

PPL ELECTRIC
EXHIBIT 2

Account Contact History
Account: 8050037028 Customer Name: ALFREDO CARABALLO
From 9/14/2019 to 9/14/2023

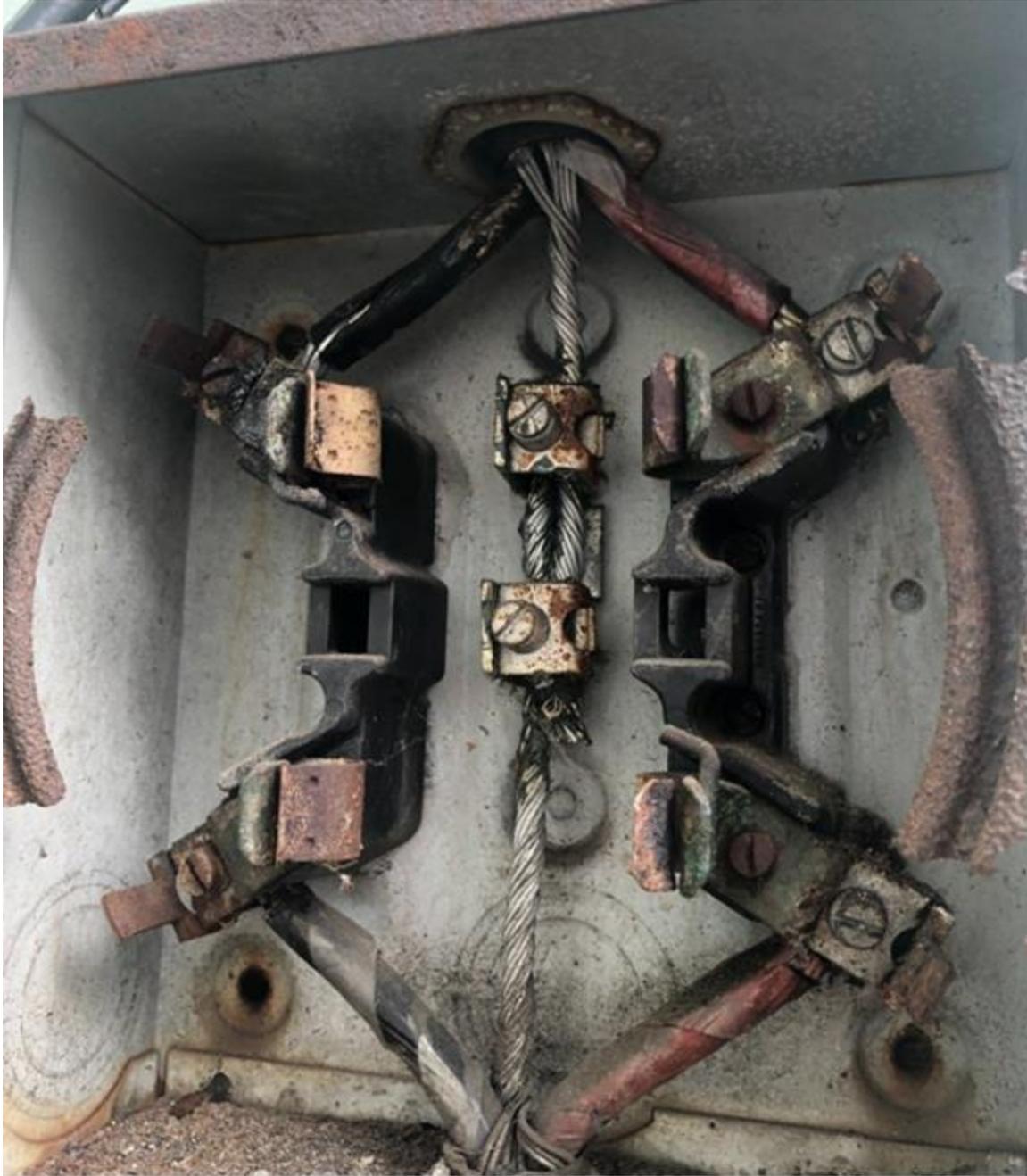
Contact Date	Contact Type	Remarks	User
2023-08-08	OnTrack Customer	Transitioned OnTrack account. New installment type is Percent of Income	CSLET
2023-08-04	OnTrack Transition Successful	OnTrack Transition	
2023-08-07	Special Situation	PAYMENTUS WEB paid 139.00	SELF SERVICE USER
2023-08-05	OnTrack Customer	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
2023-07-06	Special Situation	PAYMENTUS WEB paid 139.00	SELF SERVICE USER
2023-06-02	Special Situation	PAYMENTUS WEB paid 157.00	SELF SERVICE USER
2023-05-31	Miscellaneous	WATT FieldFormalComplaint - Service Related Work Item 3818626 Created	DONNA BARRY
2023-05-31	SC - PUC Formal Complaint	Received notice from the PUC that the customer filed Formal Complaint Docket No. C-2023-3040988.	E02623
2023-05-26	Miscellaneous	WATT Regional Ops - Metering Same Day Disconnect RMO BA ONLY Work Item 3795250 Completed	ANA S COLE
2023-05-26	Miscellaneous	WATT Regional Ops - OMS Meter Followup Work Item 3801883 Completed	ANA S COLE
2023-05-26	Meter	posted new meter from watt 3801883	KEVIN DIEHL
2023-05-25	Billing	Had to remove the 5 17 OT credit and cancel the estimated bill and rebill the account using the actual reading so we can post the 5 23 meter change	KEVIN DIEHL
2023-05-25	Cancel/Only Service	Had to remove the 5 17 OT credit and cancel the estimated bill and rebill the account using the actual reading so we can post the 5 23 meter change	KEVIN DIEHL
2023-05-25	Other Meter Investigation Voided	new mtr installed on 05 23 23---wam 58723411 inspection received	ANA S COLE
2023-05-23	Service	Caller Back Office Ratepayer. issued emergency reconnect of power.	MARISELA TALERO
2023-05-23	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note e144767 Call Type 86 Other Comments ELECTRICAL INSPECTION APPROVED. REPAIR TO EXISTING 100A OH SERVICE - METER BASE RE PLACED. TWO 2 GROUND RODS ADDED AND	WCT
2023-05-19	Maintain Bill Account	Caller ALFREDO CARABALLO Ratepayer updated primary phone from 570-462-3632 to primary phone 551-229-7462. Consent Attained	KAREN C RENARD
2023-05-19	Maintain Bill Account	Caller ALFREDO CARABALLO Ratepayer updated alternate phone from - to alternate phone 570-985-4129. Consent Attained	KAREN C RENARD
2023-05-19	Correspondence - General	Template Name Service Disconnected - Safety Issue Created By Tillman Evelyn L. Letter Edited No CS Letters ID 5185787	CSLET
2023-05-19	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2023-05-19	Special Situation	Service to be line cut. Meter removed and service off until repairs to meter base and inspection is done before we can energize service	EVELYN L TILLMAN
2023-05-19	Miscellaneous	WATT Regional Ops - Metering Same Day Disconnect RMO BA ONLY Work Item 3795250 Created	EVELYN L TILLMAN
2023-05-19	Other Meter Investigation Issued	RMO - ACTIVE ACCOUNT	EVELYN L TILLMAN
2023-05-19	Other Meter Investigation Voided	HELENE REMOVED METER	EVELYN L TILLMAN
2023-05-19	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note e27408 Call Type 86 Other Comments Need line cut for safety. Meter base is bad. Left emergency line cut card on door.	WCT
2023-05-18	Other Meter Investigation Issued	Meter 301180181 stopped communicating. Please verify the meter number installed at this premise and provide the status of the service.	CUBSO800
2023-05-15	Special Situation	PAYMENTUS WEB paid 96.00	SELF SERVICE USER
2023-04-27	OT Reminder Call		CUBCL026
2023-04-10	OnTrack Customer	Email sent to customer with link to OnTrack Enrollment video	CSLET
2023-03-10	Correspondence - General	Template Name OnTrack Standard Agreement Letter Created By Quanita Britt Letter Edited No CS Letters ID 5094205	CSLET
2023-03-10	OnTrack Customer	Customer enrolled in OnTrack Active. Monthly payment is 132.00. This may include the current CAP Plus charge. Submitted by - Agency Schuylkill Community Action Agent Quanita Britt	QBTRITT@S
2023-03-10	ONTRACK ENROLLMENT PENDING	Work submitted by qbtritt@schuylkillcommunityaction.com Agency Name Schuylkill Community Action	SELF SERVICE USER
2023-03-10	Financial Statement Added		QBTRITT@S
2023-03-10	OnTrack - Ineligible	OT Agreement canceled by qbtritt@schuylkillcommunityaction.com Agency SCA. Cancel Reason PPL request	SELF SERVICE USER
2023-03-10	OnTrack Customer	OnTrack enrollment - refer questions to OnTrack agency	
2023-03-06	OnTrack Customer	OnTrack application submitted by EUWEB Source EuWeb	SELF SERVICE USER
2023-03-01	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 5079166	CSLET
2023-02-28	Credit	Caller ALFREDO CARABALLO Ratepayer User Comments sent out ontrack app for renewal	KENDRA EHRICH

Contact Date	Contact Type	Remarks	User
2023-02-28	WUR Assessment	ALFREDO CARABALLO Ratepayer. Caller s Concern OnTrack. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	KENDRA EHRICH
2023-02-28	SC - RECURRING REFERRAL TO OTRK	Caller ALFREDO CARABALLO Ratepayer. ontrack app	E189253
2023-02-27	OT Reminder Call		CUBCL026
2023-01-30	OT Reminder Call		CUBCL026
2023-01-14	Data Repair	INC10765324 - Reads Workaround	CSSDR044
2022-12-12	OnTrack Budget Bill Activate	OnTrack Budget Bill Activate	
2022-11-09	OT Rev Shortfall Heat Warning 2	OT Rev Shortfall Heat Warning 2	
2022-10-11	OT Rev Shortfall Heat Warning 2	OT Rev Shortfall Heat Warning 2	
2022-09-13	OT Rev Shortfall Heat Warning 2	OT Rev Shortfall Heat Warning 2	
2022-08-11	OT Rev Shortfall Heat Warning 2	OT Rev Shortfall Heat Warning 2	
2022-08-01	Special Situation	PAYMENTUS_WEB paid 214.00	SELF SERVICE USER
2022-07-28	OT Reminder Call		CUBCL026
2022-07-12	OT Rev Shortfall Heat Warning 2	OT Rev Shortfall Heat Warning 2	
2022-07-12	OT Auto Default Warning	OT Auto Default Warning	
2022-06-27	OT Reminder Call		CUBCL026
2022-06-13	OT Rev Shortfall Heat Warning 2	OT Rev Shortfall Heat Warning 2	
2022-06-06	Special Situation	PAYMENTUS_WEB paid 37.00	SELF SERVICE USER
2022-06-06	Special Situation	PAYMENTUS_WEB paid 120.00	SELF SERVICE USER
2022-05-27	OT Reminder Call		CUBCL026
2022-05-11	OT Rev Shortfall Heat Warning 1	OT Rev Shortfall Heat Warning 1	
2022-04-27	OT Reminder Call		CUBCL026
2022-04-12	OT Rev Shortfall Heat Warning 1	OT Rev Shortfall Heat Warning 1	
2021-10-21	OnTrack Customer	Ontrack Cap Change Letter sent.	CSLET
2021-08-25	Correspondence - General	Template Name OnTrack Customer Enrollment Created By Yale Pamela Letter Edited No CS Letters ID 4243668	CSLET
2021-08-25	WRAP-PROGRAM - ELIGIBLE	SENT LETTER - PPL WRAP CASE CREATED WITH OTRACK ENROLLMENT	PAMELA YALE
2021-08-24	Correspondence - General	Template Name OnTrack Standard Agreement Letter Created By Quanita Britt Letter Edited No CS Letters ID 4242372	CSLET
2021-08-24	OnTrack Customer	Customer enrolled in OnTrack Active. Monthly payment is 100.00. This may include the current CAP Plus charge. Submitted by - Agency Schuylkill Community Action Agent Quanita Britt	QBRITT@S
2021-08-24	OnTrack Customer	OnTrack enrollment - refer questions to OnTrack agency	
2021-08-24	ONTRACK ENROLLMENT PENDING	Work submitted by qbritt@schuylkillcommunityaction.com Agency Name Schuylkill Community Action	SELF SERVICE USER
2021-08-24	Financial Statement Added		QBRITT@S
2021-08-24	OnTrack Customer	OnTrack application submitted by QBRITT@SCHUYLKILLCOMMUNITYACTION.COM Source Rep	SELF SERVICE USER
2021-08-23	LIHEAP	Text or Email sent for LIHEAP crisis consent.	CSLET
2021-08-17	Correspondence - General	Template Name OnTrack Application Rejection Letter New Created By qbritt@schuylkillcommunityaction.com Letter Edited No CS Letters ID 4234212	CSLET
2021-08-17	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
2021-08-17	OnTrack Customer	OnTrack application submitted by QBRITT@SCHUYLKILLCOMMUNITYACTION.COM Source Rep	SELF SERVICE USER
2021-08-16	Correspondence - Collections	CUT DATE 2021-08-30 AMOUNT 579.73	
2021-08-14	Correspondence - General	Template Name OnTrack Recertification - Failure to Recertify Created By BATCH Letter Edited No CS Letters ID 4231015	CSLET
2021-08-02	OT Reminder Call		CUBCL026
2021-07-15	Correspondence - General	Template Name Ontrack Recertification Created By CSLET Letter Edited No CS Letters ID 4195002	CSLET
2021-07-14	OT Auto Default Warning	OT Auto Default Warning	
2021-06-29	OT Reminder Call		CUBCL026
2021-05-28	OT Reminder Call		CUBCL026
2021-05-17	OnTrack Budget Bill Activate	OnTrack Budget Bill Activate	
2021-05-17	OT Auto Default Warning	OT Auto Default Warning	
2021-03-01	SC - Emergency LIHEAP Guarantee	Updated LIHEAP Crisis SC to 5 1 2021	e166766
2021-02-25	SC - Emergency LIHEAP Guarantee	CHRISTINA BRIGHT from SCHUYLKILL submitted EmergencyLiHeapGuarantee for 386.00	REP
2021-02-19	Miscellaneous	WATT Generalist - LIHEAP Consent for UFT Work Item 2662145 Completed	ANN M MILLER
2021-02-19	Miscellaneous	WATT ID 2662145 Added customer to UFT File	ANN M MILLER
2021-02-19	Miscellaneous	WATT Generalist - LIHEAP Consent for UFT Work Item 2662145 Created	DEBORAH A YAROSHESKI

Contact Date	Contact Type	Remarks	User
2021-02-11	OT Rev Shortfall Heat Warning 2	OT Rev Shortfall Heat Warning 2	
2021-02-11	OT Auto Default Warning	OT Auto Default Warning	
2021-02-11	LIHEAP	Email sent for LIHEAP Crisis consent	CSLET
2021-01-28	OT Reminder Call		CUBCL026
2021-01-12	Winter Collection	Winter Collection Notice	
2021-01-11	OT Rev Shortfall Heat Warning 1	OT Rev Shortfall Heat Warning 1	
2020-12-23	OT Reminder Call		CUBCL026
2020-12-11	OB Call - Outreach	Caller Back Office Ratepayer. OB Liheap project number no longer in service	ZENAIDA SANTIAGO
2020-12-11	Credit - Outbound Call		ZENAIDA SANTIAGO
2020-12-10	OT Rev Shortfall Heat Warning 1	OT Rev Shortfall Heat Warning 1	
2020-12-10	OT Auto Default Warning	OT Auto Default Warning	
2020-12-10	OB Call - Outreach	Caller Back Office Ratepayer. OB LIHEAP project no answer.	ARLINYS RODRIGUEZ
2020-12-10	Credit - Outbound Call		ARLINYS RODRIGUEZ
2020-11-24	OT Reminder Call		CUBCL026
2020-11-11	OT Rev Shortfall Heat Warning 1	OT Rev Shortfall Heat Warning 1	
2020-11-11	OT Auto Default Warning	OT Auto Default Warning	
2020-10-28	OT Reminder Call		CUBCL026
2020-10-23	OnTrack Customer	OnTrack payment to support the cost of the program will change from 4.00 to 5.00	CSLET
2020-10-12	OT Rev Shortfall Heat Warning 1	OT Rev Shortfall Heat Warning 1	
2020-10-12	OT Auto Default Warning	OT Auto Default Warning	
2020-09-28	OT Reminder Call		CUBCL026
2020-09-11	OT Rev Shortfall Heat Warning 1	OT Rev Shortfall Heat Warning 1	
2020-09-11	OT Auto Default Warning	OT Auto Default Warning	
2020-08-27	OT Reminder Call		CUBCL026
2020-08-11	OT Rev Shortfall Heat Warning 1	OT Rev Shortfall Heat Warning 1	
2020-08-11	OT Auto Default Warning	OT Auto Default Warning	
2020-07-28	OT Reminder Call		CUBCL026
2020-07-13	OT Rev Shortfall Heat Warning 1	OT Rev Shortfall Heat Warning 1	
2020-07-06	Special Situation	PAYMENTUS_WEB paid 62.00	SELF SERVICE USER
2020-06-15	Special Situation	PAYMENTUS_WEB paid 62.00	SELF SERVICE USER
2020-04-06	Special Situation	PAYMENTUS_WEB paid 94.00	SELF SERVICE USER
2020-03-05	Special Situation	PAYMENTUS_WEB paid 94.00	SELF SERVICE USER
2020-02-26	OT Reminder Call		CUBCL026
2020-02-11	LIHEAP	LIHEAP application mailed	CSLET
2020-02-04	Special Situation	PAYMENTUS_WEB paid 94.00	SELF SERVICE USER
2020-01-28	OT Reminder Call		CUBCL026
2020-01-07	Special Situation	PAYMENTUS_WEB paid 95.00	SELF SERVICE USER
2019-12-17	Correspondence - General	Template Name OnTrack Standard Agreement Letter Created By Quanita Britt Letter Edited No CS Letters ID 3468973	CSLET
2019-12-17	OnTrack Information/Maintenance	Customer enrolled in OnTrack OT Recertified . Monthly payment is 90.00. This may include the current CAP Plus charge. Submitted by - Agency Schuylkill Community Action Agent Quanita Britt	QBRITT@S
2019-12-17	ONTRACK ENROLLMENT PENDING	Work submitted by qbritt@schuylkillcommunityaction.com Agency Name Schuylkill Community Action	SELF SERVICE USER
2019-12-17	Financial Statement Added		QBRITT@S
2019-12-17	OnTrack Customer	OnTrack application submitted by QBRITT@SCHUYLKILLCOMMUNITYACTION.COM Source Rep	SELF SERVICE USER
2019-12-17	OnTrack - Ineligible	OT Agreement canceled by qbritt@schuylkillcommunityaction.com Agency SCA. Cancel Reason PPL request	SELF SERVICE USER
2019-12-16	Special Situation	PAYMENTUS_WEB paid 95.00	SELF SERVICE USER
2019-12-11	Winter Collection	Winter Collection Notice	
2019-12-11	Correspondence - General	Template Name Ontrack Recertification Created By CSLET Letter Edited No CS Letters ID 3461986	CSLET
2019-12-10	OT Rev Shortfall Heat Warning 1	OT Rev Shortfall Heat Warning 1	
2019-11-22	OT Reminder Call		CUBCL026
2019-11-18	Special Situation	PAYMENTUS_WEB paid 94.47	SELF SERVICE USER
2019-11-13	Winter Collection	Winter Collection Notice	
2019-11-13	Data Repair	IR153310a DR FOR WINTER COLLECTIONS	JULIUS PEREZ
2019-11-11	OT Rev Shortfall Heat Warning 1	OT Rev Shortfall Heat Warning 1	
2019-10-28	OT Reminder Call		CUBCL026
2019-10-28	Special Situation	PAYMENTUS_WEB paid 94.47	SELF SERVICE USER
2019-10-21	OnTrack Customer	OnTrack payment to support the cost of the program will change from 3.47 to 4.00	CSLET
2019-10-15	Correspondence - Collections	CUT DATE 2019-10-29 AMOUNT 94.47	

Contact Date	Contact Type	Remarks	User
2019-09-26	OT Reminder Call		CUBCL026
2019-09-23	Special Situation	PAYMENTUS_WEB paid 94.47	SELF SERVICE USER
2019-09-18	Credit	Caller ALFREDO CARABALLO Ratepayer User Comments ADV CUST OF PAYMT NEEDED TO AVOID TERM 94.47 ADV CUST WE DO NOT DO EXT ON TERM ADV WE DO NOT DO PAG ADV CUST HE IS ON OT THAT IS A PAG ADV CUST OF OP HELP CUST UNDS	SABRINA GUERRIDO
2019-09-18	WUR Assessment	ALFREDO CARABALLO Ratepayer. Caller s Concern OnTrack. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	SABRINA GUERRIDO
2019-09-18	Credit - OnTrack Collections	ALFREDO CARABALLO Ratepayer. Agreement type OT. Missed OT installments due as of 09 18 2019 94.47. Next monthly installment of 94.47 is due with your bill due on 10 03 2019. Emailed recap to BEITHAKOL@GMAIL.COM.	SABRINA GUERRIDO
2019-09-18	Credit	Confirmed service is scheduled for termination on 09 25 2019. Amount is 94.47. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	SABRINA GUERRIDO
2019-09-18	SC - MED CERT - 3 DAY	IVR Med Cert - Yes Shut Off Date - 09-25-2019	IVR

PPL ELECTRIC
EXHIBIT 3



NEEDED

DATE 5-19-23
 TIME 1:16 PM

DEAR CUSTOMER:

The electrical service has been shut off by PPL Electric Utilities for the following reason:

SAFETY - The following unsafe condition was identified:
 Fire 588 288
 Hot meter base
 Electrical service torn down
 Other - BAD BASE

Before the electric service can be restored, a licensed electrician must perform repairs, and submit a completed inspection card. To obtain a work order number, please call 1-877-220-6016, or visit ppllectric.com/contractorservices.
5872241 -> JAS

TAMPERING - PPL equipment was interfered with by an unauthorized party. CUT W/ CABLE

Before the electric service can be restored, a licensed electrician must perform repairs and submit a completed inspection card to PPL. Please contact PPL at 1-877-220-6016 to discuss the requirements, as well as any outstanding payment obligations to be satisfied. Future tampering of PPL equipment may result in additional penalties. ALSA

Your electric service will be turned back on upon resolving the above referenced obligations.

Thank you for your cooperation!

PPL ELECTRIC UTILITIES TOLL FREE # 1-877-220-6016
 Your PPL Account Number: 80500.37028

DATE OF DEPOSIT

MAY 23 2023

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU