

COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION

| | | |
|------------------------------------|---|----------------|
| WILLIAM PETSCH, | : | DOCKET NO. |
| | : | C-2023-3041848 |
| | : | |
| | : | |
| v. | : | |
| | : | |
| PPL ELECTRIC UTILITIES | : | |
| CORPORATION, | : | |
| | : | |
| Initial Telephonic Call In Hearing | : | |

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JUDGE'S CHAMBERS:
State Office Building
801 Market Street
Philadelphia, PA

Thursday, November 30th, 2023
Commencing at 10:00 a.m.

BEFORE:
ADMINISTRATIVE LAW JUDGE DARLENE D. HEEP

REPORTER:
SAMANDA J. RIOS
Court reporter, PA, DE notary

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KARASCH & ASSOCIATES (800) 621-5689

INDEX TO EXHIBITS

COMPLAINANT: IDENTIFIED/ADMITTED
None

RESPONDENT: IDENTIFIED/ADMITTED

PPL EXHIBIT 1 97/116
Statement of Account - Apt 1

PPL EXHIBIT 2 98/116
Account Contact History - Apt 1

PPL EXHIBIT 3 101/116
PUC Case 389-2766 and Decision

PPL EXHIBIT 4 102/116
Foreign Wiring Notification - Apt 1

PPL EXHIBIT 5 104/116
Statement of Account - Apt 3

PPL EXHIBIT 6 105/116
Account Contact History - Apt 3

PPL EXHIBIT 7 107/116
PUC Case 389-2778 and Decision

PPL EXHIBIT 8 108/116
Owner Notification and Report - Apt 3

PPL EXHIBIT 9 110/116
Statement of Account - Apt 4

PPL EXHIBIT 10 111/116
Account Contact History - Apt 4

PPL EXHIBIT 11 111/116
Statement of Account - 110 Prospect Street

PPL EXHIBIT 12 112/116
Account Activity - 100 Prospect Street

PPL EXHIBIT 13 94/116
Parcel Information - 599 Roosevelt Highway

PPL EXHIBIT 14 95/116
Map of the Third Parcel

INDEX TO EXHIBITS (continued)

RESPONDENT:

IDENTIFIED/ADMITTED

PPL EXHIBIT 15
Proof of Sale

95/116

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*** Account Information ***

*** Current Account Status ***

Account Number: [REDACTED] Mail To:
 WILLIAM J PETSCH
 439 HONESDALE RD
 WAYMART PA 18472

Requested By:
 WILLIAM J PETSCH
 (570)229-5966 Extension:

Payment Agreement
 Installment: \$0.00 Balance: \$0.00

Budget Bill Amortization
 Installment: \$0.00 Balance: \$0.00

Current Rate: RS

| DATE | TRANSACTION TYPE | DUE DATE | TRANSACTION AMOUNT | BALANCE FORWARD | ACTUAL BILLED | DEFERRED BALANCE | DEG DAY H/C | RDG/TYPE | DAYS USED | KWH | BILLED KW |
|------------|------------------|----------|--------------------|-----------------|---------------|------------------|-------------|----------|-----------|------|-----------|
| 02/27/2023 | Transfer Debit | | \$0.15 | | | | | | | | |
| 02/27/2023 | Transfer Debit | | \$0.22 | | | | | | | | |
| 02/27/2023 | Transfer Debit | | \$0.29 | | | | | | | | |
| 02/27/2023 | Transfer Debit | | \$0.31 | | | | | | | | |
| 02/27/2023 | Transfer Debit | | \$0.42 | | | | | | | | |
| 02/27/2023 | Transfer Debit | | \$0.56 | | | | | | | | |
| 02/27/2023 | Transfer Debit | | \$0.73 | | | | | | | | |
| 02/27/2023 | Transfer Debit | | \$0.92 | | | | | | | | |
| 02/27/2023 | Transfer Debit | | \$1.03 | | | | | | | | |
| 02/27/2023 | Transfer Debit | | \$1.14 | | | | | | | | |
| 02/27/2023 | Transfer Debit | | \$1.61 | | | | | | | | |
| 02/27/2023 | Transfer Debit | | \$1.89 | | | | | | | | |
| 02/27/2023 | Transfer Debit | | \$2.09 | | | | | | | | |
| 02/27/2023 | Transfer Debit | | \$2.18 | | | | | | | | |
| 02/27/2023 | Transfer Debit | | \$2781.29 | | | | | | | | |
| 02/27/2023 | Transfer Debit | | \$2.84 | | | | | | | | |
| 02/27/2023 | Transfer Debit | | \$3.20 | | | | | | | | |
| 02/27/2023 | Transfer Debit | | \$3.23 | | | | | | | | |
| 02/27/2023 | Transfer Debit | | \$3.58 | | | | | | | | |
| 02/27/2023 | Transfer Debit | | \$4.42 | | | | | | | | |
| 02/27/2023 | Transfer Debit | | \$5.32 | | | | | | | | |
| 02/27/2023 | Transfer Debit | | \$6.91 | | | | | | | | |
| 02/27/2023 | Transfer Debit | | \$8.74 | | | | | | | | |
| 02/27/2023 | Transfer Debit | | \$10.58 | | | | | | | | |
| 02/27/2023 | Transfer Debit | | \$12.95 | | | | | | | | |
| 02/27/2023 | Transfer Debit | | \$14.00 | | | | | | | | |
| 02/27/2023 | Transfer Debit | | \$14.75 | | | | | | | | |
| 02/27/2023 | Transfer Debit | | \$16.45 | | | | | | | | |
| 02/27/2023 | Transfer Debit | | \$17.96 | | | | | | | | |
| 02/27/2023 | Transfer Debit | | \$19.25 | | | | | | | | |
| 02/27/2023 | Transfer Debit | | \$20.52 | | | | | | | | |
| 02/27/2023 | Transfer Debit | | \$21.91 | | | | | | | | |
| 02/27/2023 | Transfer Debit | | \$22.94 | | | | | | | | |
| 02/27/2023 | Transfer Debit | | \$24.47 | | | | | | | | |
| 02/27/2023 | Transfer Debit | | \$25.44 | | | | | | | | |
| 02/27/2023 | Transfer Debit | | \$27.27 | | | | | | | | |
| 02/27/2023 | Transfer Debit | | \$29.38 | | | | | | | | |
| 02/27/2023 | Transfer Debit | | \$92.35 | | | | | | | | |
| 02/27/2023 | Transfer Debit | | \$163.67 | | | | | | | | |
| 02/27/2023 | Transfer Debit | | \$0.09 | | | | | | | | |
| 02/27/2023 | Transfer Debit | | \$0.05 | | | | | | | | |
| 02/27/2023 | Transfer Debit | | \$0.02 | | | | | | | | |
| 02/27/2023 | Transfer Debit | | \$39.76 | | | | | | | | |
| 02/27/2023 | Transfer Debit | | \$3.65 | | | | | | | | |
| 02/27/2023 | Transfer Debit | | \$2.50 | | | | | | | | |
| ----- | | | | | | | | | | | |
| 02/28/2023 | ELECTRIC SERVICE | | \$332.34 | | | | | | | | |
| 02/28/2023 | Regular Bill | 03/21 | \$3745.37 | | | | 0357/0000 | 32076A | 13 | 1603 | |



| DATE | TRANSACTION TYPE | DUE DATE | TRANSACTION AMOUNT | BALANCE FORWARD | ACTUAL BILLED | DEFERRED BALANCE | DEG DAY H/C | RDG/TYPE | DAYS USED | BILLED KW |
|------------|---------------------------|----------|--------------------|-----------------|---------------|------------------|-------------|----------|-----------|-----------|
| 03/01/2023 | Transfer From Non-EDP | | \$1997.76 | | | | | | | |
| 03/16/2023 | Payment | | \$-50.00 | | | | | | | |
| 03/29/2023 | ELECTRIC SERVICE | | \$661.61 | | | | | | | |
| 03/29/2023 | Regular Bill | 04/19 | \$6354.74 | \$3695.37 | | | 0770/0000 | 35256A | 29 | 3180 |
| 04/28/2023 | CANCELED ELECTRIC SERVICE | | \$441.78 | | | | | | | |
| 04/28/2023 | Canceled Bill | 05/22 | \$6796.52 | \$6354.74 | | | 0395/0029 | 37353A | 30 | 2097 |
| 05/11/2023 | Adjustment | | \$-441.78 | | | | | | | |
| 05/11/2023 | ELECTRIC SERVICE | | \$378.05 | | | | | | | |
| 05/11/2023 | Regular Bill | 06/01 | \$6732.79 | \$6354.74 | | | 0326/0029 | 370390 | 26 | 1783 |
| 05/12/2023 | Payment | | \$-60.00 | | | | | | | |



Account Contact History
Account: [REDACTED] **Customer Name:** WILLIAM J PETSCH
 From 11/21/2019 to 11/21/2023

| Contact Date | Contact Type | Remarks | User |
|--------------|---------------------------------------|---|----------------------|
| 2023-07-21 | SC - PUC Formal Complaint | The customer filed Formal Complaint Docket No. C-2023-3041848- WATT ID 3905881 | E02623 |
| 2023-07-21 | Miscellaneous | WATT CCC Formal Complaint - Foreign Wiring Act 54 Work Item 3905881 Created | DONNA BARRY |
| 2023-07-05 | Correspondence - Collections | Final Bill Reminder | |
| 2023-06-20 | SC - GRACE EXTENSION | Caller Back Office Ratepayer. SC Status from Open to Closed Cust Rights Given Y Cust Satisfied Y Comments BCS 3892766 DEC CLOSED 06 20 2023 SEE CRS | CUCL143 |
| 2023-06-20 | SC - GRACE EXTENSION | Caller Back Office Ratepayer. SC Status from Open to Closed Cust Rights Given Y Cust Satisfied Y Comments BCS 3892766 DEC CLOSED 06 20 2023 SEE CRS | CUCL143 |
| 2023-05-12 | Miscellaneous | WATT Scanned - Blue Mail Other Work Item 3767798 Completed | TAMATHA JOAN SHIPMAN |
| 2023-05-11 | Miscellaneous | WATT Generalist - Act 54 Checklist or Fix Form Back Office Work Item 3500587 Completed | APRIL MCPIKE |
| 2023-05-11 | Miscellaneous | WATT Generalist - Act 54 Foreign Wiring Callback Work Item 3441430 Completed | APRIL MCPIKE |
| 2023-05-11 | Miscellaneous | WATT Generalist - Act 54 File - Closed Back Office Work Item 3500635 Completed | APRIL MCPIKE |
| 2023-05-11 | Miscellaneous | WATT Generalist - Act 54 Checklist or Fix Form Back Office Work Item 3660850 Completed | APRIL MCPIKE |
| 2023-05-11 | Cancel/Only Service | | APRIL MCPIKE |
| 2023-05-11 | Service Center Ticket | I removed the Critical from the 4 15 23 Investigate Foreign Wiring Issue by Donna Brower however the contact is still lit up pink in CSS and still Flagged in ID CTP.. this is preventing connect disconnect orders from being issued. Your Service Request ID is REQ10822023. | APRIL MCPIKE |
| 2023-05-10 | SC - GRACE EXTENSION | closing FW investigation suspend charge-per WATT3660850 investigation was completed and FW was moved to owners meter | E174798 |
| 2023-04-24 | Investigation Telephoned | | KEVIN G GEORGE |
| 2023-04-24 | Investigate Foreign Wiring Completed | I completed a Google Meet w William Petsch prop owner 4-24-23 I verified that the light in the utility room has been removed from this account and the wiring moved to the owner meter 301001919 I spoke with the tenant Mary Martin and she agreed to take the electric back in her name. watt 3660850 | KEVIN G GEORGE |
| 2023-04-24 | Miscellaneous | I completed a Google Meet w William Petsch prop owner 4-24-23 I verified that the light in the utility room has been removed from this account and the wiring moved to the owner meter 301001919 I spoke with the tenant Mary Martin and she agreed to take the electric back in her name. | KEVIN G GEORGE |
| 2023-04-24 | Miscellaneous | WATT Generalist - Act 54 Checklist or Fix Form Back Office Work Item 3660850 Created | KEVIN G GEORGE |
| 2023-04-21 | ACT 54 | I spoke with Mr Petsch and he agreed to a Google Meet Virtual investigation to determine all repairs have been made. | KEVIN G GEORGE |
| 2023-04-20 | Investigate Foreign Wiring Maintained | MONDAY 4-24-23 @ 12NOON He stated call his G F Android phone provided ph | KEVIN G GEORGE |
| 2023-04-20 | ACT 54 | I left a v m to call me f w | KEVIN G GEORGE |
| 2023-04-20 | ACT 54 | I returned Mary Martin Tenant s call she asked about the re-inspection. I explained I will be in contact with the owner. | KEVIN G GEORGE |
| 2023-04-19 | Billing | Caller WILLIAM J PETSCH Ratepayer User Comments OB call sw WILLIAM J PETSCH. Expl since the tenant refused to sign the fix form for F W contact rep will be reaching out to him to schedule an appointment to confirm the F W is corrected. He will wait for the call for the appointment. | JULIE GIUMENTO |
| 2023-04-19 | WUR Assessment | WILLIAM J PETSCH Ratepayer. Caller s Concern Investigation into Prior Concern. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO Not on Phone. | JULIE GIUMENTO |
| 2023-04-15 | Miscellaneous | WATT Scanned - Act 54 Work Item 3435582 Completed | DONNA M BROWER |
| 2023-04-15 | Investigate Foreign Wiring Issued | Watt 3435582- INCOMPLETE FIX FORM. NO TENANT SIGNATURE. TENANT REFUSED TO SIGN. PLEASE CONFIRM FW IS CORRECTED.-removed critical by DMB | DONNA M BROWER |
| 2023-04-17 | SC - Foreign Wiring | Watt 3435582- INCOMPLETE FIX FORM. NO TENANT SIGNATURE. TENANT REFUSED TO SIGN. PLEASE CONFIRM FW IS CORRECTED. | E159794 |
| 2023-04-04 | OB Call - Outreach | Attempted callback through outbound dialer | CSLET |
| 2023-04-04 | Credit | Caller WILLIAM J PETSCH Ratepayer User Comments cci because he is being billed for tenants services adv this is the rules with an act 54 investigation state the boiler is the customer responsibility because controls there services and this is an old hotel added notes to watt and emailed Kevin George call drooped | ANA SAMUELS |
| 2023-04-04 | WUR Assessment | WILLIAM J PETSCH Ratepayer. Caller s Concern Investigation into Prior Concern. Position Stated No. Investigation reqd Yes. WUR Required No. Provided PUC No. Interested in SO Not on Phone. | ANA SAMUELS |
| 2023-04-04 | Miscellaneous | WATT ID 3441430 customer is awaiting a callback at 570-229-5966 state the outcome is incorrect state spoke to Kevin Inspector 2 15 2023 and cust told him boiler room is in custom property and Kevin said he will follow up | ANA SAMUELS |
| 2023-04-03 | Connect/Disconnect | Text sent to 5702295966 for stop service 2FA. Customer response YES | IVR |
| 2023-04-03 | Connect/Disconnect | Text sent to 5702295966 for stop service web offer. Customer response NO RESPONSE | IVR |

| Contact Date | Contact Type | Remarks | User |
|--------------|-----------------------------|--|-------------------|
| 2023-03-18 | Miscellaneous | WATT Scanned - Short Certificate Work Item 3500722 Completed | KAREN C RENARD |
| 2023-03-18 | Miscellaneous | WATT ID 3500722 watt closed ACT 54 02801-69048 start date 2 15.2023. 95291-70008 start date 1 21 2010 ACT 54 66342-84072 start date 2 17 2023 38401-67029 staqrt date 4 26 2012 58033-48008 start date 6 23 2017 PUC informal complaints on acct s | KAREN C RENARD |
| 2023-03-13 | SC - PUC Informal Complaint | PUC MDIA BCS 3892766 | CUCL143 |
| 2023-03-13 | SC - PUC Informal Complaint | PUC MDIA BCS 3892766 | CUCL143 |
| 2023-03-11 | Credit - Outbound Call | Caller Back Office Ratepayer. Working callback list. Called 570-229-5966. No answer left voicemail to call 800 | LUKE D COLEMAN |
| 2023-03-07 | Correspondence - General | Template Name Master Utility Report Created By BOBBY MYERSMADDEN Letter Edited No CS Letters ID 5088585 | CSLET |
| 2023-03-07 | SC - GRACE EXTENSION | Suspend Charge automatically added by CSLET | CSLET |
| 2023-03-07 | WUR Assessment | WILLIAM J PETSCH Ratepayer. Caller s Concern Billed Amounts. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No. Interested in SO Not on Phone. | BOBBY MYERSMADDEN |
| 2023-03-07 | Billing | Caller WILLIAM J PETSCH Ratepayer. Cust disc call or call dropped before accessing call did issue a watt for act54 call back | BOBBY MYERSMADDEN |
| 2023-03-07 | Miscellaneous | William Petsch R P wants a call back @570-229-5966 | BOBBY MYERSMADDEN |
| 2023-03-07 | Miscellaneous | WATT FieldFormalComplaint - Act 54 Formal Back Office Work Item 3441430 Created | BOBBY MYERSMADDEN |
| 2023-03-07 | Credit | Caller WILLIAM J PETSCH Ratepayer. that dept to call him back caller did not respond | BOBBY MYERSMADDEN |
| 2023-03-07 | Billing | Caller WILLIAM J PETSCH Ratepayer. R P cci to adv he does not own this property std acct should be under the name estate name of Alice Petsch std he s is one of the brother Alice Petsch son std his lawyer send the info toPPI in 2005 adv no info for short form cert std he wants the power disc for this address adv due to Act 54 will | BOBBY MYERSMADDEN |
| 2023-03-06 | Credit | Caller WILLIAM J PETSCH Ratepayer. inspection was done and placed back into tenants name. wants to speak to someone about this since it was fixed on 2-18. adv someone will call back as soon as able. | KAYLA MARCHETTI |
| 2023-03-06 | Credit | Caller WILLIAM J PETSCH Ratepayer User Comments unable to transfer call to WAM so filled out callback form. acct was in tenants name Mary Elizabeth Martin but an inspection needed to be done on the acct so on 2-15-23 the acct was placed into the LL s name. received a bill for 3 745.37 stating this isn t right and was only supposed to be temporary until | KAYLA MARCHETTI |
| 2023-03-06 | WUR Assessment | WILLIAM J PETSCH 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. | KAYLA MARCHETTI |
| 2023-03-06 | Miscellaneous | WATT Scanned - Act 54 Work Item 3435582 Created | KOFAX |
| 2023-03-01 | Correspondence - General | Template Name Foreign Wiring Confirmed - Owner Created By Brower Donna M Letter Edited Yes CS Letters ID 5079681 | CSLET |
| 2023-03-01 | SC - GRACE EXTENSION | Suspend Charge automatically added by CSLET | CSLET |
| 2023-03-01 | Special Situation | Please offer UP TO 24 month SPECIAL AGREEMENT for the transferred balance ONLY 1 997.76 due to ACT 54 IF NEEDED.. IF NOT TRAINED IN SETTING UP S A s TRANSFER TO BILLING | DONNA M BROWER |
| 2023-03-01 | ACT 54 | Act 54 confirmed by inv on 02 15 2023. Transferred tenant s MARY ELIZABETH MARTIN 02801-69039 final unpaid balance of 1 997.76 to owner s account WILLIAM J PETSCH 02801-69048 . Sending FW Confirmed Owner Ltr which includes Section 1529.1 of Act 54 of 1993 PUC Rights and Property Owner s Notification Foreign Load Wiring Fixed Form. WATT 3299482 | DONNA M BROWER |
| 2023-02-27 | Choice Inquiry | New Connect Privacy Release Default - OK to Release All | SYSTEM SYSTEM |
| 2023-02-27 | ACT 54 | Mr Petsch called me @ 10 24 a.m I CLEARLY explained to him again the ACT 54 F W Investigation was VIRTUAL GOOGLE MEET. I was NOT at the property in person. He also again stated that he Fixed the light in question again admitting f w. He was satisfied with my explanation I also stated my Supv Dennis W will call him. | KEVIN G GEORGE |
| 2023-02-27 | Correspondence - General | Template Name Information Request Created By Brower Donna M Letter Edited Yes CS Letters ID 5074775 | CSLET |
| 2023-02-27 | Continuous Transfer Letter | Continuous Transfer Letter | |
| 2023-02-27 | Continuous Transfer Letter | Continuous Transfer Letter | |
| 2023-02-27 | Continuous Transfer | THIS ACCOUNT IS CURRENTLY IN A CONTINUOUS TRANSFER RELATIONSHIP. SEE THE MAINTAIN TRANSFER HISTORY WINDOW FOR DETAILS. | SYSTEM SYSTEM |
| 2023-02-25 | ACT 54 | COPY OF Pre Filled Fix Form - Occupied by Tenant 02801-69048.pdf IS IN WATT 3299482 IF THE OWNER SHOULD CALL AND REQUEST A COPY OF THE FIX FORM open watt save pdf to desktop attach to info req letter delete from desktop NO NEED TO ISSUE A WATT YOU CAN SEND THIS original contact by Donna Brower | APRIL MCPIKE |
| 2023-02-25 | ACT 54 | FW Confirmed on 02 15 2023. Found LIGHT SWITCH IN OWNERS UTILITY ROOM - JUST OFF THE LAUNDRY connected to this meter per investigation by CCR KEVIN GEORGE . Must remain in Owner s name WILLIAM J PETSCH until corrected. WATT 3299482-original contact by Donna Brower | APRIL MCPIKE |
| 2023-02-27 | Connect Completed | | DONNA M BROWER |

| Contact Date | Contact Type | Remarks | User |
|--------------|-------------------|---|----------------|
| 2023-02-25 | Connect Questions | TYPE OF CONNECT REQUEST METERED RATEPAYER OWNS THE PROPERTY Y RATEPAYER WILL OCCUPY THE PROPERTY N NON-RESIDENTIAL USE ASSOCIATED WITH THE PROPERTY NONE TYPE OF PROPERTY RENTAL RESIDENTIAL ELECTRIC HEAT Y RESIDENTIAL USE ASSOCIATED WITH THE PROPERTY RESIDENTIAL USE WILL BE FOR THE RATEPAYERS SOLE BENEFIT | DONNA M BROWER |
| 2023-02-25 | Connect Issued | Electric FW Confirmed on 02 15 2023. Found LIGHT SWITCH IN OWNERS UTILITY ROOM - JUST OFF THE LAUNDRY connected to this meter per investigation by CCR KEVIN GEORGE . Must remain in Owner s name WILLIAM J PETSCH until corrected. WATT 3299482 | DONNA M BROWER |



7/21/23, 4:21 PM

Informal Case View

Opening Pending Mediations Informals Formals Admin

Home

My Work

Case Search

Reports

Advanced Search

Assign Informals (4)

Reassign Informals (110)

Informal Review

Final Review

Sent Not Analyzed (865)

Decisions Received (20)

Informal Case View

| <u>General</u> | | | |
|-------------------------|---|-------------------------|--|
| BCS Case No. | 3892766 | Case Notes | Count : 2 Detail... |
| CSS Account No. | ██████████ | Received Date | 03/13/2023 |
| CSS Name | WILLIAM PETSCH | Due Date | 04/11/2023 |
| Name | WILLIAM PETSCH | Investigator Name | CASE POOL, BCS |
| Service Address 1 | 599 ROOSEVELT HWY, APT 1 | Mailing Address 1 | 439 HONESDALE RD |
| Service Address 2 | | Mailing Address 2 | |
| Service City, State Zip | WAYMART, PA 18472- | Mailing City, State Zip | WAYMART, PA 18472- |
| PUC Address | 599 ROOSEVELT HWY,APT 1,WAYMART,PA,18472- | | |
| Service Class | RESIDENTIAL | Case Origin | TELEPHONE |
| Phone Number | | Prior Case Number | 0 |
| Income Level | | On Track | No |
| Reason For Contact | BILLING DISPUTES (# 18) | | |
| Customer Position | 18 & HIGH BILL DISPUTE. THE CUSTOMER IS DISPUTING THE BILL(S) FOR APT 1. TOTAL BILL IS \$3745.37. APT COMPLEX WAS INSPECTED TENANT CALLED UTILITY TO COMPLAINT ABOUT HIGH BILLS. INSPECTOR KEVIN PPL RAN A TEST. THERE WAS A LIGHT ON THE BOILER ROOM ON APT 1 METER. IT SHOULD HAVE BEEN ON THE COMMON. ALL APT. BILLS IN COMPLEX TRANSFERRED TO CALLER. THE APARTMENT COMPLEX IS ON AN ESTATE BEEN ON AN ESTATE FOR 10 YEARS. (NOT SETTLED). THE ESTATE WILL BE DIVIDED INTO 5. - RELIEF SOUGHT - CUSTOMER WANTS THE TENANTS TO PAY THE BILLS. DISPUTING THE CHANGE ON THE BILL TO HIS NAME. THE CELL PHONE NUMBER (570) 229 - 5966 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS WILLIAMPETSCH@YAHOO.COM HAS BEEN ALLOWED TO BE SHARED. | | |
| Company Position | 02/22/2023 COMPANY REP. WILL HAVE TO CHANGE ALL METERS TO COMPANY'S NAME. TOLD TO WAIT FOR REPORT. | | |
| Related Information | | | |
| Misc Info | | | |
| Heating | Yes | Service | On |

7/21/23, 4:21 PM

Informal Case View

| | | | |
|--|------------|------------------------|---------|
| Acct Bal Due Date | 03/21/2023 | Total Account Balance | 5743.13 |
| Budget Bill Amount | 423.00 | | |
| Arrearage | 0.00 | Reported Income Amount | 0.00 |
| Date of Last Customer Contact prior to Complaint | 03/06/2023 | | |

Type Assignment

| | |
|-----------|----------|
| Case Type | Informal |
|-----------|----------|

Category and Section

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

Ownership

| | |
|-----------------|--------------------------|
| Contact Person | E169190 - Young,Jennifer |
| Written By | Young, Jennifer |
| Written By Date | 04/03/2023 |

Other Information

| | | | |
|---|---|---------------------------|----|
| Adults | 0 | Children | 0 |
| Amount Needed to Update Most Recent Payment Arrangement | | Universal Service Program | No |

Informal Final Report

| |
|--|
| <p>Details of the Company's Original Investigation</p> <p>02/15/2023 - The Company records indicate a Customer Contact Representative (CCR) confirmed foreign wiring at 599 ROOSEVELT HWY APT 1 WAYMART, PA 18472. The CCR confirmed the light and switch in the owner's utility room, off the laundry room is connected to this meter. The account is to remain in the name of the owner William Petsch until the foreign wiring is removed.</p> <p>02/28/2023 -The Company rendered a residential bill statement for \$3,745.37. This amount includes a transferred balance amount of \$3,303.03 from the customer's former account listed at 17891-36224, 599 Roosevelt Hwy Apt 4, Waymart, PA 18472, \$110 from account number 91171-98025, 110 Prospect St * Apt, Waymart, PA 18472 and the usage charges from 02/15/2023 to 02/28/2023 of \$332.34. This bill was due on 03/21/2023.</p> <p>03/01/2023 - The Company sent the property owner an informational letter, which explained the Act 54</p> |
|--|

7/21/23, 4:21 PM

Informal Case View

(foreign wiring) law, as well as a "fix form," and a utility report, which explained his rights and how to register a complaint with the PUC. Additionally, this letter included information regarding Title 66 §1529, §1529.1, §1530, §1531 and §1532, so that the owner had information on tenant rights, including the tenant's protection from landlord retaliatory action. (letter attached) The Company added Act 54 indicators and coded the account as "Ratepayer Not Occupant" so that, in the event of unpaid electric bills, the Company would follow the 37-day termination process. The Company transferred the tenant's (account number 02801-69039) unpaid balance of \$1,997.76 to the owner's account (account number 02801-69048). The Company noted to offer the owner up to 12 months in a Special Agreement for the transferred balance of \$1,997.76 due to Act 54.

Note: The "fix form" helps the Company confirm that the foreign wiring had been removed from the tenant's electric meter. The owner is required to list to what meter the foreign wiring was originally attached and to what meter that service was moved. Additionally, the Company requires the owner and the tenant acknowledge the actions taken by signing the form. With its report, the Company included a copy of this letter.

03/06/2023(date of last contact) - The Company records indicate William Petsch contacted it and explained the account was transferred into his name on 02/15/2023 for an inspection. Mr. Petsch indicated this was temporary. Mr. Petsch explained remains were made on 02/18/2023. The Company issued a callback.

Company's Final Position to the Customer

The Company records indicate William Petsch contacted it on 03/06/2023 and explained the account was transferred into his name on 02/15/2023 for an inspection.

Mr. Petsch indicated this was temporary. Mr. Petsch explained remains were made on 02/18/2023.

The Company issued a callback.

Details of Company's Investigation after BCS Contact

No additional investigation is necessary.

Company's Final Position to BCS

The Company is following the Act 54 procedures as established by Commission precedent, Ace Check Cashing Inc. v. Philadelphia Gas Works, Docket No. C-2008-2056428, which state:

Act 54 is a dispute involving foreign wiring between a property owner and a residential tenant. The ultimate dispute is financial responsibility for an established amount of charges for past utility service between a property owner and a tenant. The dispute does not concern the utility or the utility's service.

Upon the discovery of foreign wiring, the utility would list the account, including any related arrearages of the current residential tenant, in the name of the property owner, who would have the responsibility to pay the utility bills until the foreign wiring was removed. Once the foreign wiring was corrected and verified by the utility, the utility would place the account back in the name of the tenant. However, the arrearage, if any, was to remain with the property owner.

The owner, William Petsch was made responsible for the electric service to 599 ROOSEVELT HWY APT 1

7/21/23, 4:21 PM

Informal Case View

WAYMART, PA 18472 from the date the Company confirmed the presence of foreign wiring (02/15/2023).
William Petsch is responsible for the tenant's (Martin Elizabeth Martin) unpaid balance of \$1,997.76. This balance stays with the owner, even after the foreign wiring was removed.
The Company handled the Act 54 foreign wiring issue in accordance with all applicable regulations on the subject.
William Petsch is responsible for the account balance of \$6,354.74.

[Analysis Information](#)

Justified Not Analyzed

No Analysis Items Found

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

7/21/23, 4:21 PM

Decision Detail

Opening Pending Mediations Informals Formals Admin

Home

My Work

Case Search

Reports

Advanced Search

Assign Informals (4)

Reassign Informals (110)

Informal Review

Final Review

Sent Not Analyzed (865)

Decisions Received (20)

Decision Detail

| General | | | |
|-------------------------|--|-------------------------|----------------|
| BCS Case No. | 3892766 | CSS Account No. | ██████████ |
| Customer Name | WILLIAM PETSCH | Investigator Name | CASE POOL, BCS |
| Address 1 | 599 ROOSEVELT HWY, APT 1 | Service Class | RESIDENTIAL |
| Address 2 | | Case Origin | TELEPHONE |
| City, State Zip | WAYMART , PA 18472 | Head Date | 06/15/2023 |
| Service Restore Amount | 0.00 | Current Monthly Payment | 0.00 |
| Service Continue Amount | 0.00 | Service Continue Date | |
| Decision Issue | Yes | Ending Monthly Payment | 0.00 |
| Chapter | | Oral/Written | Written |
| Section Rule | | Violation | NO |
| Total Balance | 6732.79 | Closed Date | 06/20/2023 |
| Reconnect Amount | 0.00 | Balance Date | 05/11/2023 |
| Special Budget Amount | 0.00 | Regular Budget Amount | 423.00 |
| Arrears Payment Plus | 0.00 | Final Monthly Payment | 0.00 |
| Resolution | DECISION ISSUED: COMPANY FOUND A FOREIGN LOAD AT THE LOCATION AND PROPERLY TRANSFERRED THE SERVICE TO THE LANDLORD'S NAME. COMPLAINANT HAD AN OUTSTANDING BALANCE THAT ACCRUED IN HIS NAME AT 110 PROSPECT ST AND 599 ROOSEVELT HWY APT 4 THAT WAS PROPERLY TRANSFERRED TO THE ACCOUNT WHEN IT WAS ACTIVATED. PPL HAS CONFIRMED THAT THE FOREIGN LOAD WAS FIXED AND SERVICE WAS TAKEN OUT OF COMPLAINANT'S NAME. FINAL BILL WAS ISSUED ON 5/11/23. CASE DISMISSED. | | |
| Terms | | | |
| Letter Description | | | |

| | |
|-------------------------|---|
| Action Required Options | |
| Action Required | <input type="radio"/> Yes <input checked="" type="radio"/> No |

7/21/23, 4:21 PM

Decision Detail

| | | | |
|------------------|---|-------------------|-------------------------------|
| WorkQ Category | <input type="text" value=""/> | | |
| Sub Category | <input type="text" value=""/> | | |
| Up Front Amount | <input type="text" value=""/> | Up Front Due Date | <input type="text" value=""/> |
| Bill Type | <input type="text" value=""/> | | |
| Plus Amount | <input type="text" value=""/> | | |
| Beginning Date | <input type="text" value=""/> | | |
| Write-Off Amount | <input type="text" value=""/> | | |
| Comments | BCS#3892766 DEC CLOSED 06/20/2023 SEE CRS | | |
| Processed By | 305551 | Processed Date | 6/20/2023 1:59:23 PM |

[Return to Case](#)

PPL Electric Utilities
827 Hausman Road
Allentown, PA 18104-9392
Tel. 800.342.5775 Fax 484.634.3484
www.pplelectric.com



WILLIAM J PETSCH
439 HONESDALE RD
WAYMART, PA 18472

Service Address:
599 ROOSEVELT HWY,
APT 1
WAYMART, PA 18472

March 1, 2023

Bill Account Number: [REDACTED]

Meter Serial: 301031767



Dear William J Petsch:

We have tried to reach you by phone to tell you that a Pennsylvania law is now in place that affects utility service to apartments and rental units. The law is known as Act 54 of 1993 and was made part of the Public Utility Code.

We investigated the wiring in your building at 599 Roosevelt Hwy, Apt 1. We found that the wiring for light and switch in owner's utility room just off laundry, is connected to the meter serving 599 Roosevelt Hwy Apt 1 Waymart PA 18472. This is known as "foreign load."

Act 54, and Section 1529.1 of the Public Utility Code, treat a rental unit with foreign load as **"not individually metered."** When this exists, the law requires the utility to change the name on the account from the tenants to the owner's as of the date they find the "foreign load". Also, utilities are required to transfer any unpaid balance from the tenant's account to the account in the owner's name. The owner then must pay for the electric service until he/she fixes the wiring to eliminate the foreign load.

To comply with the law, the electric bill that was in the name of your tenant, Mary Elizabeth Martin, will now be in your name of 02/15/2023. This is the date we confirmed the foreign load. Also, an unpaid balance of \$1,997.76 will be transferred from your tenant's account to the account in your name. This balance will be transferred based on the Opinion and Order adopted by the Public Utility Commission (Docket No. C-00967757, Elizabeth Santos vs Metropolitan Edison Company dated July 10, 1997). You are responsible for this amount which is due with your next bill. If you are unable to pay the full amount by the due date, please call us toll-free at 1-800-342-5775 to set up a payment plan.

If you are not the owner of this property, please call us immediately.

For your information we are attaching a copy of Section 1529.1 of Act 54 of 1993.

The account will remain in your name until 1) you correct the foreign wiring; and 2) you notify us in writing that you corrected the foreign wiring. To notify us that the foreign wiring has been corrected, you must use the attached form and provide all information required in the form including the date the wiring was fixed, a description of the work and the name of the person who did the work, etc.

Please inform the tenant that you corrected the foreign wiring. We cannot put the account back in your tenant's name without your tenant's authorization. It is your duty to have the tenant sign the attached form to accept responsibility for the account and return the form to us. PPL reserves the right to verify that you corrected the foreign wiring and that the meter for this account serves only this rental unit.

Because it is the owner's responsibility to ensure that a tenant's meter serves exclusively that tenant's apartment, you should also ask your electrician to check the wiring in the entire building to make sure there is no further "foreign, or mixed, or common use" wiring connected to a tenant's apartment.

Also, PPL recommends, in the interest of customer's protection, that all new wiring or changes and addition to existing wiring be inspected. In additions, we recommend that you check with the municipality where this property is located to ensure you have met their requirements regarding internal wiring changes.

If you are not satisfied with the action we have taken, you have the right to file a complaint with the Public Utility Commission. The procedure for filling a complaint are attached.

Please mail the completed form to:
PPL Electric Utilities
Attn: Act 54 - Donna B.
600 Larch Street
Scranton, PA 18509

PPL reserves the right to verify that the foreign wiring was fixed and that the meter for this account serves only this rental unit.

If you have questions or need more information, please visit pplelectric.com or call us at 1-800-342-5775. Customer service is available 24/7 for emergencies and outages, 7 a.m. to 6 p.m. Monday through Friday for payment assistance and 8 a.m. to 5 p.m. Monday through Friday for all other billing related issues.

Sincerely,

PPL Electric Utilities

**PA ACT 54 OF 1993
PROPERTY OWNER'S NOTIFICATION
FOREIGN LOAD/WIRING FIXED**

Property Owner's Information

Name: _____ Acct #: _____
 Address: _____ Phone #: _____

 _____ Meter #: _____

Service Address of Rental Unit where foreign load was fixed:

PLEASE COMPLETE ALL THE INFORMATION:

1. Date the foreign wiring was fixed _____.

2. Name, address, and phone # of person who fixed the wiring:

Name: _____

Address: _____

Phone #: _____

3. The following foreign wiring corrections were made (please describe the corrections, such as hot water heater, furnace, hallway lights, etc.):

| Description of Foreign Wiring (furnace, lighting, etc.) | Removed from Meter # | Now Connected to Meter # |
|--|----------------------|--------------------------|
| _____ | _____ | _____ |
| _____ | _____ | _____ |
| _____ | _____ | _____ |
| _____ | _____ | _____ |

4. I installed a separate meter for the wiring of common use areas such as hallway lights, furnace, etc.
 (Please (✓) check as appropriate.)

Yes. The new meter was installed on _____.

The meter number is: _____.

No. The common use wiring is connected to Meter # _____.

that serves apartment # _____.

The account for the meter servicing the common use areas is in my name.

(Please (✓) check as appropriate.)

Yes

No

PA ACT 54 OF 1993
PROPERTY OWNER'S NOTIFICATION
FOREIGN LOAD/WIRING FIXED

Please review the requirements below. You and your tenant must sign the form and return it to PPL Electric Utilities.

I, the property owner, certify that the information I provided here is true and correct and that I have met the requirements of my Municipality concerning internal wiring changes. I certify that as a result of the above wiring changes, the meter for this account services only the rental unit located at the service address given in this notification. I also understand that PPL Electric Utilities reserves the right to verify that the foreign wiring changes listed in this notification were made.

I understand that it is my responsibility to ensure that a tenant's meter in my rental property serves exclusively that tenant's apartment, and to ensure there are no further "foreign, or mixed, or common use" wiring connected to a tenant's apartment.

I understand that it is my responsibility to inform my tenant that I fixed the wiring. It is also my duty to have the tenant sign this form below to accept responsibility for the account. In accordance with state law and the Public Utility Code, PPL Electric Utilities cannot put the account into my tenant's name without my tenant's authorization.

Signature: _____ Date: _____
(Owner)

I, the tenant, agree that the property owner has fixed the internal wiring.

I, the tenant, request electric service at _____ billed to
(Premise Address)
me and assume responsibility as ratepayer effective _____. I understand that
(Connect Date)
if I plan to vacate this property, it is my responsibility to notify PPL Electric Utilities. In the
absence of such notice, I will be responsible for payment of all services rendered.

Tenant: _____
(Print Name)

Signature: _____ Date: _____

Social Security Number: _____

Phone Number: _____

1529. Right of tenant to recover payments.

Any tenant who has made a payment to a utility on account of nonpayment of charges by the landlord ratepayer pursuant to this subchapter may subsequently recover the amount paid to the utility either by deducting the amount from any rent or payment on account of taxes or operating expenses then or thereafter due from the tenant to the person to whom he would otherwise pay his rent or by obtaining reimbursement from the landlord ratepayer.

1529.1. Duty of owners of rental property.

(a) **Notice to public utility.**--It is the duty of every owner of a residential building or mobile home park which contains one or more dwelling units, not individually metered, to notify each public utility from whom utility service is received of their ownership and the fact that the premises served are used for rental purposes.

(b) **History of account.**--Upon receipt of the notice provided in this section, if the mobile home park or residential building contains one or more dwelling units not individually metered, an affected public utility shall forthwith list the account for the premises in question in the name of the owner, and the owner shall thereafter be responsible for the payment for the utility services rendered thereunto. In the case of individually metered dwelling units, unless notified to the contrary by the tenant or an authorized representative, an affected public utility shall list the account for the premises in question in the name of the owner, and the owner shall be responsible for the payment for utility services to the premises.

(c) **Failure to give notice.**--Any owner of a residential building or mobile home park failing to notify affected public utilities as required by this section shall nonetheless be responsible for payment of the utility services as if the required notice had been given. (July 2, 1993, P.L.379, No.54, eff. 60 days)

1993 Amendment. Act 54 added section 1529.1.

1530. Waiver of subchapter prohibited.

Any waiver of a tenant's rights under this subchapter shall be void and unenforceable.

1531. Retaliation by landlord prohibited.

(a) **General rule.**--It is unlawful for any landlord ratepayer or agent or employee thereof to threaten or take reprisals against a tenant because the tenant exercised his rights under section 1527 (relating to right of tenants to continued service) or section 1529 (relating to right of tenant to recover payments).

(b) **Liability of landlord for damages.**--Any landlord ratepayer or agent or employee thereof who threatens or takes such reprisals against any tenant shall be liable for damages which shall be two months rent or the actual damages sustained by the tenant, whichever is greater, and the costs of suit and reasonable attorneys' fees.

(c) **Presumption of retaliation.**--The receipt of any notice of termination of tenancy, an increase in rent or of any substantial alteration in the terms of tenancy within six months after the tenant has acted pursuant to section 1527 or 1529 to avoid termination of utility service shall create a rebuttable presumption that the notice is a reprisal against the tenant for exercising his rights under section 1527 or 1529. However, the presumption shall not arise if the notice of termination of tenancy is for nonpayment of rent not withheld under section 1529 or lawfully withheld under any other right that the tenant may have by law. (July 2, 1993, P.L.379, No.54, eff. 60 days)

1993 Amendment. Act 54 amended subsec. (c).

1532. Penalties.

(a) **Per diem liquidated damages.**--Any landlord ratepayer who fails to provide a utility with the names and addresses of affected tenants in accordance with section 1524 (relating to request to landlord to identify tenants) or fails to provide reasonable access to the meter shall be deemed to have caused substantial damage to the utility by thus forcing a continuation of the existing utility service and, as a consequence, shall be required to pay, as liquidated damages to the utility, a sum of not less than \$500 but not more than \$1,000 for each day of the landlord's failure to comply, commencing with the first day of completion and exhaustion of the procedures provided under section 1524(a) and (b)(1), (2) and (3).

(b) **Injunctive relief.**--The utility may commence an action in equity against a landlord ratepayer to obtain injunctive relief compelling the landlord to furnish the names and addresses of affected tenants or compelling the landlord to provide access to the meter. Interference with the utility's ability to terminate service without this information shall be deemed sufficient proof of immediate, continuing and irreparable injury to sustain injunctive relief. The court shall, in addition to awarding injunctive relief, render judgment in favor of the utility for the total per diem liquidated damages recoverable under subsection (a) together with reasonable attorney fees and necessary costs of suit.

(c) **Tampering with posted notice.**--Any person who removes, interferes or tampers with a notice to tenants of proposed termination of service, posted pursuant to section 1526 (relating to delivery and contents of first termination notice to tenants) commits a summary offense and shall, upon conviction, be sentenced to pay a fine not exceeding \$300.

(d) **Denial of access to common areas.**--Any landlord ratepayer or an agent or employee who willfully denies an agent or employee of the utility access to common areas of his residential building for any lawful purpose under this title, including, but not limited to, posting or delivering notices to tenants under this subsection, shall be subject to a civil penalty of not more than \$500 for each day access is denied. (July 2, 1993, P.L.379, No.54, eff. 60 days)

Understanding Your Rights

The Pennsylvania Public Utility Commission (PUC) is a regulatory agency that balances the needs of consumers and utilities to ensure safe and reliable utility service at reasonable rates. Additionally, the PUC establishes the rules and regulations with which utilities must comply.

If you do not agree with this report, you may file an informal complaint with the PUC by calling toll-free in PA at 1-800-692-7380. If you prefer, you may write the PUC, P.O. Box 3265, Harrisburg, PA 17105-3265.

The PUC will ask you to provide the following information.

- The customer's name and phone number.
- The customer's address, and if different, the service address.
- The utility company's name and the customer's account number, if there is one.
- A brief statement of the dispute and the relief sought.
- Whether the company has already investigated and reported the dispute.
- Whether the same formal or informal complaint was filed with the PUC in the past.
- The proposed shut-off date, if any.

If you need additional information or have other concerns, please call PPL toll-free at 1-800-DIAL-PPL (1-800-342-5775).

*** Account Information ***

*** Current Account Status ***

Account Number: XXXXXXXXXX Mail To:
 WILLIAM J PETSCH
 439 HONESDALE RD
 WAYMART PA 18472
 Requested By:
 WILLIAM J PETSCH
 (570)229-5966 Extension:

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

| DATE | TRANSACTION TYPE | DUE DATE | TRANSACTION AMOUNT | BALANCE FORWARD | ACTUAL BILLED | DEFERRED BALANCE | DEG DAY H/C | RDG/TYPE | DAYS USED | KWH | BILLED KW |
|------------|-----------------------|----------|--------------------|-----------------|---------------|------------------|-------------|----------|-----------|-----|-----------|
| 03/05/2023 | Transfer From Non-EDP | | \$158.82 | | | | | | | | |
| 03/06/2023 | ELECTRIC SERVICE | | \$53.12 | | | | | | | | |
| 03/06/2023 | Regular Bill | 03/27 | \$211.94 | | | | 0336/0000 | 51365A | 11 | 232 | |
| 03/29/2023 | ELECTRIC SERVICE | | \$130.89 | | | | | | | | |
| 03/29/2023 | Regular Bill | 04/19 | \$342.83 | \$211.94 | | | 0770/0000 | 51929A | 29 | 564 | |
| 04/28/2023 | ELECTRIC SERVICE | | \$153.70 | | | | | | | | |
| 04/28/2023 | Regular Bill | 05/22 | \$496.53 | \$342.83 | | | 0395/0029 | 52606A | 30 | 677 | |
| 05/30/2023 | ELECTRIC SERVICE | | \$194.27 | | | | | | | | |
| 05/30/2023 | Regular Bill | 06/20 | \$690.80 | \$496.53 | | | 0255/0015 | 53483A | 32 | 877 | |
| 06/06/2023 | ELECTRIC SERVICE | | \$37.18 | | | | | | | | |
| 06/06/2023 | Regular Bill | 06/27 | \$727.98 | \$496.53 | | | 0009/0023 | 536680 | 7 | 185 | |



PPL Exhibit 6

Account Contact History
Account: [REDACTED] **Customer Name:** WILLIAM J PETSCH
From 11/21/2019 to 11/21/2023

| Contact Date | Contact Type | Remarks | User |
|--------------|------------------------------|---|-----------------|
| 2023-07-21 | SC - PUC Formal Complaint | The customer filed Formal Complaint Docket No. C-2023-3041848- WATT ID 3905881 | E02623 |
| 2023-07-05 | Correspondence - Collections | Final Bill Reminder | |
| 2023-06-20 | SC - GRACE EXTENSION | Caller Back Office Ratepayer. SC Status from Open to Closed Cust Rights Given Y Cust Satisfied Y Comments BCS 3892778 DEC CLOSED 06 20 2023 SEE CRS | CUCL143 |
| 2023-06-08 | Connect Issued | CTP-Customer caller BARBARA CZUJAK CallerRelation Ratepayer date of connect 06 09 2023 new address 599 ROOSEVELT HWY APT 3 WAYMART PA 18472 DepositAmt 0 DepositReq No Pre Bal 0 Pre Bal Req No ID Req No Send AddName Letter No | JAKE CARREON |
| 2023-06-06 | Disconnect Completed | | MARISELA TALERO |
| 2023-06-05 | Connect/Disconnect | Caller WILLIAM J PETSCH Ratepayer. customer will call the tenant and have them do the connect of service under their name. advise he will have to work out money issues with the tenant. He got upset reminded him he has a puc complaint already. processed the d c of service. | MARISELA TALERO |
| 2023-06-05 | Disconnect Issued | Electric Caller WILLIAM J PETSCH Ratepayer WantDate 06 06 2023 439 HONESDALE RD WAYMART PA 18472 Send Joint1 Letter No Customer Satisfied Understands Yes System CTP | MARISELA TALERO |
| 2023-06-05 | Disconnect Voided | Caller WILLIAM J PETSCH Ratepayer requests cancellation of service order 02 Customer Satisfied Y | MARISELA TALERO |
| 2023-06-05 | Connect/Disconnect | Caller WILLIAM J PETSCH Ratepayer. for the estate...touchbased w AP in regards to the Act 54 issue...its okay to remove him from act 54. | MARISELA TALERO |
| 2023-06-05 | Connect/Disconnect | Caller WILLIAM J PETSCH Ratepayer User Comments acct is still under his name and the act 54 was fixed...the tenant never called to connect and nvr and nvr signed anything accepting financial responsibility. Customer says he doesnt even own the building he is the maintenance person. The property is part of an estate and he is the maintenance worker | MARISELA TALERO |
| 2023-06-05 | WUR Assessment | WILLIAM J PETSCH Ratepayer. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. | MARISELA TALERO |
| 2023-06-05 | Disconnect Issued | Electric Caller WILLIAM J PETSCH Ratepayer WantDate 06 06 2023 439 HONESDALE RD WAYMART PA 18472 Send Joint1 Letter No Customer Satisfied Understands Yes System CTP | MARISELA TALERO |
| 2023-06-05 | Call Transfer | Caller WILLIAM J PETSCH Ratepayer. Continued. notes. cx states not responsible for bill | AMANDA PODOLSKY |
| 2023-06-05 | Call Transfer | Caller WILLIAM J PETSCH Ratepayer User Comments cx states that due to act 54 he can t get this act out of his name and keeps getting billed for it. States that act 54 should have been resolved already. cx is not actually the owner states the owner is a man named Kevin. Cx is the guy who fixes apartment between tenants. Call transfer to BILLING | AMANDA PODOLSKY |
| 2023-06-05 | WUR Assessment | WILLIAM J PETSCH Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO Not on Phone. | AMANDA PODOLSKY |
| 2023-06-05 | Connect/Disconnect | Text sent to 5702295966 for stop service 2FA. Customer response NO RESPONSE | IVR |
| 2023-06-03 | Connect/Disconnect | Text sent to 5702295966 for stop service web offer. Customer response YES | IVR |
| 2023-05-05 | Miscellaneous | WATT Generalist - Act 54 Checklist or Fix Form Back Office Work Item 3660857 Completed | APRIL MCPIKE |
| 2023-04-24 | Miscellaneous | I completed a Google Meet w Property owner William Petsch I verified that the 80 gal water heater he self reported on Apt 3 incorrectly has been moved to his owner meter 301001919. I tried to reach the tenant Barbara Czujak on 570-614-4073 no voicemail watt 3660857 | KEVIN G GEORGE |
| 2023-04-24 | Miscellaneous | WATT Generalist - Act 54 Checklist or Fix Form Back Office Work Item 3660857 Created | KEVIN G GEORGE |
| 2023-03-13 | SC - PUC Informal Complaint | PUC MDIA BCS 3892778 | CUCL143 |
| 2023-03-06 | Correspondence - General | Template Name Foreign Wiring Confirmed - Owner Created By Brower Donna M Letter Edited Yes CS Letters ID 5085053 | CSLET |
| 2023-03-05 | Special Situation | Please offer UP TO 12 month SPECIAL AGREEMENT for the transferred balance ONLY 158.82 due to ACT 54 IF NEEDED.. IF NOT TRAINED IN SETTING UP S A s TRANSFER TO BILLING | DONNA M BROWER |
| 2023-03-05 | Act 129 | Act 54 confirmed by investigation on 02 17 2023. Transferred tenant s BARBARA CZUJAK 66342-84063 final unpaid balance of 158.82 to owner s account WILLIAM J PETSCH 66342-84072 . Sending FW Confirmed Owner Ltr which includes Section 1529.1 of Act 54 of 1993 PUC Rights and Property Owner s Notification Foreign Load Wiring Fixed Form. WATT 3299496 | DONNA M BROWER |
| 2023-03-02 | Choice Inquiry | New Connect Privacy Release Default - OK to Release All | SYSTEM SYSTEM |

| Contact Date | Contact Type | Remarks | User |
|--------------|-------------------|---|----------------|
| 2023-03-02 | ACT 54 | COPY OF Pre Filled Fix Form - Occupied by Tenant 66342-84072.pdf IS IN WATT 3299496 IF THE OWNER SHOULD CALL AND REQUEST A COPY OF THE FIX FORM open watt save pdf to desktop attach to info req letter delete from desktop NO NEED TO ISSUE A WATT YOU CAN SEND THIS Remv d critical orig by Donna Brower | APRIL MCPIKE |
| 2023-03-02 | ACT 54 | FW Confirmed on 02 17 2023. Found 80 GAL ELEC WATER HEATER connected to this meter per OWNER ACKNOWLEDGEMENT TO CCR KEVIN GEORGE . Must remain in Owner s name WILLIAM J PETSCH until corrected. WATT 3299496 Remv d critical orig by Donna Brower | APRIL MCPIKE |
| 2023-03-02 | Connect Completed | | DONNA M BROWER |
| 2023-03-02 | Connect Questions | TYPE OF CONNECT REQUEST METERED RATEPAYER OWNS THE PROPERTY Y RATEPAYER WILL OCCUPY THE PROPERTY N NON-RESIDENTIAL USE ASSOCIATED WITH THE PROPERTY NONE TYPE OF PROPERTY RENTAL RESIDENTIAL ELECTRIC HEAT Y RESIDENTIAL USE ASSOCIATED WITH THE PROPERTY RESIDENTIAL USE WILL BE FOR THE RATEPAYERS SOLE BENEFIT | DONNA M BROWER |
| 2023-03-02 | Connect Issued | Electric FW Confirmed on 02 17 2023. Found 80 GAL ELEC WATER HEATER connected to this meter per OWNER ACKNOWLEDGEMENT TO CCR KEVIN GEORGE . Must remain in Owner s name WILLIAM J PETSCH until corrected. WATT 3299496 | DONNA M BROWER |

Opening Pending Mediations Informals Formals Admin



Home

Informal Case View

My Work

Case Search

Reports

Advanced Search

Assign Informals (3)

Reassign Informals (111)

Informal Review

Final Review

Sent Not Analyzed (865)

Decisions Received (20)

| General | | | |
|-------------------------|--|-------------------------|--|
| BCS Case No. | 3892778 | Case Notes | Count : 1 Detail... |
| CSS Account No. | [REDACTED] | Received Date | 03/13/2023 |
| CSS Name | WILLIAM PETSCH | Due Date | 04/11/2023 |
| Name | WILLIAM PETSCH | Investigator Name | CASE POOL, BCS |
| Service Address 1 | 599 ROOSEVELT HWY APT 3 | Mailing Address 1 | 439 HONESDALE RD |
| Service Address 2 | | Mailing Address 2 | |
| Service City, State Zip | WAYMART, PA 18472- | Mailing City, State Zip | WAYMART, PA 18472- |
| PUC Address | 599 ROOSEVELT HWY,APT 3,WAYMART,PA,18472- | | |
| Service Class | RESIDENTIAL | Case Origin | TELEPHONE |
| Phone Number | | Prior Case Number | 0 |
| Income Level | | On Track | No |
| Reason For Contact | BILLING DISPUTES (# 18) | | |
| Customer Position | 18 ÷ HIGH BILL DISPUTE. THE CUSTOMER IS DISPUTING THE BILL(S)FOR APT 3 FOR \$211.94. APT COMPLEX WAS INSPECTED TENANT CALLED UTILITY TO COMPLAINT ABOUT HIGH BILLS. INSPECTOR KEVIN PPL RAN A TEST. THERE WAS A LIGHT ON THE BOILER ROOM ON APT 1 METER. IT SHOULD HAVE BEEN ON THE COMMON. ALL APT. BILLS IN COMPLEX TRANSFERRED TO CALLER. THE APARTMENT COMPLEX IS ON AN ESTATE BEEN ON AN ESTATE FOR 10 YEARS. (NOT SETTLED). THE ESTATE WILL BE DIVIDED INTO 5. - RELIEF SOUGHT - CUSTOMER WANTS THE TENANTS TO PAY THE BILLS. DISPUTING THE CHANGE ON THE BILL TO HIS NAME. THE CELL PHONE NUMBER (570) 299 - 5966 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS WILLIAMPETSCH@YAHOO.COM HAS BEEN ALLOWED TO BE SHARED. | | |
| Company Position | 02/22/2023 COMPANY REP. WILL HAVE TO CHANGE ALL METERS TO COMPANY'S NAME. TOLD TO WAIT FOR REPORT. | | |
| Related Information | | | |
| Misc Info | | | |
| Heating | Yes | Service | On |
| Acct Bal Due Date | 03/27/2023 | Total Account Balance | 211.94 |

| | | | |
|--|--------|------------------------|------|
| Budget Bill Amount | 145.00 | | |
| Arrearage | 0.00 | Reported Income Amount | 0.00 |
| Date of Last Customer Contact prior to Complaint | | | |

[Type Assignment](#)

| | |
|-----------|----------|
| Case Type | Informal |
|-----------|----------|

[Category and Section](#)

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

[Ownership](#)

| | |
|-----------------|--------------------------|
| Contact Person | E169190 - Young,Jennifer |
| Written By | Young, Jennifer |
| Written By Date | 03/31/2023 |

[Other Information](#)

| | | | |
|---|---|---------------------------|----|
| Adults | 0 | Children | 0 |
| Amount Needed to Update Most Recent Payment Arrangement | | Universal Service Program | No |

[Informal Final Report](#)

Details of the Company's Original Investigation

02/17/2023 - The Company records indicate a Customer Contact Representative (CCR) confirmed foreign wiring at 599 ROOSEVELT HWY APT 3 WAYMART, PA 18472. The CCR confirmed with the owner that an eighty gallon water heater is connected to this meter. The account is to remain in the name of the owner William Petsch until the foreign wiring is removed.

03/06/2023 - The Company sent the property owner an informational letter, which explained the Act 54 (foreign wiring) law, as well as a "fix form," and a utility report, which explained his rights and how to register a complaint with the PUC. Additionally, this letter included information regarding Title 66 §1529, §1529.1, §1530, §1531 and §1532, so that the owner had information on tenant rights, including the tenant's protection from landlord retaliatory action. (letter attached) The Company added Act 54 indicators and coded the account as "Ratepayer Not Occupant" so that, in the event of unpaid electric bills, the Company would follow the 37-day termination process. The Company transferred the tenant's (account number [REDACTED]) unpaid balance of \$158.82 to the owner's account (account number [REDACTED]). The Company noted to offer the owner up to 12 months in a Special Agreement for the transferred

balance of \$158.82 due to Act 54.

Note: The "fix form" helps the Company confirm that the foreign wiring had been removed from the tenant's electric meter. The owner is required to list to what meter the foreign wiring was originally attached and to what meter that service was moved. Additionally, the Company requires the owner and the tenant acknowledge the actions taken by signing the form. With its report, the Company included a copy of this letter.

The Company has no records to support this customer raising concern about his responsibility of the balance.

Company's Final Position to the Customer

The Company has no records to support this customer raising concern about his responsibility of the balance.

Details of Company's Investigation after BCS Contact

No additional investigation is necessary.

Company's Final Position to BCS

The Company is following the Act 54 procedures as established by Commission precedent, Ace Check Cashing Inc. v. Philadelphia Gas Works, Docket No. C-2008-2056428, which state:

Act 54 is a dispute involving foreign wiring between a property owner and a residential tenant. The ultimate dispute is financial responsibility for an established amount of charges for past utility service between a property owner and a tenant. The dispute does not concern the utility or the utility's service.

Upon the discovery of foreign wiring, the utility would list the account, including any related arrearages of the current residential tenant, in the name of the property owner, who would have the responsibility to pay the utility bills until the foreign wiring was removed. Once the foreign wiring was corrected and verified by the utility, the utility would place the account back in the name of the tenant. However, the arrearage, if any, was to remain with the property owner.

The owner, William Petsch was made responsible for the electric service to 599 ROOSEVELT HWY APT 3 WAYMART, PA 18472 from the date the Company confirmed the presence of foreign wiring (02/17/2023).

William Petsch is responsible for the tenant's (Barbara Czujak's) unpaid balance of \$158.82. This balance stays with the owner, even after the foreign wiring was removed.

The Company handled the Act 54 foreign wiring issue in accordance with all applicable regulations on the subject.

William Petsch is responsible for the account balance of \$342.83

The Company included the necessary attachments with its report.

[Analysis Information](#)

| | |
|--------------------------------|--------------|
| Justified | Not Analyzed |
| No Analysis Items Found | |

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

Opening Pending Mediations Informals Formals Admin

Home

Decision Detail

My Work

Case Search

Reports

Advanced Search

Assign Informals (3)

Reassign Informals (111)

Informal Review

Final Review

Sent Not Analyzed (865)

Decisions Received (20)

| General | | | |
|-------------------------|--|-------------------------|----------------|
| BCS Case No. | 3892778 | CSS Account No. | ██████████ |
| Customer Name | WILLIAM PETSCH | Investigator Name | CASE POOL, BCS |
| Address 1 | 599 ROOSEVELT HWY APT 3 | Service Class | RESIDENTIAL |
| Address 2 | | Case Origin | TELEPHONE |
| City, State Zip | WAYMART , PA 18472 | Head Date | 06/20/2023 |
| Service Restore Amount | 0.00 | Current Monthly Payment | 0.00 |
| Service Continue Amount | 0.00 | Service Continue Date | |
| Decision Issue | Yes | Ending Monthly Payment | 0.00 |
| Chapter | | Oral/Written | Written |
| Section Rule | | Violation | NO |
| Total Balance | 727.98 | Closed Date | 06/20/2023 |
| Reconnect Amount | 0.00 | Balance Date | 06/20/2023 |
| Special Budget Amount | 0.00 | Regular Budget Amount | 145.00 |
| Arrears Payment Plus | 0.00 | Final Monthly Payment | 0.00 |
| Resolution | DECISION ISSUED: COMPANY FOUND A FOREIGN LOAD AT THE LOCATION AND PROPERLY TRANSFERRED THE SERVICE TO THE LANDLORD'S NAME. PPL HAS CONFIRMED THAT THE FOREIGN LOAD WAS FIXED AND SERVICE WAS TAKEN OUT OF COMPLAINANT'S NAME. FINAL BILL WAS ISSUED ON 6/6/23. CASE DISMISSED. | | |
| Terms | | | |
| Letter Description | | | |

| Action Required Options | |
|-------------------------|---|
| Action Required | <input type="radio"/> Yes <input checked="" type="radio"/> No |
| WorkQ Category | ▼ |
| Sub Category | ▼ |

| | | | |
|------------------|---|-------------------|----------------------|
| Up Front Amount | <input type="text"/> | Up Front Due Date | <input type="text"/> |
| Bill Type | <input type="text" value="v"/> | | |
| Plus Amount | <input type="text"/> | | |
| Beginning Date | <input type="text"/> | | |
| Write-Off Amount | <input type="text"/> | | |
| Comments | BCS#3892778 DEC CLOSED 06/20/2023 SEE CRS | | |
| Processed By | 305551 | Processed Date | 6/20/2023 1:57:56 PM |

[Return to Case](#)

PPL Electric Utilities
 827 Hausman Road
 Allentown, PA 18104-9392
 Tel. 800.342.5775 Fax 484.634.3484
 www.pplelectric.com



WILLIAM J PETSCH
 439 HONESDALE RD
 WAYMART, PA 18472

Service Address:
 599 ROOSEVELT HWY
 APT 3
 WAYMART, PA 18472

March 5, 2023

Bill Account Number: [REDACTED]

Meter Serial: 301031776



Dear William J Petsch:

We have tried to reach you by phone to tell you that a Pennsylvania law is now in place that affects utility service to apartments and rental units. The law is known as Act 54 of 1993 and was made part of the Public Utility Code.

We investigated the wiring in your building at 599 Roosevelt Hwy Apt 3. We found that the wiring for the common use 80-gallon electric water heater, is connected to the meter serving 599 Roosevelt Hwy Apt 3 Waymart PA 18472. This is known as "foreign load."

Act 54, and Section 1529.1 of the Public Utility Code, treat a rental unit with foreign load as **"not individually metered."** When this exists, the law requires the utility to change the name on the account from the tenants to the owner's as of the date they find the "foreign load". Also, utilities are required to transfer any unpaid balance from the tenant's account to the account in the owner's name. The owner then must pay for the electric service until he/she fixes the wiring to eliminate the foreign load.

To comply with the law, the electric bill that was in the name of your tenant, Barbara Czujak, will now be in your name of 02/17/2023. This is the date we confirmed the foreign load. Also, an unpaid balance of \$158.82 will be transferred from your tenant's account to the account in your name. This balance will be transferred based on the Opinion and Order adopted by the Public Utility Commission (Docket No. C-00967757, Elizabeth Santos vs Metropolitan Edison Company dated July 10, 1997). You are responsible for this amount which is due with your next bill. If you are unable to pay the full amount by the due date, please call us toll-free at 1-800-342-5775 to set up a payment plan.

If you are not the owner of this property, please call us immediately.

For your information we are attaching a copy of Section 1529.1 of Act 54 of 1993.

The account will remain in your name until 1) you correct the foreign wiring; and 2) you notify us in writing that you corrected the foreign wiring. To notify us that the foreign wiring has been corrected, you must use the attached form and provide all information required in the form including the date the wiring was fixed, a description of the work and the name of the person who did the work, etc.

Please inform the tenant that you corrected the foreign wiring. We cannot put the account back in your tenant's name without your tenant's authorization. It is your duty to have the tenant sign the attached form to accept responsibility for the account and return the form to us. PPL reserves the right to verify that you corrected the foreign wiring and that the meter for this account serves only this rental unit.

Because it is the owner's responsibility to ensure that a tenant's meter serves exclusively that tenant's apartment, you should also ask your electrician to check the wiring in the entire building to make sure there is no further "foreign, or mixed, or common use" wiring connected to a tenant's apartment.

Also, PPL recommends, in the interest of customer's protection, that all new wiring or changes and addition to existing wiring be inspected. In additions, we recommend that you check with the municipality where this property is located to ensure you have met their requirements regarding internal wiring changes.

If you are not satisfied with the action we have taken, you have the right to file a complaint with the Public Utility Commission. The procedure for filling a complaint are attached.

Please mail the completed form to:
PPL Electric Utilities
Attn: Act 54 - Donna B.
600 Larch Street
Scranton, PA 18509

PPL reserves the right to verify that the foreign wiring was fixed and that the meter for this account serves only this rental unit.

If you have questions or need more information, please visit pplelectric.com or call us at 1-800-342-5775. Customer service is available 24/7 for emergencies and outages, 7 a.m. to 6 p.m. Monday through Friday for payment assistance and 8 a.m. to 5 p.m. Monday through Friday for all other billing related issues.

Sincerely,

PPL Electric Utilities

**PA ACT 54 OF 1993
PROPERTY OWNER'S NOTIFICATION
FOREIGN LOAD/WIRING FIXED**

Property Owner's Information

Name: _____ Acct #: _____
 Address: _____ Phone #: _____

 _____ Meter #: _____

Service Address of Rental Unit where foreign load was fixed:

PLEASE COMPLETE ALL THE INFORMATION:

1. Date the foreign wiring was fixed _____.

2. Name, address, and phone # of person who fixed the wiring:

Name: _____

Address: _____

Phone #: _____

3. The following foreign wiring corrections were made (please describe the corrections, such as hot water heater, furnace, hallway lights, etc.):

| Description of Foreign Wiring (furnace, lighting, etc.) | Removed from Meter # | Now Connected to Meter # |
|--|----------------------|--------------------------|
| _____ | _____ | _____ |
| _____ | _____ | _____ |
| _____ | _____ | _____ |
| _____ | _____ | _____ |

4. I installed a separate meter for the wiring of common use areas such as hallway lights, furnace, etc.
 (Please (✓) check as appropriate.)

Yes. The new meter was installed on _____.

The meter number is: _____.

No. The common use wiring is connected to Meter # _____.

that serves apartment # _____.

The account for the meter servicing the common use areas is in my name.

(Please (✓) check as appropriate.)

Yes

No

PA ACT 54 OF 1993
PROPERTY OWNER'S NOTIFICATION
FOREIGN LOAD/WIRING FIXED

Please review the requirements below. You and your tenant must sign the form and return it to PPL Electric Utilities.

I, the property owner, certify that the information I provided here is true and correct and that I have met the requirements of my Municipality concerning internal wiring changes. I certify that as a result of the above wiring changes, the meter for this account services only the rental unit located at the service address given in this notification. I also understand that PPL Electric Utilities reserves the right to verify that the foreign wiring changes listed in this notification were made.

I understand that it is my responsibility to ensure that a tenant's meter in my rental property serves exclusively that tenant's apartment, and to ensure there are no further "foreign, or mixed, or common use" wiring connected to a tenant's apartment.

I understand that it is my responsibility to inform my tenant that I fixed the wiring. It is also my duty to have the tenant sign this form below to accept responsibility for the account. In accordance with state law and the Public Utility Code, PPL Electric Utilities cannot put the account into my tenant's name without my tenant's authorization.

Signature: _____ Date: _____
(Owner)

I, the tenant, agree that the property owner has fixed the internal wiring.

I, the tenant, request electric service at _____ billed to
(Premise Address)
me and assume responsibility as ratepayer effective _____. I understand that
(Connect Date)
if I plan to vacate this property, it is my responsibility to notify PPL Electric Utilities. In the
absence of such notice, I will be responsible for payment of all services rendered.

Tenant: _____
(Print Name)

Signature: _____ Date: _____

Social Security Number: _____

Phone Number: _____

1529. Right of tenant to recover payments.

Any tenant who has made a payment to a utility on account of nonpayment of charges by the landlord ratepayer pursuant to this subchapter may subsequently recover the amount paid to the utility either by deducting the amount from any rent or payment on account of taxes or operating expenses then or thereafter due from the tenant to the person to whom he would otherwise pay his rent or by obtaining reimbursement from the landlord ratepayer.

1529.1. Duty of owners of rental property.

(a) **Notice to public utility.**--It is the duty of every owner of a residential building or mobile home park which contains one or more dwelling units, not individually metered, to notify each public utility from whom utility service is received of their ownership and the fact that the premises served are used for rental purposes.

(b) **History of account.**--Upon receipt of the notice provided in this section, if the mobile home park or residential building contains one or more dwelling units not individually metered, an affected public utility shall forthwith list the account for the premises in question in the name of the owner, and the owner shall thereafter be responsible for the payment for the utility services rendered thereunto. In the case of individually metered dwelling units, unless notified to the contrary by the tenant or an authorized representative, an affected public utility shall list the account for the premises in question in the name of the owner, and the owner shall be responsible for the payment for utility services to the premises.

(c) **Failure to give notice.**--Any owner of a residential building or mobile home park failing to notify affected public utilities as required by this section shall nonetheless be responsible for payment of the utility services as if the required notice had been given. (July 2, 1993, P.L.379, No.54, eff. 60 days)

1993 Amendment. Act 54 added section 1529.1.

1530. Waiver of subchapter prohibited.

Any waiver of a tenant's rights under this subchapter shall be void and unenforceable.

1531. Retaliation by landlord prohibited.

(a) **General rule.**--It is unlawful for any landlord ratepayer or agent or employee thereof to threaten or take reprisals against a tenant because the tenant exercised his rights under section 1527 (relating to right of tenants to continued service) or section 1529 (relating to right of tenant to recover payments).

(b) **Liability of landlord for damages.**--Any landlord ratepayer or agent or employee thereof who threatens or takes such reprisals against any tenant shall be liable for damages which shall be two months rent or the actual damages sustained by the tenant, whichever is greater, and the costs of suit and reasonable attorneys' fees.

(c) **Presumption of retaliation.**--The receipt of any notice of termination of tenancy, an increase in rent or of any substantial alteration in the terms of tenancy within six months after the tenant has acted pursuant to section 1527 or 1529 to avoid termination of utility service shall create a rebuttable presumption that the notice is a reprisal against the tenant for exercising his rights under section 1527 or 1529. However, the presumption shall not arise if the notice of termination of tenancy is for nonpayment of rent not withheld under section 1529 or lawfully withheld under any other right that the tenant may have by law. (July 2, 1993, P.L.379, No.54, eff. 60 days)

1993 Amendment. Act 54 amended subsec. (c).

1532. Penalties.

(a) **Per diem liquidated damages.**--Any landlord ratepayer who fails to provide a utility with the names and addresses of affected tenants in accordance with section 1524 (relating to request to landlord to identify tenants) or fails to provide reasonable access to the meter shall be deemed to have caused substantial damage to the utility by thus forcing a continuation of the existing utility service and, as a consequence, shall be required to pay, as liquidated damages to the utility, a sum of not less than \$500 but not more than \$1,000 for each day of the landlord's failure to comply, commencing with the first day of completion and exhaustion of the procedures provided under section 1524(a) and (b)(1), (2) and (3).

(b) **Injunctive relief.**--The utility may commence an action in equity against a landlord ratepayer to obtain injunctive relief compelling the landlord to furnish the names and addresses of affected tenants or compelling the landlord to provide access to the meter. Interference with the utility's ability to terminate service without this information shall be deemed sufficient proof of immediate, continuing and irreparable injury to sustain injunctive relief. The court shall, in addition to awarding injunctive relief, render judgment in favor of the utility for the total per diem liquidated damages recoverable under subsection (a) together with reasonable attorney fees and necessary costs of suit.

(c) **Tampering with posted notice.**--Any person who removes, interferes or tampers with a notice to tenants of proposed termination of service, posted pursuant to section 1526 (relating to delivery and contents of first termination notice to tenants) commits a summary offense and shall, upon conviction, be sentenced to pay a fine not exceeding \$300.

(d) **Denial of access to common areas.**--Any landlord ratepayer or an agent or employee who willfully denies an agent or employee of the utility access to common areas of his residential building for any lawful purpose under this title, including, but not limited to, posting or delivering notices to tenants under this subsection, shall be subject to a civil penalty of not more than \$500 for each day access is denied. (July 2, 1993, P.L.379, No.54, eff. 60 days)

Understanding Your Rights

The Pennsylvania Public Utility Commission (PUC) is a regulatory agency that balances the needs of consumers and utilities to ensure safe and reliable utility service at reasonable rates. Additionally, the PUC establishes the rules and regulations with which utilities must comply.

If you do not agree with this report, you may file an informal complaint with the PUC by calling toll-free in PA at 1-800-692-7380. If you prefer, you may write the PUC, P.O. Box 3265, Harrisburg, PA 17105-3265.

The PUC will ask you to provide the following information.

- The customer's name and phone number.
- The customer's address, and if different, the service address.
- The utility company's name and the customer's account number, if there is one.
- A brief statement of the dispute and the relief sought.
- Whether the company has already investigated and reported the dispute.
- Whether the same formal or informal complaint was filed with the PUC in the past.
- The proposed shut-off date, if any.

If you need additional information or have other concerns, please call PPL toll-free at 1-800-DIAL-PPL (1-800-342-5775).

*** Account Information ***

*** Current Account Status ***

Account Number:
 [REDACTED]
 Requested By:
 WILLIAM J PETSCH
 (570)229-5966 Extension:
 Mail To:
 WILLIAM J PETSCH
 439 HONESDALE RD
 WAYMART
 PA 18472

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

| DATE | TRANSACTION TYPE | DUE DATE | TRANSACTION AMOUNT | BALANCE FORWARD | ACTUAL BILLED | DEFERRED BALANCE | DEG DAY H/C | RDG/TYPE | DAYS USED | KWH | BILLED KW |
|------------|------------------|----------|--------------------|-----------------|---------------|------------------|-------------|----------|-----------|-----|-----------|
| 10/05/2020 | Transfer Debit | | \$187.58 | | | | | | | | |
| 10/05/2020 | Transfer Debit | | \$1.61 | | | | | | | | |
| 10/05/2020 | Transfer Debit | | \$19.25 | | | | | | | | |
| 10/05/2020 | Transfer Debit | | \$3.20 | | | | | | | | |
| 10/05/2020 | Transfer Debit | | \$2.09 | | | | | | | | |
| 10/05/2020 | Transfer Debit | | \$12.95 | | | | | | | | |
| 10/05/2020 | Transfer Debit | | \$0.22 | | | | | | | | |
| 10/05/2020 | Transfer Debit | | \$24.47 | | | | | | | | |
| 10/05/2020 | Transfer Debit | | \$0.09 | | | | | | | | |
| 10/05/2020 | Transfer Debit | | \$5.32 | | | | | | | | |
| 10/05/2020 | Transfer Debit | | \$0.15 | | | | | | | | |
| 10/05/2020 | Transfer Debit | | \$10.58 | | | | | | | | |
| 10/05/2020 | Transfer Debit | | \$17.96 | | | | | | | | |
| 10/05/2020 | Transfer Debit | | \$0.31 | | | | | | | | |
| 10/05/2020 | Transfer Debit | | \$21.91 | | | | | | | | |
| 10/05/2020 | Transfer Debit | | \$0.73 | | | | | | | | |
| 10/05/2020 | Transfer Debit | | \$14.75 | | | | | | | | |
| 10/05/2020 | Transfer Debit | | \$1.89 | | | | | | | | |
| 10/05/2020 | Transfer Debit | | \$4.42 | | | | | | | | |
| 10/05/2020 | Transfer Debit | | \$2.84 | | | | | | | | |
| 10/05/2020 | Transfer Debit | | \$20.52 | | | | | | | | |
| 10/05/2020 | Transfer Debit | | \$0.42 | | | | | | | | |
| 10/05/2020 | Transfer Debit | | \$8.74 | | | | | | | | |
| 10/05/2020 | Transfer Debit | | \$2.18 | | | | | | | | |
| 10/05/2020 | Transfer Debit | | \$25.44 | | | | | | | | |
| 10/05/2020 | Transfer Debit | | \$0.02 | | | | | | | | |
| 10/05/2020 | Transfer Debit | | \$16.45 | | | | | | | | |
| 10/05/2020 | Transfer Debit | | \$2.50 | | | | | | | | |
| 10/05/2020 | Transfer Debit | | \$3.23 | | | | | | | | |
| 10/05/2020 | Transfer Debit | | \$1.14 | | | | | | | | |
| 10/05/2020 | Transfer Debit | | \$2781.29 | | | | | | | | |
| 10/05/2020 | Transfer Debit | | \$22.94 | | | | | | | | |
| 10/05/2020 | Transfer Debit | | \$0.92 | | | | | | | | |
| 10/05/2020 | Transfer Debit | | \$27.27 | | | | | | | | |
| 10/05/2020 | Transfer Debit | | \$0.05 | | | | | | | | |
| 10/05/2020 | Transfer Debit | | \$29.38 | | | | | | | | |
| 10/05/2020 | Transfer Debit | | \$3.58 | | | | | | | | |
| 10/05/2020 | Transfer Debit | | \$6.91 | | | | | | | | |
| 10/05/2020 | Transfer Debit | | \$1.03 | | | | | | | | |
| 10/05/2020 | Transfer Debit | | \$0.29 | | | | | | | | |
| 10/05/2020 | Transfer Debit | | \$0.56 | | | | | | | | |
| ----- | | | | | | | | | | | |
| 10/29/2020 | ELECTRIC SERVICE | | \$23.91 | | | | | | | | |
| 10/29/2020 | Regular Bill | 11/19 | \$3311.09 | | | | 0300/0006 | 19084A | 30 | 58 | |
| ----- | | | | | | | | | | | |
| 11/06/2020 | Payment | | \$-23.91 | | | | | | | | |
| ----- | | | | | | | | | | | |
| 11/18/2020 | ELECTRIC SERVICE | | \$15.85 | | | | | | | | |



| DATE | TRANSACTION TYPE | DUE DATE | TRANSACTION AMOUNT | BALANCE FORWARD | ACTUAL BILLED | DEFERRED BALANCE | DEG DAY H/C | RDG/TYPE | DAYS USED | |
|------------|---------------------|----------|--------------------|-----------------|---------------|------------------|-------------|----------|-----------|----|
| 11/18/2020 | Regular Bill | 12/09 | \$3303.03 | | | | 0368/0001 | 191220 | 20 | 38 |
| 03/15/2021 | Charge Off | | \$-19.25 | | | | | | | |
| 03/15/2021 | Charge Off | | \$-3.20 | | | | | | | |
| 03/15/2021 | Charge Off | | \$-2.09 | | | | | | | |
| 03/15/2021 | Charge Off | | \$-12.95 | | | | | | | |
| 03/15/2021 | Charge Off | | \$-0.22 | | | | | | | |
| 03/15/2021 | Charge Off | | \$-24.47 | | | | | | | |
| 03/15/2021 | Charge Off | | \$-0.09 | | | | | | | |
| 03/15/2021 | Charge Off | | \$-5.32 | | | | | | | |
| 03/15/2021 | Charge Off | | \$-0.15 | | | | | | | |
| 03/15/2021 | Charge Off | | \$-10.58 | | | | | | | |
| 03/15/2021 | Charge Off | | \$-2.84 | | | | | | | |
| 03/15/2021 | Charge Off | | \$-20.52 | | | | | | | |
| 03/15/2021 | Charge Off | | \$-0.42 | | | | | | | |
| 03/15/2021 | Charge Off | | \$-8.74 | | | | | | | |
| 03/15/2021 | Charge Off | | \$-2.18 | | | | | | | |
| 03/15/2021 | Charge Off | | \$-25.44 | | | | | | | |
| 03/15/2021 | Charge Off | | \$-0.02 | | | | | | | |
| 03/15/2021 | Charge Off | | \$-16.45 | | | | | | | |
| 03/15/2021 | Charge Off | | \$-0.29 | | | | | | | |
| 03/15/2021 | Charge Off | | \$-2.50 | | | | | | | |
| 03/15/2021 | Charge Off | | \$-3.23 | | | | | | | |
| 03/15/2021 | Charge Off | | \$-1.14 | | | | | | | |
| 03/15/2021 | Charge Off | | \$-2781.29 | | | | | | | |
| 03/15/2021 | Charge Off | | \$-22.94 | | | | | | | |
| 03/15/2021 | Charge Off | | \$-0.92 | | | | | | | |
| 03/15/2021 | Charge Off | | \$-27.27 | | | | | | | |
| 03/15/2021 | Charge Off | | \$-0.05 | | | | | | | |
| 03/15/2021 | Charge Off | | \$-29.38 | | | | | | | |
| 03/15/2021 | Charge Off | | \$-3.58 | | | | | | | |
| 03/15/2021 | Charge Off | | \$-6.91 | | | | | | | |
| 03/15/2021 | Charge Off | | \$-1.89 | | | | | | | |
| 03/15/2021 | Charge Off | | \$-17.96 | | | | | | | |
| 03/15/2021 | Charge Off | | \$-0.31 | | | | | | | |
| 03/15/2021 | Charge Off | | \$-21.91 | | | | | | | |
| 03/15/2021 | Charge Off | | \$-0.73 | | | | | | | |
| 03/15/2021 | Charge Off | | \$-14.75 | | | | | | | |
| 03/15/2021 | Charge Off | | \$-0.56 | | | | | | | |
| 03/15/2021 | Charge Off | | \$-4.42 | | | | | | | |
| 03/15/2021 | Charge Off | | \$-1.03 | | | | | | | |
| 03/15/2021 | Charge Off | | \$-163.67 | | | | | | | |
| 03/15/2021 | Charge Off | | \$-39.76 | | | | | | | |
| 03/15/2021 | Charge Off | | \$-1.61 | | | | | | | |
| 02/27/2023 | Debit Uncollectible | | \$2781.29 | | | | | | | |
| 02/27/2023 | Debit Uncollectible | | \$163.67 | | | | | | | |
| 02/27/2023 | Debit Uncollectible | | \$39.76 | | | | | | | |
| 02/27/2023 | Debit Uncollectible | | \$1.61 | | | | | | | |
| 02/27/2023 | Debit Uncollectible | | \$19.25 | | | | | | | |
| 02/27/2023 | Debit Uncollectible | | \$3.20 | | | | | | | |
| 02/27/2023 | Debit Uncollectible | | \$2.09 | | | | | | | |
| 02/27/2023 | Debit Uncollectible | | \$12.95 | | | | | | | |
| 02/27/2023 | Debit Uncollectible | | \$0.22 | | | | | | | |
| 02/27/2023 | Debit Uncollectible | | \$24.47 | | | | | | | |
| 02/27/2023 | Debit Uncollectible | | \$0.09 | | | | | | | |
| 02/27/2023 | Debit Uncollectible | | \$5.32 | | | | | | | |

Bill Account: [REDACTED]

Account Activity Statement

Date: 11/21/23

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 |
|------------|---------------------|----------|--------------------|-----------------|---------------|------------------|-------------|----------|-----------|-----|-----------|
| 02/27/2023 | Debit Uncollectible | | \$0.15 | | | | | | | | |
| 02/27/2023 | Debit Uncollectible | | \$10.58 | | | | | | | | |
| 02/27/2023 | Debit Uncollectible | | \$2.84 | | | | | | | | |
| 02/27/2023 | Debit Uncollectible | | \$20.52 | | | | | | | | |
| 02/27/2023 | Debit Uncollectible | | \$0.42 | | | | | | | | |
| 02/27/2023 | Debit Uncollectible | | \$8.74 | | | | | | | | |
| 02/27/2023 | Debit Uncollectible | | \$2.18 | | | | | | | | |
| 02/27/2023 | Debit Uncollectible | | \$25.44 | | | | | | | | |
| 02/27/2023 | Debit Uncollectible | | \$0.02 | | | | | | | | |
| 02/27/2023 | Debit Uncollectible | | \$16.45 | | | | | | | | |
| 02/27/2023 | Debit Uncollectible | | \$0.29 | | | | | | | | |
| 02/27/2023 | Debit Uncollectible | | \$2.50 | | | | | | | | |
| 02/27/2023 | Debit Uncollectible | | \$3.23 | | | | | | | | |
| 02/27/2023 | Debit Uncollectible | | \$1.14 | | | | | | | | |
| 02/27/2023 | Debit Uncollectible | | \$22.94 | | | | | | | | |
| 02/27/2023 | Debit Uncollectible | | \$0.92 | | | | | | | | |
| 02/27/2023 | Debit Uncollectible | | \$27.27 | | | | | | | | |
| 02/27/2023 | Debit Uncollectible | | \$0.05 | | | | | | | | |
| 02/27/2023 | Debit Uncollectible | | \$29.38 | | | | | | | | |
| 02/27/2023 | Debit Uncollectible | | \$3.58 | | | | | | | | |
| 02/27/2023 | Debit Uncollectible | | \$6.91 | | | | | | | | |
| 02/27/2023 | Debit Uncollectible | | \$1.89 | | | | | | | | |
| 02/27/2023 | Debit Uncollectible | | \$17.96 | | | | | | | | |
| 02/27/2023 | Debit Uncollectible | | \$0.31 | | | | | | | | |
| 02/27/2023 | Debit Uncollectible | | \$21.91 | | | | | | | | |
| 02/27/2023 | Debit Uncollectible | | \$0.73 | | | | | | | | |
| 02/27/2023 | Debit Uncollectible | | \$14.75 | | | | | | | | |
| 02/27/2023 | Debit Uncollectible | | \$0.56 | | | | | | | | |
| 02/27/2023 | Debit Uncollectible | | \$4.42 | | | | | | | | |
| 02/27/2023 | Debit Uncollectible | | \$1.03 | | | | | | | | |
| 02/27/2023 | Transfer | | \$-3303.03 | | | | | | | | |

PPL Exhibit 10

Account Contact History
Account: [REDACTED] **Customer Name: WILLIAM J PETSCH**
From 11/21/2019 to 11/21/2023

| Contact Date | Contact Type | Remarks | User |
|--------------|------------------------------|---|---------------------|
| 2021-03-05 | Miscellaneous | WATT Scanned - Dispute Work Item 2659971 Completed | MARISELA TALERO |
| 2021-03-05 | Miscellaneous | WATT ID 2659971 Contact ltr sent to whoever is residing or receiving PPL bills to contact us to resolve the issue. Open up the acct under the correct name. etc. | MARISELA TALERO |
| 2021-03-05 | Miscellaneous | WATT ID 2659971 slip sent to us for this acct short note on it stating the bill does not belong to the property dweller. They did not identify themselves. They stated the name on the acct is not even in their name. state fraud proceedings have started. There are no notes abt fraud | MARISELA TALERO |
| 2021-03-04 | Miscellaneous | WATT ID 2659971 working fraud-recategorize to Disputes | APRIL L HOGAN |
| 2021-02-16 | Miscellaneous | WATT Scanned - Fraud Work Item 2659971 Created | KOFAX |
| 2021-01-13 | Connect/Disconnect | Caller Back Office Ratepayer User Comments working watt dispute 2644085 tried to contact customer no answer sending WUR tennant called to connect 11 18 20 customer billed to that date stated tennant should be responsible | VALERIE A DICINDIO |
| 2021-01-13 | Correspondence - General | Template Name Master Utility Report Created By VALERIE A DICINDIO Letter Edited No CS Letters ID 3897717 | CSLET |
| 2021-01-13 | SC - GRACE EXTENSION | Suspend Charge automatically added by CSLET | CSLET |
| 2021-01-13 | WUR Assessment | Back Office Ratepayer. Caller s Concern Account End Date. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No. | VALERIE A DICINDIO |
| 2020-12-15 | Correspondence - Collections | Final Bill Reminder | |
| 2020-11-30 | SC - GRACE EXTENSION | added grace extension to allow time for Covid-19 pre-termination letter mailing | e186726 |
| 2020-11-30 | 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 |
| 2020-11-24 | Miscellaneous | COVID-19 Pre-term Notice Sent | CSLET |
| 2020-11-17 | Connect Issued | CTP-Customer caller REGENA T PRUSSACK CallerRelation Ratepayer date of connect 11 18 2020 new address 599 ROOSEVELT HWY APT 4 WAYMART PA 18472 DepositAmt 0 DepositReq No Pre Bal 0 Pre Bal Req No ID Req No Send AddName Letter No Customer Satisfied Understands Yes | ARLINYS RODRIGUEZ |
| 2020-11-17 | Are You Moving Letter | Are You Moving Letter | |
| 2020-10-05 | Continuous Transfer Letter | Continuous Transfer Letter | |
| 2020-10-05 | Continuous Transfer | THIS ACCOUNT IS CURRENTLY IN A CONTINUOUS TRANSFER RELATIONSHIP. SEE THE MAINTAIN TRANSFER HISTORY WINDOW FOR DETAILS. | SYSTEM SYSTEM |
| 2020-09-29 | Choice Inquiry | New Connect Privacy Release Default - OK to Release All | SYSTEM SYSTEM |
| 2020-09-29 | Connect Completed | | BATCH |
| 2020-09-28 | Password Required | Caller WILLIAM J PETSCH Ratepayer User Comments PIN 6301 | ANNAMARIE RODRIGUEZ |
| 2020-09-28 | WUR Assessment | WILLIAM J PETSCH Ratepayer. Caller s Concern Application for Service. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No. | ANNAMARIE RODRIGUEZ |
| 2020-09-28 | myPPL Alerts - CSS WEB | Caller Name WILLIAM J PETSCH Relationship Ratepayer Agreed to T Cs-Enrolled | ANNAMARIE RODRIGUEZ |
| 2020-09-28 | Maintain Bill Account | Caller WILLIAM J PETSCH Ratepayer added - as alternate phone Does Not Have | ANNAMARIE RODRIGUEZ |
| 2020-09-28 | Connect Questions | TYPE OF CONNECT REQUEST METERED RATEPAYER OWNS THE PROPERTY Y RATEPAYER WILL OCCUPY THE PROPERTY N NON-RESIDENTIAL USE ASSOCIATED WITH THE PROPERTY NONE TYPE OF PROPERTY RENTAL RESIDENTIAL ELECTRIC HEAT Y RESIDENTIAL USE ASSOCIATED WITH THE PROPERTY RESIDENTIAL USE WILL BE FOR THE RATEPAYERS SOLE BENEFIT | ANNAMARIE RODRIGUEZ |
| 2020-09-28 | Connect Issued | Electric CTP-Customer caller William Petsch -LL CallerRelation Ratepayer date of connect 09 29 2020 new address 599 ROOSEVELT HWY APT 4 WAYMART PA 18472 DepositAmt 0 DepositReq No Pre Bal 0 Pre Bal Req No ID Req No Send AddName Letter No | ANNAMARIE RODRIGUEZ |

*** Account Information ***

*** Current Account Status ***

Account Number: XXXXXXXXXX
 Mail To:
 WILLIAM J PETSCH
 439 HONESDALE ROAD
 WAYMART PA 18472
 Requested By:
 WILLIAM J PETSCH
 (570)229-5966 Extension:

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



| DATE | TRANSACTION TYPE | DUE DATE | TRANSACTION AMOUNT | BALANCE FORWARD | ACTUAL BILLED | DEFERRED BALANCE | DEG DAY H/C | RDG/TYPE | DAYS USED | KWH | BILLED KW |
|------------|------------------|----------|--------------------|-----------------|---------------|------------------|-------------|----------|-----------|------|-----------|
| 04/29/2020 | ELECTRIC SERVICE | | \$108.91 | | | | | | | | |
| 04/29/2020 | Regular Bill | 05/20 | \$108.91 | | | | 0436/0000 | 22751A | 22 | 834 | |
| 05/05/2020 | Payment | | \$-108.91 | | | | | | | | |
| 05/29/2020 | ELECTRIC SERVICE | | \$145.34 | | | | | | | | |
| 05/29/2020 | Regular Bill | 06/22 | \$145.34 | | | | 0241/0056 | 23861A | 30 | 1110 | |
| 06/05/2020 | Payment | | \$-145.34 | | | | | | | | |
| 06/29/2020 | ELECTRIC SERVICE | | \$69.52 | | | | | | | | |
| 06/29/2020 | Regular Bill | 07/20 | \$69.52 | | | | 0036/0190 | 24336A | 31 | 475 | |
| 07/08/2020 | Payment | | \$-69.52 | | | | | | | | |
| 07/30/2020 | ELECTRIC SERVICE | | \$83.39 | | | | | | | | |
| 07/30/2020 | Regular Bill | 08/20 | \$83.39 | | | | 0000/0381 | 24938A | 31 | 602 | |
| 08/06/2020 | Payment | | \$-83.39 | | | | | | | | |
| 08/28/2020 | ELECTRIC SERVICE | | \$97.30 | | | | | | | | |
| 08/28/2020 | Regular Bill | 09/21 | \$97.30 | | | | 0000/0277 | 25665A | 29 | 727 | |
| 09/10/2020 | Payment | | \$-97.30 | | | | | | | | |
| 09/30/2020 | ELECTRIC SERVICE | | \$96.85 | | | | | | | | |
| 09/30/2020 | Regular Bill | 10/21 | \$96.85 | | | | 0094/0107 | 26388A | 33 | 723 | |
| 10/29/2020 | ELECTRIC SERVICE | | \$135.63 | | | | | | | | |
| 10/29/2020 | Regular Bill | 11/19 | \$232.48 | \$96.85 | | | 0300/0004 | 27460A | 29 | 1072 | |
| 11/06/2020 | Payment | | \$-96.85 | | | | | | | | |
| 11/30/2020 | ELECTRIC SERVICE | | \$237.24 | | | | | | | | |
| 11/30/2020 | Regular Bill | 12/21 | \$372.87 | \$135.63 | | | 0595/0001 | 29443A | 32 | 1983 | |
| 12/22/2020 | Payment | | \$-135.63 | | | | | | | | |
| 12/30/2020 | ELECTRIC SERVICE | | \$294.24 | | | | | | | | |
| 12/30/2020 | Regular Bill | 01/20 | \$531.48 | \$237.24 | | | 0931/0000 | 31930A | 30 | 2487 | |
| 02/01/2021 | ELECTRIC SERVICE | | \$314.21 | | | | | | | | |
| 02/01/2021 | Regular Bill | 02/22 | \$845.69 | \$531.48 | | | 1185/0000 | 34540A | 33 | 2610 | |
| 02/03/2021 | Payment | | \$-237.24 | | | | | | | | |
| 02/11/2021 | Payment | | \$-143.00 | | | | | | | | |

| DATE | TRANSACTION TYPE | DUE DATE | TRANSACTION AMOUNT | BALANCE FORWARD | ACTUAL BILLED | DEFERRED BALANCE | DEG DAY H/C | RDG/TYPE | DAYS USED | BILLED KW |
|------------|---------------------|----------|--------------------|-----------------|---------------|------------------|-------------|----------|-----------|-----------|
| 03/03/2021 | ELECTRIC SERVICE | | \$281.95 | | | | | | | |
| 03/03/2021 | Regular Bill | 03/24 | \$747.40 | \$465.45 | | | 1102/0000 | 36867A | 30 | 2327 |
| 03/09/2021 | Payment | | \$-151.04 | | | | | | | |
| 04/01/2021 | ELECTRIC SERVICE | | \$220.87 | | | | | | | |
| 04/01/2021 | Regular Bill | 04/26 | \$817.23 | \$596.36 | | | 0682/0000 | 38656A | 29 | 1789 |
| 04/09/2021 | Payment | | \$-281.95 | | | | | | | |
| 05/03/2021 | ELECTRIC SERVICE | | \$158.39 | | | | | | | |
| 05/03/2021 | Regular Bill | 05/24 | \$693.67 | \$535.28 | | | 0551/0000 | 39890A | 32 | 1234 |
| 05/05/2021 | Payment | | \$-220.87 | | | | | | | |
| 06/02/2021 | ELECTRIC SERVICE | | \$118.52 | | | | | | | |
| 06/02/2021 | Regular Bill | 06/23 | \$591.32 | \$472.80 | | | 0204/0058 | 40773A | 30 | 883 |
| 06/03/2021 | Payment | | \$-220.87 | | | | | | | |
| 07/01/2021 | ELECTRIC SERVICE | | \$95.73 | | | | | | | |
| 07/01/2021 | Regular Bill | 07/22 | \$466.18 | \$370.45 | | | 0016/0209 | 41444A | 29 | 671 |
| 07/07/2021 | Payment | | \$-251.93 | | | | | | | |
| 08/02/2021 | ELECTRIC SERVICE | | \$108.96 | | | | | | | |
| 08/02/2021 | Regular Bill | 08/23 | \$323.21 | \$214.25 | | | 0003/0224 | 42229A | 32 | 785 |
| 08/12/2021 | Payment | | \$-214.25 | | | | | | | |
| 08/31/2021 | ELECTRIC SERVICE | | \$89.91 | | | | | | | |
| 08/31/2021 | Regular Bill | 09/21 | \$198.87 | \$108.96 | | | 0000/0274 | 42850A | 29 | 621 |
| 09/16/2021 | Payment | | \$-108.90 | | | | | | | |
| 09/28/2021 | Miscellaneous | | \$-1.12 | | | | | | | |
| 09/28/2021 | Late Payment Charge | | \$1.12 | | | | | | | |
| 09/30/2021 | ELECTRIC SERVICE | | \$86.53 | | | | | | | |
| 09/30/2021 | Regular Bill | 10/21 | \$176.50 | \$89.97 | | | 0054/0081 | 43442A | 30 | 592 |
| 10/13/2021 | Payment | | \$-82.18 | | | | | | | |
| 10/27/2021 | Late Payment Charge | | \$1.18 | | | | | | | |
| 10/29/2021 | ELECTRIC SERVICE | | \$104.26 | | | | | | | |
| 10/29/2021 | Regular Bill | 11/22 | \$199.76 | \$94.32 | | | 0190/0010 | 44198A | 29 | 756 |
| 11/10/2021 | Payment | | \$-86.53 | | | | | | | |
| 11/30/2021 | ELECTRIC SERVICE | | \$226.58 | | | | | | | |
| 11/30/2021 | Late Payment Charge | | \$1.40 | | | | | | | |
| 11/30/2021 | Late Payment Charge | | \$0.01 | | | | | | | |
| 11/30/2021 | Regular Bill | 12/21 | \$341.22 | \$113.23 | | | 0771/0000 | 46006A | 32 | 1808 |
| 12/08/2021 | Payment | | \$-104.26 | | | | | | | |

| DATE | TRANSACTION TYPE | DUE DATE | TRANSACTION AMOUNT | BALANCE FORWARD | ACTUAL BILLED | DEFERRED BALANCE | DEG DAY H/C | RDG/TYPE | DAYS USED | KWH | BILLED KW |
|------|------------------|----------|--------------------|-----------------|---------------|------------------|-------------|----------|-----------|-----|-----------|
|------|------------------|----------|--------------------|-----------------|---------------|------------------|-------------|----------|-----------|-----|-----------|

| | | | | | | | | | | | |
|------------|------------------------------|-------|-----------|----------|--|--|-----------|--------|----|------|--|
| 12/29/2021 | Late Payment Charge | | \$0.02 | | | | | | | | |
| 12/29/2021 | Late Payment Charge | | \$2.94 | | | | | | | | |
| 12/30/2021 | ELECTRIC SERVICE | | \$289.05 | | | | | | | | |
| 12/30/2021 | Regular Bill | 01/24 | \$528.97 | \$236.96 | | | 0812/0000 | 48013A | 30 | 2007 | |
| 01/13/2022 | Payment | | \$-239.92 | | | | | | | | |
| 01/31/2022 | ELECTRIC SERVICE | | \$370.14 | | | | | | | | |
| 01/31/2022 | Regular Bill | 02/22 | \$659.19 | \$289.05 | | | 1307/0000 | 50736A | 32 | 2723 | |
| 02/01/2022 | Late Payment Charge | | \$3.61 | | | | | | | | |
| 02/17/2022 | Payment | | \$-289.05 | | | | | | | | |
| 03/01/2022 | ELECTRIC SERVICE | | \$293.09 | | | | | | | | |
| 03/01/2022 | Regular Bill | 03/22 | \$666.84 | \$370.14 | | | 1001/0000 | 52870A | 29 | 2134 | |
| 03/03/2022 | Late Payment Charge | | \$4.63 | | | | | | | | |
| 03/09/2022 | Payment | | \$-373.25 | | | | | | | | |
| 03/29/2022 | Late Payment Charge | | \$3.66 | | | | | | | | |
| 03/29/2022 | Late Payment Charge | | \$0.01 | | | | | | | | |
| 03/30/2022 | ELECTRIC SERVICE | | \$245.01 | | | | | | | | |
| 03/30/2022 | Regular Bill | 04/20 | \$546.90 | \$293.59 | | | 0717/0000 | 54634A | 29 | 1764 | |
| 04/22/2022 | Payment | | \$-293.09 | | | | | | | | |
| 04/26/2022 | Late Payment Charge | | \$0.11 | | | | | | | | |
| 04/26/2022 | Late Payment Charge | | \$3.07 | | | | | | | | |
| 05/02/2022 | ELECTRIC SERVICE | | \$151.02 | | | | | | | | |
| 05/02/2022 | ELECTRIC SERVICE | | \$16.94 | | | | | | | | |
| 05/02/2022 | Just Energy | | \$37.33 | | | | | | | | |
| 05/02/2022 | Regular Bill | 05/23 | \$462.28 | \$253.81 | | | 0117/0000 | 56025A | 30 | 1391 | |
| 06/01/2022 | ELECTRIC SERVICE | | \$46.30 | | | | | | | | |
| 06/01/2022 | Just Energy | | \$139.99 | | | | | | | | |
| 06/01/2022 | Late Payment Charge | | \$5.17 | | | | | | | | |
| 06/01/2022 | Late Payment Charge | | \$0.15 | | | | | | | | |
| 06/01/2022 | Late Payment Charge | | \$0.47 | | | | | | | | |
| 06/01/2022 | Regular Bill | 06/22 | \$654.36 | \$462.28 | | | 0142/0073 | 56786A | 32 | 761 | |
| 06/02/2022 | Payment | | \$-462.28 | | | | | | | | |
| 06/02/2022 | CONP FEE ELEC - RMT NORM HRS | | \$14.00 | | | | | | | | |
| 06/06/2022 | ELECTRIC SERVICE | | \$3.65 | | | | | | | | |
| 06/06/2022 | Just Energy | | \$13.55 | | | | | | | | |
| 06/06/2022 | Regular Bill | 06/27 | \$223.28 | | | | 0000/0030 | 568380 | 3 | 52 | |
| 08/08/2022 | Payment | | \$-113.28 | | | | | | | | |
| 09/29/2022 | Charge Off | | \$-3.65 | | | | | | | | |
| 09/29/2022 | Charge Off | | \$-92.35 | | | | | | | | |
| 09/29/2022 | Charge Off | | \$-14.00 | | | | | | | | |

Bill Account: [REDACTED]

Account Activity Statement

Date: 11/21/23
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 |
|------|------------------|----------|--------------------|-----------------|---------------|------------------|-------------|----------|-----------|-----|-----------|
|------|------------------|----------|--------------------|-----------------|---------------|------------------|-------------|----------|-----------|-----|-----------|

| | | |
|------------|---------------------|-----------|
| 02/27/2023 | Debit Uncollectible | \$3.65 |
| 02/27/2023 | Debit Uncollectible | \$92.35 |
| 02/27/2023 | Debit Uncollectible | \$14.00 |
| 02/27/2023 | Transfer | \$-110.00 |



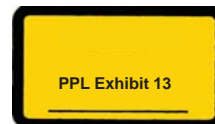
Account Contact History
Account: [REDACTED] **Customer Name:** WILLIAM J PETSCH
 From 11/21/2019 to 11/21/2023

| Contact Date | Contact Type | Remarks | User |
|--------------|----------------------------------|--|-------------------|
| 2023-03-07 | Miscellaneous | Caller Back Office Ratepayer. Checking for trans bal amt | BOBBY MYERSMADDEN |
| 2023-02-27 | Continuous Transfer | THIS ACCOUNT IS CURRENTLY IN A CONTINUOUS TRANSFER RELATIONSHIP. SEE THE MAINTAIN TRANSFER HISTORY WINDOW FOR DETAILS. | SYSTEM SYSTEM |
| 2023-02-04 | Data Repair | DR_REQ10782282 - CD-NXT-COLL-ACTION UPDATE | CSSDR044 |
| 2023-02-02 | Data Repair | DR_REQ10782282 - CD-NXT-COLL-ACTION UPDATE | CSSDR044 |
| 2022-07-06 | Correspondence - Collections | Final Bill Reminder | |
| 2022-06-07 | Special Situation | HIGH BILL ALERT | SUPP_HB |
| 2022-06-02 | Connect/Disconnect | Notification sent to ratepayer s email willampetsch@yahoo.com. New connect issued by another party but no disconnect from the ratepayer. | IVR |
| 2022-06-02 | Connect/Disconnect | Notification sent to ratepayer s phone 570-229-5966. New connect issued by another party but no disconnect from the ratepayer. | IVR |
| 2022-06-02 | Connect Issued | CTP-Applicant caller TAMMY ROMAN CallerRelation Ratepayer date of connect 06 03 2022 new address 110 PROSPECT ST APT WAYMART PA 18472 DepositAmt 0 DepositReq No Pre Bal 0 Pre Bal Req No ID Req No Send AddName Letter No | MADELYN GARCIA |
| 2022-06-02 | Credit | IVR Ratepayer. A reconnection fee of 14.00 will be included on the next bill. Reconnect of service will be completed anytime within the next business day. Advised to turn off main breaker fuse. | IVR |
| 2022-06-02 | Cut In Issued | SYSTEM GENERATED ORDER BASED ON CUSTOMER PAYMENT | IVR |
| 2022-06-02 | IVR Customer Initiated Payment | Caller IVR Ratepayer. Comments Made Payment in the amount of 462.28. Confirmation number was Read. Confirmation Number 22060223 | IVR |
| 2022-06-02 | Special Situation | HIGH BILL ALERT | SUPP_HB |
| 2022-05-16 | Cut Out for Non-Pay Issued | | CUMCL024 |
| 2022-05-05 | Leave Door Hanger Issued | DELIVER 3 DAY NOTICE | CUMCL024 |
| 2022-04-27 | Correspondence - Collections | CUT DATE 2022-05-11 AMOUNT 253.81 | |
| 2022-04-18 | Cust Choice 1 Bill | Supplier added on 2022-04-21 - Just Energy | |
| 2022-04-18 | Batch Enrollment | | |
| 2021-05-12 | Credit - Outbound Call | Outbound Dialer A call attempt was made and received no answer | IVR |
| 2021-04-07 | Credit - Outbound Call | | ANDREA STILES |
| 2021-04-07 | Credit | Caller WILLIAM J PETSCH Ratepayer. R P adv the ck went out he already go email 4 ph calls the ck already maile dout good bye then hungp. not able to adv term notice on acct. not able to asked about income not able adv consenqu unbale to offer payment opts Rev 04 07 2021 17 39 no f | ANDREA STILES |
| 2021-04-07 | Credit - Outbound Call | Outbound Dialer A call attempt was made and received no answer | IVR |
| 2021-04-06 | Correspondence - Collections | CUT DATE 2021-04-20 AMOUNT 596.36 | |
| 2020-12-09 | Credit - Outbound Call | Outbound Dialer A call attempt was made and received no answer | IVR |
| 2020-12-07 | Credit - Outbound Call | Outbound Dialer A call attempt was made and received no answer | IVR |
| 2020-11-25 | Credit - Outbound Call | Outbound Dialer A call attempt was made and received no answer | IVR |
| 2020-11-06 | Credit - Outbound Call | Outbound Dialer A call attempt was made and received no answer | IVR |
| 2020-11-04 | Credit - Outbound Call | | ROBERT PEPPERS |
| 2020-11-02 | Credit - Outbound Call | Outbound Dialer A call attempt was made and received no answer | IVR |
| 2020-04-16 | Customer Maintained | | SHERRY A SHAFFER |
| 2020-04-08 | Credit | Caller Back Office Ratepayer. wc-vm | ROSEMARY VEGA |
| 2020-04-07 | Electric Choice New Customer Kit | | CUBSO214 |
| 2020-04-07 | Choice Inquiry | New Connect Privacy Release Default - OK to Release All | SYSTEM SYSTEM |
| 2020-04-07 | myPPL Alerts - WEB | User webuser agreed to T Cs-Enrolled | SELF SERVICE USER |
| 2020-04-07 | Connect Completed | | BATCH |
| 2020-04-04 | Connect Questions | TYPE OF CONNECT REQUEST METERED RATEPAYER OWNS THE PROPERTY N RATEPAYER WILL OCCUPY THE PROPERTY Y NON-RESIDENTIAL USE ASSOCIATED WITH THE PROPERTY NONE TYPE OF PROPERTY RESIDENTIAL ELECTRIC HEAT Y RESIDENTIAL USE ASSOCIATED WITH THE PROPERTY RESIDENTIAL USE WILL BE FOR THE RATEPAYERS SOLE BENEFIT | SELF SERVICE USER |

| Contact Date | Contact Type | Remarks | User |
|--------------|----------------|--|-------------------|
| 2020-04-04 | Connect Issued | Electric CTP-Applicant Caller GUEST USER date of connect 04 07 2020 DepositAmt 0 DepositReq No Pre Bal 0 Pre Bal Req No ID Req No Send AddName Letter No customer name william john petsch new adress 110 PROSPECT ST APT WAYMART PA 18472 | SELF SERVICE USER |

Parcel

Control No. **029807** Tax Map No. **28-0-0012-0018**



Owner

PETSCH WILLIAM
439 HONESDALE RD
WAYMART, PA 18472

Township :
WAYMART
Neighborhood:
WAYMART CBD
Land Use:
MOTEL-HOTEL (285)

Acreage:
25.8000
Land Assessment:
\$198,200
Improvement Assessment:
\$166,000
Total Assessment:
\$364,200

Map Book/Page:
M-0014/0016
Lot Number:
Section:
Block:
Developer:
Homestead Status:
Not Enrolled
Farmstead Status:
Not Enrolled
Clean And Green Status:
Not Enrolled

Ownership Records

| # | Owner Name | Additional Owners | Deed Date | Record Book Page | Sale Price |
|---|-----------------------|-------------------|-----------|------------------|------------|
| 1 | PETSCH WILLIAM | | 7/28/2010 | R-4470/0256 | \$60,000 |
| 2 | PETSCH ROBERT F DEC'D | | 11/9/1970 | D-0262/0144 | \$0 |

Dwelling 1

| | | |
|--------------------------------------|----------------|----------------------------|
| Built | Quality | Style Commercial |
| Occupancy Description None | | |
| Page #: 1 | | |

| | |
|--------------------|-----------------|
| Heat/AC | |
| Heat System | Chimneys |
| Heat Type | Openings |
| Fireplace | |

| | |
|-----------------------|-----------------------|
| Construction | |
| Roof | Foundation |
| Interior Walls | Exterior Walls |
| Floor Covering | Story Height |

| | |
|--------------------|---|
| Living Area | |
| Bedrooms | Living Area 0 ft ² |
| Full Baths | Finished Basement 0 ft ² |
| Half Baths | Unfinished Basement 0 ft ² |

Additions to dwelling 1

None

Auxiliaries

| # | Description | Condition | Construction | Size | Quality |
|---|-------------------|------------|--------------|---------------------|---------|
| 1 | Canopy | OK Shape | Frame | 655 ft ² | C |
| 2 | Canopy | OK Shape | Frame | 170 ft ² | C |
| 3 | Det. Gar, 1 story | OK Shape | Frame | 160 ft ² | C |
| 4 | Det. Gar, 1 story | OK Shape | Masonry | 576 ft ² | C |
| 5 | Shed, 1 story | No Value | Frame | 140 ft ² | C |
| 6 | Conc Slab | Almost New | Masonry | 952 ft ² | D |

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v2023.09.26.1353

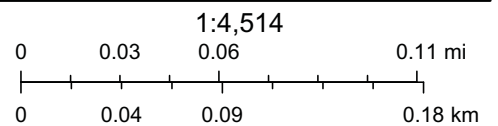
PPL Exhibit 14



9/27/2023, 11:36:01 AM

Wayne_PEMA_2021.mrf

| | | | | | |
|--|---------------|---|---------|---|---|
|  | Red: Band_1 |  | Parcels |  | 6 |
|  | Green: Band_2 |  | Roads |  | 3 |
|  | Blue: Band_3 |  | |  | 8 |
| | |  | |  | 2 |



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Instrument 201200008507 DR Volume 4470 Page 256

hereby CERTIFY that the document is recorded in the Recorder's Office of Wayne County, Pennsylvania.



Ginger Golden

Ginger Golden Recorder of Deeds

201200008507
Filed for Record in
WAYNE COUNTY, PA
GINGER GOLDEN, RECORDER OF DEEDS
11-20-2012 At 09:10 am.
DEED 42.00
STATE TAX .00
LOCAL TAX .00
OR Volume 4470 Page 256 - 258

This Indenture

MADE this 28 day of July in the year Two Thousand Ten (2010).

BETWEEN TAMMY PETSCH, of 110 Prospect Street, Waymart, Pennsylvania 18472.

GRANTOR

AND

WILLIAM PETSCH, of 599 Roosevelt Highway, Waymart, Pennsylvania 18472

GRANTEE

Witnesseth, That in consideration of the sum of SIXTY THOUSAND AND 00/100 (\$60,000.00) Dollars lawful money of the United States of America, in hand paid, the receipt whereof is hereby acknowledged, the said GRANTOR does hereby release and QUIT CLAIM to the said GRANTEE, his successors, heirs, assigns, administrators and executors,

ALL of her right, title and interest in ALL that certain piece or parcel of land lying, situate and being in the Borough of Waymart, County of Wayne and Commonwealth of Pennsylvania, bounded and described as follows:

BEGINNING at a point in the center of the State Highway Route 6, at the southeasterly corner of lands of John Ventura et al; thence along the same north 32 degrees 18 minutes west 219.9 feet to a pipe corner; thence along lands now or formerly of Keith Spangenberg north 24 degrees 43 minutes east 370.8 feet to a pipe and stones corner; thence along lands of J. Posdon north 26 degrees 04 minutes east 188.1 feet to a stake and stones corner; thence along the same north 3 degrees 56 minutes west about 702 feet to a corner in a swamp; thence south 79 degrees 57 minutes east 14.75

feet to a corner; thence north 8 degrees 03 minutes east 99 feet to a corner; thence along the same south 83 degrees 51 minutes east 581 feet to a pipe corner; thence along lands of E. Diehl and lands of P. Davis south 3 degrees 24 minutes east 231 feet to a pipe corner; thence along lands of P. Davis south 83 degrees 51 minutes east 379.45 feet to a point in the center of the State Road Route 296; thence along the center of the same south 2 degrees 45 minutes east 607.65 feet to a point in the center of the said road; thence along lands of E. Henkelman south 79 degrees 28 minutes west 175.1 feet to a pipe and stones corner; thence along the same south 2 degrees 48 minutes east 275 feet to a point in the center of Route 6; thence along the same south 79 degrees 36 minutes west 102.2 feet to a point in the center of same; thence along lands of Wm. Obzut north 2 degrees 44 minutes west 200 feet to a pipe corner; thence along a wire fence south 81 degrees 28 minutes west 300 feet to a pipe corner; thence along a wire fence south 2 degrees 44 minutes east 200 feet to a point in the center of Route 6; thence along the center of the same south 77 degrees 59 minutes west 236 feet, south 71 degrees 18 minutes west 148.55 feet, south 66 degrees 17 minutes west 100.55 feet and south 62 degrees 56 minutes west 88.6 feet to the place of beginning. CONTAINING 25.8 acres more or less.

Map recorded in Wayne County Map Book No. 14 page 16.

SUBJECT to Drainage Release recorded in Wayne County Record Book 1434 at page 91.

Being the same premises which Guy Temperton and Benita Temperton, husband and wife, granted and conveyed to Robert F. Petsch and Alice Petsch, husband and wife, by deed dated November 9, 1970, and recorded in Wayne County Deed Book 262 at page 144. The said Robert F. Petsch died on October 26, 1976 and title to the above described property passed by operation of law to Alice Petsch, his wife. The said Alice Petsch died on March 7, 2009.

Being the twenty (20%) percent interest in the above described property bequeathed to Tammy Petsch pursuant to the Will of Alice Petsch dated February 17, 2009, and recorded in Wayne County File Number 29365. Title to the above described property is now held as follows: Eighty (80%) percent interest in the name of William Petsch, and twenty (20%) percent interest in the name of Robin Marhevka, pursuant to the Will of Alice Petsch.

THIS TRANSFER IS EXEMPT FROM ALL PENNSYLVANIA REALTY TRANSFER TAXES AS IT IS A TRANSFER BETWEEN SIBLINGS.

AND the said GRANTOR does hereunto set her hand and seal, the day and year first above-written.

SEALED AND DELIVERED
IN THE PRESENCE OF

Nicholas A. Barna

Tammy Petsch SEAL
TAMMY PETSCH

_____ SEAL

CERTIFICATE OF RESIDENCE

I hereby certify, that the precise residence of the Grantee herein is as follows:
599 Roosevelt Highway, Waymart, PA 18472

NO SEARCH

Nicholas A. Barna
Attorney or Agent for Grantee

STATE OF PENNSYLVANIA

SS:

COUNTY OF WAYNE

On this, the 28th day of July in the year Two Thousand Ten (2010), before me a Notary Public the undersigned officer, personally appeared TAMMY PETSCH, known to me (or satisfactorily proven) to be the person whose name is subscribed to the within instrument, and acknowledged that she executed the same for the purpose therein contained.

IN WITNESS WHEREOF, I have hereunto set my hand and official seal.

Katherine Barna



NOTARY PUBLIC



Please return to:
Nicholas A. Barna, Esq.
File #237-09