepayer User Comments cx called in to spk with sup unable to verify pin did not want to verify ssn trans to enhanced ver	KARINA STEIN
2021-10-11	WUR Assessment	RUSSELL UNANGST Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	KARINA STEIN
2021-10-11	Password Required	Caller RUSSELL UNANGST Ratepayer. Password Verification Failed.	KARINA STEIN
2021-10-11	Special Situation	WU WALKIN paid 354.07	SELF SERVICE USER
2021-06-14	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
2021-05-27	Data Repair	DR_DT NXT BILL 6	CSSDR044
2021-04-28	Billing	Caller RUSSELL UNANGST Ratepayer User Comments upset that he was n t getting his bills. adv we had a different mailing addr. updated address. cust paid full balance after providing cust with amount of the last 2 bills. sat	LINDA M EIBACH
2021-04-28	WUR Assessment	RUSSELL UNANGST Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	LINDA M EIBACH
2021-04-28	CSS WEB Interface Payment	Caller RUSSELL UNANGST Ratepayer. Comments Made Payment in the amount of 694.63. Confirmation number was Read. Confirmation Number 21042651	LINDA M EIBACH
2021-04-28	Credit	Confirmed service is scheduled for termination on 05 11 2021. Amount is 539.17. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	LINDA M EIBACH
2021-04-28	Password Required	PIN NUMBER--- 1757	LINDA M EIBACH
2021-04-28	Maintain Bill Account	Caller RUSSELL UNANGST Ratepayer updated mailing address from [REDACTED] to [REDACTED]	LINDA M EIBACH
2021-04-28	Credit	[REDACTED], Reason P.O. Box Caller RUSSELL UNANGST Ratepayer User Comments trans to add accts to help w pin number cust forgot	PETER NASH
2021-04-28	WUR Assessment	RUSSELL UNANGST Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. WUR Required No. Provided PUC No.	PETER NASH
2021-04-28	Password Required	Caller RUSSELL UNANGST Ratepayer. Password Verification Failed.	PETER NASH
2021-04-27	Correspondence - Collections	CUT DATE 2021-05-11 AMOUNT 539.17	
2021-03-28	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
2021-03-16	Special Situation	WU WALKIN paid 587.90	SELF SERVICE USER
2021-03-12	Correspondence - General	Template Name Master Utility Report Created By MILLER IESHA Letter Edited No CS Letters ID 4046791	CSLET
2021-03-12	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2021-03-12	WUR Assessment	RUSSELL UNANGST Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat No. WUR Required Yes. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	MILLER,IESHA
2021-03-12	Credit	Caller RUSSELL UNANGST Ratepayer. INFORMED CUST TERM NOTICE MAILED ON 03 12 FOR TERM ON 03 25. UNABLE TO ASK IF SAT DUE TO CUST DISCONNECTING CALL	MILLER,IESHA
2021-03-12	Credit	Caller RUSSELL UNANGST Ratepayer. SPOKE WITH CUST CUST WAS VERY RUDE AND DID NOT WANT TO VERIFY INFO. ADV INFO IS NEEDED TO BE VERIFIED IN ORDER TO ASSIST CUST DID VERIFY INFO. ADV CUST OF TERMINATION AND PAST DUE BALANCE OFFERED PAYMENT PLAN AND TO MAKE PAYMENT TODAY CUST DECLINED AND STATED HE WILL MAIL PAYMENT FOR 587.90	MILLER,IESHA
2021-03-12	Password Required	Caller RUSSELL UNANGST Ratepayer. Password Verification Failed.	MARIAH MANGUAL
2021-03-12	Password Required	Caller RUSSELL UNANGST Ratepayer. Password Verification Failed.	MILLER,IESHA
2021-03-12	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR

Contact Date	Contact Type	Remarks	User
2021-03-11	Correspondence - Collections	CUT DATE 2021-03-25 AMOUNT 587.90 Template Name Master Utility Report Created By JUDITH K JONES Letter Edited Yes CS Letters ID 4017662 letter was rejected - duplicate	JUDITH K JONES
2021-02-24	Correspondence - General	Suspend Charge automatically added by CSLET letter was rejected - duplicate	JUDITH K JONES
2021-02-24	SC - GRACE EXTENSION	Caller RUSSELL UNANGST Ratepayer. cust did not know his pin he gave me the last 4 digits of his checking acct for a payment. he was calling about acct [REDACTED] but later i did check his payment on this acct sent utility rpt. for payment he claimed paid both this bill and bill from acct [REDACTED]	JUDITH K JONES
2021-02-24	Miscellaneous	Caller RUSSELL UNANGST Ratepayer. Password Verification Failed.	JUDITH K JONES
2021-02-24	Password Required	Caller RUSSELL UNANGST Ratepayer. Password Verification Failed.	JUDITH K JONES
2021-02-24	Account Balance	Caller RUSSELL UNANGST Ratepayer User Comments cust paid 1805.22 on 12 21 20 this paid his baln on the bill sent nov 19 2020 which did not include the money he owed on acct [REDACTED] he feels this is our fault and we did not transfer the baln from his previous acct to this acct sent written utility rpt. he hung up while i was trying to call sup	JUDITH K JONES
2021-02-24	WUR Assessment	RUSSELL UNANGST Ratepayer. Caller s Concern Billing Payment - WUR will be sent. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No.	JUDITH K JONES
2021-02-24	WUR Assessment	RUSSELL UNANGST Ratepayer. Caller s Concern Billing Payment - WUR will be sent. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	JUDITH K JONES
2021-02-24	Password Required	Caller RUSSELL UNANGST Ratepayer. Password Verification Failed.	JUDITH K JONES
2021-02-24	WUR Assessment	Back Office Ratepayer. Caller s Concern Billing Payment - WUR will be sent. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No.	JUDITH K JONES
2021-02-24	Password Required	Caller RUSSELL UNANGST Ratepayer. Password Verification Failed.	JUDITH K JONES
2021-02-24	Credit	Caller RUSSELL UNANGST Ratepayer User Comments Not SS on acct to verf to update or remove pin	BOBBY MYERSMADDEN
2021-02-24	WUR Assessment	RUSSELL UNANGST Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd Yes. . WUR Required No. Provided PUC No.	BOBBY MYERSMADDEN
2021-02-24	Credit	Caller Back Office Ratepayer. RP could not verf pin std he recvd a letter from OCA advising that he owes a bal of 150.00 something was owed to PPL. cust std he paid that amt back in Dec when he made a pmt of 1805.00 adv cust not showing a trans bal to this acct adv will trans to trans bal dept -Trans to T26	BOBBY MYERSMADDEN
2021-02-24	Password Required	Caller RUSSELL UNANGST Ratepayer. Password Verification Failed.	BOBBY MYERSMADDEN
2021-02-24	Password Required	Caller RUSSELL UNANGST Ratepayer. Password Verification Failed.	BOBBY MYERSMADDEN
2021-02-22	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2021-01-18	Billing	sw RUSSELL UNANGST rp called after trouble call was issued he asked about his daily usage checked readings and they have come down a bit he is currently using 60-70 kwh per day bill so far is approx 249.00 cust sat	JENNIFER M HAUSMAN
2021-01-18	WAM	CS Tool User E E158278 sw RUSSELL UNANGST. WO 58563205 for RES CHANGE MTR OH. User Comments customer called he is now getting low voltage in the home causing issues with heat pump issued trouble call .	SELF SERVICE USER
2021-01-18	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note e158278 Call Type 81 Voltage Complaint Comments he is getting low voltage in the home using a voltage meter he has gotten readings of 101 this is also caus	WCT
2021-01-18	Call Transfer	Caller RUSSELL UNANGST Ratepayer. cx about WO ordered between Thanksgiving Christmas notes show issue with last WO cx did not verify password and was going to xfer to enh vert. but cx needs help with WO first cx und cx sat xfer to WAM T40	MISHAELA WALLACE
2021-01-18	Credit	Caller Back Office Ratepayer. cut could not verify his pin . cust has a work order for someone to come out to his house to do some work.	KEBREANA SAMUELS
2021-01-05	WAM	CS Tool User E E165821 sw internal . WO 58563205 for RES CHANGE MTR OH. User Comments email back office from robert moyer mm copy of wo 58429796 This wo was mistakenly canceled and we need a new wo created in its place. The cut card and everything on the old one will be good for the new one as well wo 58563205 replaces 58429796 email designer new wo .	SELF SERVICE USER
2020-12-21	WAM	CS Tool User E E165821 sw russ unangst. WO 58429796 for RES CHANGE MTR OH. User Comments fwd to designer Robert Moyer if can reopen job and have perm connect made .	SELF SERVICE USER
2020-12-21	WAM	CS Tool User E E165821 sw russ unangst. WO 58429796 for RES CHANGE MTR OH. User Comments fwd to designer Robert Moyer if can reopen job and have perm connect made .	SELF SERVICE USER
2020-12-21	WAM	CS Tool User E E165821 sw russ unangst. WO 58429796 for RES CHANGE MTR OH. User Comments sw russ unangst [REDACTED] year ago 100 to 200 new mast se cable states was inspected wo 58429796 created 09 09 cei closed canceled 12 05 19 states perm connection not made wo .	SELF SERVICE USER
2020-12-21	Credit	Caller RUSSELL UNANGST Ratepayer User Comments CSX MADE PAYMENT IN FULL 1805.22 AND UPDATED PHONE NUMBER AND EMAIL ON ACCOUNT. CSX ALSO HAD A WORK ORDER THAT WAS NOT COMPLETED AND CSX IS HAVING ISSUES BECAUSE OF IT AND WANTS TO KNOW WHEN WILL IT BE RESOLVED.	JANIE CAMPO

Contact Date	Contact Type	Remarks	User
2020-12-21	WUR Assessment	RUSSELL UNANGST Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO Not on Phone.	JANIE CAMPO
2020-12-21	Maintain Bill Account	Caller RUSSELL UNANGST Ratepayer added - as alternate phone Does Not Have	JANIE CAMPO
2020-12-21	Maintain Bill Account	Caller RUSSELL UNANGST Ratepayer updated primary phone from [REDACTED] to primary phone [REDACTED]. Consent Attained	JANIE CAMPO
2020-12-21	CSS WEB Interface Payment	Caller RUSSELL UNANGST Ratepayer. Comments Made Payment in the amount of 1805.22. Confirmation number was Emailed to TRAINMAN@PTD.NET. Confirmation Number 20122194	JANIE CAMPO
2020-12-18	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-12-16	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-12-10	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-12-08	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-12-05	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-11-17	Credit - Outbound Call		TED BORNSTEIN JR
2020-11-17	Credit - Outbound Call	Caller Back Office Ratepayer. WORKING COVID19 OUTBOUND CAMPAIGN-Pre-Term notice Left message.	TED BORNSTEIN JR
2020-11-17	Credit	COVID-19 Pre-term Notice Sent	CSLET
2020-11-17	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
2020-10-27	Credit - Outbound Call		APRIL MCPIKE
2020-10-27	OB Call - Outreach	Caller Back Office Ratepayer. COVID Outreach to offer payment assistance options-left VM	APRIL MCPIKE
2020-10-16	OB Call - Outreach	Caller RUSSELL UNANGST Ratepayer. COVID OUTREACH CAMPAIGN Left msg to contact us in ref to P A - this is NOT a Collections call.	AMANDA R BACHMAN
2020-10-16	Credit - Outbound Call		AMANDA R BACHMAN
2020-07-27	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-07-22	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-07-08	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-07-01	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-06-25	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-06-19	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
2020-06-05	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-06-03	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
2020-05-19	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-05-15	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-05-13	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-05-11	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-05-07	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-05-05	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-05-01	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-04-29	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-04-27	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-04-15	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-04-08	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-03-27	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-03-25	Credit - Outbound Call	Caller Back Office Ratepayer. Called customer in regards to the call back that was requested. Asked to speak with Russell. Caller adv that he was Russell and that he did not want to speak on a recorded line. Adv that all PPL calls are recorded for quality purposes. Adv he will not speak on a recorded line and disconnected the call.	TAYLOR HALL
2020-03-25	Credit - Outbound Call	Caller Back Office Ratepayer. Called customer in regards to the call back that was requested Cust did not answer the call. Left msg adv cust to call back if assistance is still needed	TAYLOR HALL
2020-03-25	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-03-23	Credit - Outbound Call		JONICIA HAMILTON
2020-03-23	Password Required	Caller RUSSELL UNANGST Ratepayer. Password Verification Failed.	JONICIA HAMILTON
2020-03-23	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR

Contact Date	Contact Type	Remarks	User
2020-03-19	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-03-18	Data Repair	DR JR156011 8 - CD-NXT-COLL-ACTION UPDATE	CSSDR044
2020-03-17	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-03-13	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-03-09	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-03-03	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-02-28	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-02-26	Credit - Outbound Call		ANDREA STILES
2020-02-26	Credit	Caller Back Office Ratepayer. R P ASSKED WHAT I WANT i ADV IT REGARDING BILL HE ADV F U HE ALREADY SW SOMEONE HE GONG TO PAY THE BILL IF WE KEEP CALLING GOING TO HAVE TO WAIT A LITTLE BIT LONGER THEN HUNGUP	ANDREA STILES

PPL ELECTRIC
EXHIBIT 16

Customer History

Customer Information:

Bill Account Number	Customer Name	Customer Type	Service Address	Area Code	Primary Phone Num	Transformer Grid	Map Links
	RUSSELL UNANGST	Individual				61327N29915	Google Maps

OMS Outage History:

Trouble Date & Time	Restored Date & Time	Duration	Job Number	Order Description	Cause	Weather Type	Comments
10/31/2019 8:34:24 PM	10/31/2019 8:34:24 PM	0	5392668-1	NL Order	Unknown	Unknown	
11/4/2019 11:24:54 AM	11/4/2019 11:24:54 AM	0	5399202-1	NL Order	Unknown	Unknown	
11/18/2019 5:43:01 PM	11/18/2019 5:43:01 PM	0	5404767-1	NL Order	Unknown	Unknown	
11/18/2019 5:43:03 PM	11/18/2019 5:49:00 PM	6	5404768-1	NL Order	Equipment Failures	Wind	::Order restored by
1/8/2020 6:35:33 AM	1/8/2020 6:35:33 AM	0	5426985-1	NL Order	Unknown	Unknown	
1/15/2020 12:14:50 PM	1/15/2020 12:14:50 PM	0	5430418-1	NL Order	Unknown	Unknown	
8/4/2020 12:54:56 PM	8/4/2020 12:54:56 PM	0	5817036-1	NL Order	Unknown	Unknown	
8/4/2020 2:02:39 PM	8/4/2020 2:02:39 PM	0	5817984-1	NL Order	Unknown	Unknown	
8/5/2020 11:11:32 AM	8/5/2020 11:11:32 AM	0	5820438-1	NL Order	Unknown	Unknown	
8/18/2020 12:30:39 AM	8/18/2020 12:30:39 AM	0	5826956-1	NL Order	Unknown	Unknown	
8/18/2020 12:32:14 AM	8/18/2020 12:32:14 AM	0	5826958-1	NL Order	Unknown	Unknown	
9/2/2020 7:20:45 PM	9/2/2020 7:20:45 PM	0	5835430-1	NL Order	Unknown	Unknown	
10/21/2020 6:32:17 AM	10/21/2020 6:32:17 AM	0	5853348-1	NL Order	Unknown	Unknown	
11/2/2020 8:46:33 AM	11/2/2020 8:46:33 AM	0	5859201-1	NL Order	Unknown	Unknown	
11/2/2020 10:36:24 AM	11/2/2020 10:36:24 AM	0	5860039-1	NL Order	Unknown	Unknown	
11/2/2020 10:37:34 AM	11/2/2020 10:37:34 AM	0	5860044-1	NL Order	Unknown	Unknown	
11/15/2020 7:13:02 PM	11/15/2020 7:13:02 PM	0	5867572-1	NL Order	Unknown	Unknown	
12/25/2020 1:33:02 AM	12/25/2020 1:33:02 AM	0	6076146-1	NL Order	Unknown	Unknown	
12/25/2020 1:34:50 AM	12/25/2020 1:34:50 AM	0	6076153-1	NL Order	Unknown	Unknown	
2/23/2021 11:27:48 AM	2/23/2021 11:27:48 AM	0	6094967-1	NL Order	Unknown	Unknown	
2/25/2021 2:59:00 PM	2/25/2021 5:04:00 PM	125	6095664-1	NL Order	Vehicles	Not a Factor	::MDT No Required Permit
3/26/2021 2:44:46 PM	3/26/2021 2:44:46 PM	0	6125817-1	NL Order	Unknown	Unknown	
3/26/2021 2:50:27 PM	3/26/2021 2:50:27 PM	0	6125886-1	NL Order	Unknown	Unknown	
3/28/2021 9:21:56 AM	3/28/2021 9:21:56 AM	0	6128507-1	NL Order	Unknown	Unknown	
3/28/2021 9:30:00 AM	3/28/2021 6:03:00 PM	513	6132349-1	NL Order	Trees-Not Trimming Related	Wind	::Order restored by
6/14/2021 11:06:59 AM	6/14/2021 12:19:00 PM	73	6165468-1	NL Order	Scheduled Outage	Not a Factor	John with Harlan Electric ph
10/27/2021 7:54:11 AM	10/27/2021 7:54:11 AM	0	6260825-1	NL Order	Unknown	Unknown	
2/2/2022 10:23:01 AM	2/2/2022 10:23:01 AM	0	6321472-1	NL Order	Unknown	Unknown	
2/3/2022 1:04:58 PM	2/3/2022 1:04:58 PM	0	6321917-1	NL Order	Unknown	Unknown	
2/25/2022 8:44:13 AM	2/25/2022 8:44:13 AM	0	6335764-1	NL Order	Unknown	Unknown	
3/6/2022 9:32:07 AM	3/6/2022 9:32:07 AM	0	6339026-1	NL Order	Unknown	Unknown	
3/7/2022 8:42:19 PM	3/7/2022 8:42:19 PM	0	6341099-1	NL Order	Unknown	Unknown	
3/7/2022 9:24:47 PM	3/7/2022 9:24:47 PM	0	6341409-1	NL Order	Unknown	Unknown	

3/7/2022 9:27:03 PM	3/7/2022 9:27:03 PM	0	6341421-1	NL Order	Unknown	Unknown	
3/7/2022 9:53:15 PM	3/7/2022 9:53:15 PM	0	6341558-1	NL Order	Unknown	Unknown	
6/18/2022 3:22:07 PM	6/18/2022 9:20:00 PM	358	6419983-1	NL Order	Trees-Not Trimming Related	Wind	::MDT No Required Permit
12/17/2022 8:43:00 PM	12/18/2022 7:20:00 AM	637	6504356-1	NL Order	Vehicles	Not a Factor	::MDT
6/21/2023 7:34:00 PM	6/21/2023 7:40:00 PM	6	6669652-1	NL Order	Trees-Not Trimming Related	Wind	::MDT No Required Permit