
Laura Remaley,
v.
PPL Electric Utilities
Company

Docket No.:
F-2023-3043331

Initial Call-In
Telephonic Hearing

Pages 1 - 71

Judge's Chambers
Commonwealth Keystone
Building - Plaza Level
400 North Street
Harrisburg, PA

Wednesday, December 20, 2023
Commencing at 10:07 a.m.

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Docket No. F-2023-3043331

Hearing Date: December 20, 2023

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Daily Collection of

Meter Readings - 1/23

Billing Period



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FAX

To: Judge John M. Coogan **Fax Number:** 17172136812

From: 769 Bloomsburg Print2Fax

Subject: Laura Remaley v. PPL

Date: 12-13-2023 10:23 AM **Total Pages: (including cover page)** 36

Notes: Please see attached the evidence papers that she would like to discuss during the hearing on December 20, 2023.

She will be accompanied by Her Social Worker, Laurie Getty,

There are several issues that she would like to point out to the Judge in these papers.

Sincerely,
Laura Remaley,
Laurie Getty

575 Montour BLVD STE 1 | Bloomsburg, PA | Phone: 570-245-6597 | Fax 866-561-1607

Privacy and Confidentiality Notice: *The information contained in this communication is confidential information intended only for the use of the individual or entity to which it is addressed. This communication may be subject to the requirements of the HIPAA Privacy Regulation. If you are not the intended recipient of this transmission, you are hereby notified that any disclosure, copying, distributing or action taken in reliance on the contents of these documents is strictly prohibited. If you receive this information in error, please immediately alert the sender and arrange for the return or destruction of these documents.*

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COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
COMMONWEALTH KEYSTONE BUILDING
OFFICE OF ADMINISTRATIVE LAW JUDGE
400 NORTH STREET
HARRISBURG, PENNSYLVANIA 17120
October 25, 2023

*Remaley Ex. 1,
page 3*

In Re: F-2023-3043331

(SEE ATTACHED LIST)

Laura Remaley v. PPL Electric Utilities Corporation

Appeal of BCS Decision - Billing Dispute/Payment Arrangements

Initial Telephonic Hearing Notice

This is to inform you that an initial call-in telephonic hearing on the above-captioned case will be held as follows:

Type: Initial Call-In Telephonic Hearing
Date: Wednesday, December 20, 2023
Time: 10:00 A.M.
Presiding: Administrative Law Judge John M. Coogan
Phone: 717.787.1399 Fax: 717.213.6812

To participate in the hearing,

- You must dial the toll-free Conference number below
- You must enter the PIN number below when instructed
- You must speak your name when prompted, and press #
- Then, the telephone system will connect you to the hearing

Toll-free Conference Number: **888.459.7411**
PIN Number: **95632432**

WITNESSES: If you have any witnesses you want to have present during the hearing who are participating from a separate phone, you must provide them with the Conference and PIN numbers above.

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FAILURE TO APPEAR: You may lose the case if you do not take part in this hearing and present evidence on the issue(s) raised. Your case may be dismissed “with prejudice” which means that you will be barred from filing another complaint raising the same claim(s) and issue(s) presented in the dismissed complaint.

CONTINUANCES. You may request a continuance of the hearing if you have a good reason. All continuances will be granted only for good cause. To request a continuance, you must submit a written request (a “motion”) at least five (5) days before the hearing. Your motion should include: 1) The case name, number, and hearing date; 2) The reason for the request; and 3) Whether the other party agrees (or if you do not know).

REPRESENTATION. If you are an individual, you may represent yourself or you may have an attorney represent you. All others, including a partnership, corporation, trust, association, or governmental agency or subdivision, must be represented by an attorney licensed to practice law in Pennsylvania, or admitted *pro hac vice*. Only an attorney may represent someone else.

PRESENTING EXHIBITS. If you intend to present any documents or exhibits at the hearing, you must email one (1) copy to the Presiding Officer at jcoogan@pa.gov and one (1) copy each must be sent to every other party. All copies must be received at least five (5) business days before the hearing. Proposed exhibits should be properly pre-marked for identification purposes.

ACCOMMODATION. Any party who needs an accommodation for a disability in order to participate in this hearing process may request one. Please call the OALJ scheduling office at least five (5) business days prior to your hearing to submit your request.

If you require an interpreter to participate in the hearing, please call the scheduling office at least ten (10) business days prior to your hearing to submit your request.

- Scheduling Office: 717.787.1399
- Hamilton Relay Service number for persons who are deaf or hearing-impaired: 1.800.654.5988

DOCUMENTS. ALL Parties to proceedings pending are encouraged to EITHER open and use an eFiling account through the Commission’s website at www.puc.pa.gov OR to ensure timely arrival, submit the filing by overnight delivery as explained below.

E-FILING. The PUC offers a free e-Filing Subscription Service. This service allows a user to file documents electronically and receive an automatic email notification whenever a document is added, removed, or changed on the PUC website in a specific case. For information and to subscribe to this service, visit the PUC’s website at: <https://www.puc.pa.gov/filing-resources/efiling/>

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PAPER FILING. If you do not have the capability to open and use an e-Filing account, you may file paper documents with the Secretary of the Commission. Filing of paper documents must be sent by overnight delivery to:

Secretary
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, PA 17120

It is important that you retain the tracking information as proof of submission. Emailed or faxed submissions filings to the Commission are not acceptable.

CONFIDENTIAL MATERIAL. If a filing contains confidential or proprietary material, the filing should be submitted by overnight delivery to ensure arrival. Large filings containing confidential or proprietary material may also be submitted through the Commission's Share Point File system. These filings should be followed by a hard copy with a flash drive or CD for the Commission's file. Filers should contact the Secretary's Bureau in advance to set up a Share Point File before submitting the filing.

cc:

ALJ Coogan
Scheduler
Calendar file

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F-2023-3043331 - LAURA REMALEY v. PPL ELECTRIC UTILITIES CORPORATION

LAURA REMALEY
231 EAST 14TH STREET
BERWICK PA 18603
570.490.2541
Served via first-class mail

MEGAN E RULLI ESQUIRE
DEVIN T RYAN ESQUIRE
POST & SCHELL
17 NORTH SECOND ST 12TH FL
HARRISBURG PA 17101
717-612-6012
717-472-0466
mnulli@postschell.com
dryan@postschell.com
Accepts eService
(*Counsel for PPL Electric Utilities Corp.*)

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**Post &
Schell**_{PC}
ATTORNEYS AT LAW

17 North Second Street
12th Floor
Harrisburg, PA 17101-1601
717-731-1970 Main
717-731-1985 Main Fax
www.postschell.com

Megan E. Rulli

mnulli@postschell.com
717-612-6012 Direct
717-731-1985 Direct Fax
File #: 202970

October 19, 2023

VIA ELECTRONIC FILING

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street, 2nd Floor
P.O. Box 3265
Harrisburg, PA 17105-3265

**Re: Laura Remaley v. PPL Electric Utilities Corporation
Docket No. F-2023-3043331**

Dear Secretary Chivetta:

Attached for filing please find the Answer on behalf of PPL Electric Utilities Corporation in response to the Complaint of Laura Remaley in the above-referenced proceeding. Copies will be provided as indicated on the Certificate of Service.

Respectfully submitted,



Megan E. Rulli

MER/kl
Attachment

cc: Certificate of Service

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CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing has been served upon the following persons, in the manner indicated, in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a participant).

VIA EMAIL AND FIRST-CLASS MAIL

Laura Remaley
231 East 14th Street
Berwick, PA 18603
Laurie.getty@compassus.com

Date: October 19, 2023



Megan E. Rulli

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**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Laura Remaley,	:	
	:	
Complainant,	:	
	:	
v.	:	Docket No. F-2023-3043331
	:	
PPL Electric Utilities Corporation,	:	
	:	
Respondent.	:	

**ANSWER OF
PPL ELECTRIC UTILITIES CORPORATION TO
THE COMPLAINT OF LAURA REMALEY**

TO THE PENNSYLVANIA PUBLIC UTILITY COMMISSION:

PPL Electric Utilities Corporation (“PPL Electric” or the “Company”) files this Answer to the Complaint of Laura Remaley (“Complainant”) pursuant to Section 5.61 of the Pennsylvania Public Utility Commission’s (“Commission”) regulations, 52 Pa. Code § 5.61, and responds to each of the separately-numbered paragraphs of the Complaint as follows:

ANSWER

1. Admitted.
2. Paragraph 2 of the Complaint relates to the Complainant’s communication preferences, to which no responsive pleading is required.
3. Denied as stated. The Company’s full name is PPL Electric Utilities Corporation.
4. Admitted.
5. Admitted in part and denied in part. Specifically, it is admitted that the Complainant is seeking a payment arrangement with the Company. It is denied that the Company

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has issued a termination notice to the Complainant. The Complainant is not currently facing termination of service. It is further denied that the Complainant's electric service bills contain incorrect charges due to: (1) the Company's estimation of the Complainant's usage; or (2) the Company's actual meter usage data for the Complainant.

By way of further response, the Complainant has a total balance with the Company of \$4,788.87 as of the date of this Answer. Of that total balance, \$4,473.98 is in arrears. Additionally, the Complainant has had a series of payment agreements with the Company. Most recently, as part of the resolution of the Complainant's informal complaint filed with the Commission's Bureau of Consumer Services ("BCS") at BCS Case No. 3927476, the Complainant entered into a payment arrangement wherein she would pay her monthly budget bill amount in addition to a monthly payment of \$126.00 against her arrearage balance. PPL Electric is without sufficient knowledge or information as to the Complainant's ability to afford the monthly payments required under the payment agreement issued at BCS Case No. 3927476 and, therefore, denies the same.

In further response, PPL Electric incorporates Paragraph 6, *infra*, as though fully set forth herein.

6. Admitted in part and denied in part. The averments contained in Paragraph 6 are requests for relief to which no responsive pleading is required. To the extent a response is deemed necessary, PPL Electric denies that the Complainant is entitled to the relief requested. The electric service bills attached to the Complaint are documents that speak for themselves. Any characterizations thereof are denied.

By way of further response, the Complainant received an estimated bill for the December 2022 billing period. It is denied that the estimated bill was not trued-up to the

Demaley Exh. 1, page 11

Complainant's actual metered electric usage, that "there is no way to determine what the actual readings were" for the Complainant's electric service bills issued for the January 2023 and May 2023 billing periods, and that "[a]nything charged for these months [] would be simply guessing." By way of further response, on December 15, 2022, PPL Electric discovered that customer meter data was not transferring from the Company's meter data management system ("MDMS") to its customer service system ("CSS") for many customers. Although customer usage data was being accurately collected and stored at all times in MDMS, the Company was unable to generate bills based on actual usage because the meter data was not being transferred from MDMS to CSS. This led to the Company issuing bills based on estimated usage for many customers, including the Complainant. On December 30, 2022, PPL Electric issued an estimated bill that was based on the estimated usage of 3,755 kilowatt-hours ("kWh") for the December 2022 billing period. Such usage equates to the Complainant's actual electric usage in the same month, from the prior year, adjusted for the number of days in the billing cycle. Specifically, the Complainant's bill due January 24, 2022, was based on actual usage of 3,129 kWh for a 30-day billing period. Therefore, the Complainant's average daily usage over that billing period was 104.3 kWh. The estimated bill due January 23, 2023, was based on the estimated usage of 3,755 kWh for a 36-day period, *i.e.*, the Complainant's average daily usage of 104.3 kWh during the same billing period last year times 36 days.

In addition, PPL Electric has fixed the issue with the meter data transfer and began issuing new bills for the affected customers to reflect their actual usage. As part of that billing process, any overestimated bills were adjusted downward to reflect the actual amount of electric usage being lower than the estimated amount. Conversely, any underestimated bills were adjusted upward to reflect the actual amount of electric usage being higher than the estimated amount.

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Further, the Company did not terminate electric service for nonpayment through April 2023 and waived all late payment fees for January and February 2023. Here, the Complainant's actual usage during the December 2022 billing period was 6,430 kWh. Therefore, PPL Electric's estimated usage of 3,755 kWh was 2,675 kWh lower than the Complainant's actual usage during the December 2022 billing period. Accordingly, the Complainant's electric service bill issued on February 24, 2023, and due to be paid by March 20, 2023, included the actual usage during the January 2023 billing period (*i.e.*, 5,032 kWh) and the unbilled usage from the December 2022 billing period (*i.e.*, 2,675 kWh), for a total of 7,707 kWh. Thus, the Complainant's underestimated bill was reconciled to the actual meter usage during the next billing period.

In further response, the Company notes that the Commission's regulations allow PPL Electric to issue estimated bills for every other billing month. *See* 52 Pa. Code § 56.12(2). Moreover, PPL Electric is permitted to estimate the bills of customers in consecutive months due to equipment failure, among other things, as is the case here. *See id.* § 56.12(3). Therefore, PPL Electric maintains that its rendering of the estimated bills was consistent with the Commission's regulations.

By way of further response, the Complainant's electric service bill issued on March 27, 2023, was based on the Complainant's actual metered electric usage of 9,700 kWh from January 26, 2023, to March 27, 2023. The delay in billing and longer than normal billing period were due to the same data transfer issue experienced by the Company, described in detail above. The Complainant's bill issued April 26, 2023, was based on the actual metered electric usage of 2,709 kWh from March 27, 2023, to April 26, 2023. The Complainant's electric service bill issued May 25, 2023, was based on the actual metered electric usage of 2,363 kWh from April 26, 2023, to May 25, 2023. The Complainant's electric service bill issued June 26, 2023, was based on the

Remalay Exh. 1, page 13

actual metered electric usage of 2,191 kWh from May 25, 2023, to June 26, 2023. The Complainant's electric service bill issued July 26, 2023, was based on the actual metered electric usage of 2,474 kWh from June 26, 2023, to July 26, 2023.

It is admitted that the Complainant was enrolled in the Company's budget billing program between September 2019 and July 2023 and that the Company has had contact with the Complainant regarding the issues raised in the Complaint. The Complainant's characterizations of those contacts are denied. Specifically, it is denied that the Company refused to enroll the Complainant in the budget billing program "because of the large balance due." The Company has no records of its personnel ever having made such statement. Indeed, during several contacts with the Complainant between June 2023 and September 2023, the Company extended payment agreements to the Complainant to allow her to pay back the balance owed over time, which the Complainant declined. It is also denied that "there was [a] refusal on the part of the PPL to consider that perhaps there had been an error in readings" for February, March, April, and May 2023. As explained in detail above, the Complainant's electric service bill issued February 24, 2023, was higher than normal because it included unbilled usage from the December 2022 billing period. The Complainant's electric service bill issued March 27, 2023, was higher than normal because it spanned a 60-day billing period. During a contact with the Complainant on June 1, 2023, the Company explained the estimated bill and subsequent make-up bills issued to the Complainant and discussed her budget billing account.

It is admitted that the Complainant made a payment of \$299.00 on August 8, 2023, and a payment of \$50.00 on September 6, 2023. PPL Electric is without sufficient knowledge or information as to the Complainant's heating patterns during the winter months or whether she used Christmas lights during the holiday season and, therefore, denies the same. PPL Electric is also

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without sufficient knowledge or information as to whether the residents in the home “are on Social Security Disability with fixed monthly incomes,” use oxygen for medical reasons, or are in Hospice.

In further response, PPL Electric incorporates Paragraph 5, *supra*, as though fully set forth herein.

7. Paragraph 7 of the Complaint relates to Protection from Abuse orders, to which no responsive pleading is required.

8. Admitted. Specifically, it is admitted that the Complaint is an appeal of BCS Case No. 3927476.

In further response, PPL Electric incorporates Paragraph 5, *supra*, as though fully set forth herein.

9. Paragraph 9 of the Complaint relates to legal representation, to which no responsive pleading is required.

10. Paragraph 10 sets forth the verification and signature, to which no responsive pleading is required.

11. Paragraph 11 sets forth the instructions for filing the Complaint, to which no responsive pleading is required.

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WHEREFORE, PPL Electric Utilities Corporation respectfully requests that the Complaint of Laura Remaley be denied in its entirety and with prejudice.

Respectfully submitted,



Devin T. Ryan (ID # 316602)
Megan Rulli (ID # 331981)
Post & Schell, P.C.
17 North Second Street, 12th Floor
Harrisburg, PA 17101-1601
Phone: 717-731-1970
Fax: 717-731-1985
E-mail: dryan@postschell.com
mulli@postschell.com

Kimberly A. Klock (ID # 89716)
Michael J. Shafer (ID # 205681)
PPL Services Corporation
Two North Ninth Street
Allentown, PA 18101
Phone: 610-774-2599
Fax: 610-774-4102
E-mail: kklock@pplweb.com
mjshafer@pplweb.com

Date: October 19, 2023

Attorneys for PPL Electric Utilities Corporation

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VERIFICATION

I, DONNA E. WEBSTER, being a Lead CS Operations Specialist at PPL Electric Utilities Corporation, hereby state that the facts above set forth are true and correct to the best of my knowledge, information and belief and that I expect PPL Electric Utilities Corporation to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa.C.S. § 4904 relating to unsworn falsification to authorities.

October 19, 2023

Donna E Webster

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Commonwealth of Pennsylvania
Pennsylvania Public Utility Commission
Harrisburg, PA 17105-3265
EFILING - FILING DETAIL

Date Created	Filing Number
10/19/2023	2500514

Your filing has been electronically received. Upon review of the filing for conformity with the Commission's filing requirements, a notice will be issued acknowledging acceptance or rejection (with reason) of the filing. The matter will receive the attention of the Commission and you will be advised if any further action is required on your part.

The date filed on will be the current day if the filing occurs on a business day before or at 4:30 p.m. (EST). It will be the next business day if the filing occurs after 4:30 p.m. (EST) or on weekends or holidays.

Docket Number: F-2023-3043331

Case Description:

Transmission Date: 10/19/2023 3:57 PM

Filed On: 10/19/2023 3:57 PM

eFiling Confirmation Number: 2500514

File Name	Document Type	Upload Date
PPL - Remaley - Answer to Complaint.pdf	Answer to Formal Complaint	10/19/2023 3:57:14 PM

For filings exceeding 250 pages, the PUC is requiring that filers submit one paper copy to the Secretary's Bureau within three business days of submitting the electronic filing online. Please mail the paper copy along with copy of this confirmation page to Secretary, Pennsylvania Public Utility Commission, 400 North Street, Harrisburg PA 17120 a copy of the filing confirmation page or reference the filing confirmation number on the first page of the paper copy.

No paper submission is necessary for filings under 250 pages.

You can view a record of this filing and previous filings you have submitted to the PUC by using the links in the Filings menu at the top of the page. Filings that have been submitted within the last 30 days can be viewed by using the Recent Filings link. Older filings can be viewed by using the search options available in the Filing History link.

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Meter **301177260** Account **72048**



PPL Electric Utilities

We deliver.

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

Service to:
LAURA G REMALEY
291 E 14TH ST
BERWICK, PA 18603

Due Date	Amount Due
9/14/23	\$4,573.98

A one-time credit of \$15.78 has been applied to your bill. For a full explanation of this credit, visit ppllectric.com/billdetails.

Supply	\$260.95	Usage from Jul 26 - Aug 24	\$119.73	Delivery
PPL Electric Utilities 1-800-342-5775	Effective Date 12/9/20			PPL Electric Utilities



PPL Electric Utilities Price to Compare
Use this price when comparing supplier offers.

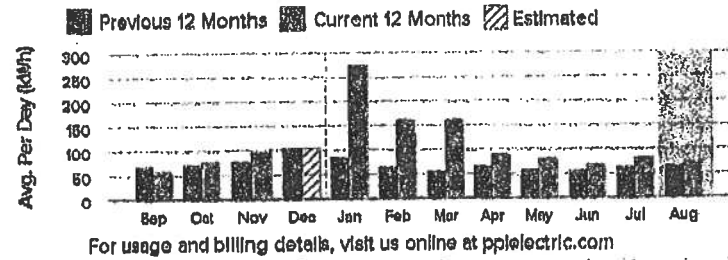
WANT TO SAVE?
Close blinds and curtains on south- and west-facing windows to block out summer sunlight.

SHOP FOR ELECTRICITY

Visit PAPowerSwitch.com or www.oca.state.pa.us if you're shopping, know your contract expiration date.
Account Number: **72048**
The price to compare is updated June 1st and December 1st.
Rate: RS. View schedule at ppllectric.com/rates

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Usage Summary



August

Electricity Usage (kWh)	Avg. Temperature	Avg. Daily Cost
+14%	-2°	+17%
1886 (2022) 2152 (2023)	73° (2022) 71° (2023)	\$11.19 (2022) \$13.13 (2023)

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Account 72048

Page 2

kWh Delivered (to Customer)			
Meter Number	Reading Date	Meter Reading	Kilowatt Hours
301177260	Aug 24	28498	2152
	Jul 26	26346	
Days Billed: 29		Avg. kWh/Day: 74	Total Delivered: 2152
Date Range	Annual Total Usage	Avg Monthly	
Sep 2022 - Aug 2023	47807 kWh	3984 kWh	

Next meter reading on or about: Sep 25, 2023.
 State taxes this bill: About \$44.36, PA Gross Receipts Tax: About \$269.86.

Billing Summary

Previous Balance	\$4,508.08
Payment Received Aug 8, 2023 - Thank You!	-\$299.00
Balance as of Aug 24, 2023	\$4,193.30
Total Supply Charges	\$260.95
Total Delivery Charges	\$119.73
Amount Due By 9/14/23	\$4,573.98
Account Balance	\$4,573.98

Supply Details

Generation & Transmission Charges for Jul 26-Aug 24	
Transmission Charge: 2,152 kWh at 2.357¢ per kWh	50.72
Generation Charge: Capacity and Energy 2,152 kWh at 9.769¢ per kWh	210.23
Total PPL Electric Utilities Charges	\$260.95

For questions on these charges, please contact this supplier at:



1-800-342-5775



PPL Electric Utilities
 Customer Services
 827 Hausman Rd
 Allentown, PA 18104-9392

Delivery Details

Distribution Charges	
Residential Rate: R6 for Jul 26 - Aug 24	
Customer Charge	15.82
2,152 kWh at 4.9155¢ per kWh	105.78
Tax Cut and Jobs Act Credit at -8.23%	-7.42
System Improvement Charge at 5.00%	5.71
PA Tax Adj Surcharge at -0.134%	-0.16
Total Delivery Charges	\$119.73

Understanding Your Bill

- Act 12B Compliance Rider** - Monthly charge to recover costs for energy efficiency and conservation programs approved by the PUC.
- Customer Charge** - The basic service charge to partially cover costs for billing, meter reading, equipment and service line maintenance. If you select a new supplier, the name, address and telephone number for both your distribution and supplier company will appear on your bill.
- Distribution Charge (Delivery)** - Part of the basic service charges on every customer's bill for delivering electricity from the electric distribution company to your home or business. The distribution charge is regulated by the Public Utility Commission. This charge will vary according to how much electricity you use.
- Generation Charge (Supply)** - Part of the basic service charges on every customer's bill for producing electricity. Generation service is competitively priced and is not regulated by the Public Utility Commission. This charge depends on the contract between the customer and the supplier.
- Kilowatt-hour (kWh)** - The basic unit of electric energy for which most customers are charged in cents per kilowatt-hour. A kilowatt-hour is the equivalent of using ten 100-watt light bulbs for one hour.
- kWh Delivered** - The amount of electricity we delivered to you for your use.
- Storm Damage Expense Rider** - Monthly charge to recover certain costs to make repairs after major storms.
- System Improvement Charge** - Monthly charge to recover costs for improving, repairing and replacing equipment that delivers electricity to your home or business.
- Smart Meter Rider** - Monthly charge to recover costs associated with the smart meter programs approved by the PUC.
- State Tax Adjustment Surcharge** - Monthly charge or credit to reflect changes in

General Information: Generation prices and charges are set by the electric generation supplier you have chosen. The Public Utility Commission regulates distribution rates and services. The Federal Energy Regulatory Commission regulates transmission prices and services.

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Account Number	Due Date	Amount Due
██████████-72048	9/14/23	\$4,573.98

Understanding Your Bill - Continued

Transmission Charge - Part of the basic service charges on every customer's bill for transporting electricity from the source of supply to the electric distribution company. The Federal Energy Regulatory Commission regulates retail transmission prices and services. This charge will vary with your source of supply.

Tax Cut and Jobs Act Credit - Monthly adjustment for federal tax changes.

Type(s) of Meter Readings:
Actual - Measures your monthly electricity use based on an actual reading.
Estimated - Determines your monthly electricity use based on the weather and your past usage.

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BCS: 3927476
PPL UTILITIES

Must be returned by SEPTEMBER 25, 2023

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint

Filing this form begins a legal proceeding and you will be a party to the case. If you do not wish to be a party to the case, consider filing an informal complaint.

Amx 9.23.23
ly

To complete this form, please type or print legibly in ink.

1. Customer (Complainant) Information

Provide your name, mailing address, county, telephone number(s), email address and utility account number. It is your responsibility to update the Commission with any changes to your address and to where you want documents mailed to you.

Name LAURA REMALEY
Street/P.O. Box 231 E. 14th ST. Apt #
City BERNICK State PA Zip 18603
County Columbia

Telephone Number(s) Where We Can Contact You During the Day (required):

() JAMES (home) (570) 490-2541 (mobile)

Email Address (required): laurie.getty@compassus.com

Utility Account Number (from your bill) [redacted] - 72048

If your complaint involves utility service provided to a different address or in a different name than your mailing address, please list this information below.

Name [redacted]

Street/P.O. Box

City State Zip

2. Methods of Communication by the Commission

You have three options on how you would like to receive all communication from the Commission about your Complaint. By selecting one of the following three options, you are agreeing to receive all hearing notices, orders, and related documents about your Complaint in the manner selected.

Select one of the following options for receiving all communications from the Commission:

- a. eFiling; You agree to open and use an eFiling account – free of charge through the Commission's website. By selecting this method you will be eServed. (This is the best way to receive, file, and submit documents).

Initial here if you are selecting eFiling: _____
(And create an eFiling account at <http://www.puc.pa.gov/efiling/default.aspx>)

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b. **Email:** You agree to receive all documents by email (using the email you provided on page 1). Please note that you will only be able to receive documents from the Commission by email and will not be able to file documents by Email or Fax. To submit documents to the Commission you must create an eFiling account accessed at <http://www.puc.pa.gov/efiling/default.aspx> or mail your submissions.

Initial here if you are selecting Email service: _____

c. **First Class Mail:** You agree to be served only by First Class Mail (at the address on page 1 of this form).

Initial here if you are selecting First Class Mail service: LGR

***If you do not select one of the three options above, the Commission will serve all documents to you by First Class Mail at the address listed on page 1 of this form.**

3. **Name of Utility or Company (Respondent)**

Provide the full name of the utility or company about which you are complaining. The name of your utility or company is on your bill.

PPL

4. **Type of Utility Service**

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- Electric
- Gas
- Water
- Wastewater/Sewer
- Storm Water
- Steam Heat
- Motor Carrier (taxi, moving co., limo)
- Telephone/Telecommunications (local, long distance)

5. **Reason for Complaint**

What kind of problem are you having with the utility or company? Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. **Your complaint may be dismissed without a hearing if you do not provide specific information.**

- The utility is threatening to shut off my service or has already shut off my service.
- I would like a payment agreement.
- Incorrect charges are on my bill. Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if you have it/them.
- I am having a reliability, safety or quality problem with my utility service. Explain the problem, including dates, times or places and any other relevant details that may be important.
- Other (explain).

Note: If your complaint is only about removing or modifying a municipal lien filed by the City of Philadelphia, the Public Utility Commission (PUC) cannot address it. Only local courts in Philadelphia County can address this type of complaint. The PUC can address a complaint about service or incorrect billing even if that amount is subject to a lien.

In addition, the PUC generally does not handle complaints about cell phone or Internet service, but may be able to resolve a dispute regarding voice communications over the Internet (including the inability to make voice 911/E911 emergency calls) or concerns about high-speed access to Internet service.

6. Requested Relief

Remedy Exh. 1, page 23

How do you want your complaint to be resolved? Explain what you want the PUC to order the utility or company to do. Use additional paper if you need more space.

*I want an accurate bill with accurate charges
and to be placed on a budget plan that I
can afford ^{in the} ~~in the~~ future. Because of the inconsistent
charges on these two bills for Jan. 23 - May 23
I want all of these charges removed. There
is no way to determine what the actual real
readings were - anything charged for these
months now would be simply guesses. Remove
any threat to turn off the electricity to my
home*

Note: The PUC can decide that a customer was not billed correctly and can order billing refunds. The PUC can also fine a utility or company for not following rules and can order a utility or company to correct a problem with your service. Under state law, the PUC cannot decide whether a utility or company should pay customers for loss or damages. Damage claims may be sought in an appropriate civil court.

7. Protection From Abuse (PFA)/ Domestic Violence

Has a court granted you a "Protection From Abuse" order or any other order which provides clear evidence of domestic violence against you that is currently in effect for your personal safety or welfare? The PUC needs this information to properly process your complaint so that your identity is not made public.

Note: You must answer this question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility AND your complaint is about a problem involving billing, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

Has a court granted a "Protection From Abuse" order or any other order for your personal safety or welfare?

YES

NO

If your answer to the above question is "yes," attach a copy of the current Protection From Abuse order to this Formal Complaint form.

Remalay Sch. 1, page 24

8. Prior Utility Contact

a. Is this an appeal from a decision of the PUC's Bureau of Consumer Services (BCS)?
YES NO

Note: If you answered yes, move to Section 9. No further contact with the utility or company is required. If you answered no, answer the question in Section 8 b. and answer the question in Section 8 c. if relevant.

b. If this is not an appeal from a BCS decision, have you spoken to a utility or company representative about this complaint?
YES NO

Note: You must contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water utility AND (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why.

c. If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why.

Note: Even if you are not required to contact the utility or company, you should always try to speak to a utility or company representative about your problem before you file a Formal Complaint with the PUC.

9. Legal Representation

If you are filing a Formal Complaint as an individual on your own behalf, you are not required to have a lawyer. You may represent yourself at the hearing.

If you are already represented by a lawyer in this matter, provide your lawyer's name, address, telephone number, and email address, (all required contact information). Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name _____

Street/P.O. Box _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

E-mail Address _____

Note: Corporations, associations, partnerships, limited liability companies and political subdivisions are required to have a lawyer represent them at a hearing and to file any motions, answers, briefs or other legal pleadings.

Remaley Exh. 1, page 25

10. **Verification and Signature**

You must sign your complaint. Individuals filing a Formal Complaint **must** print or type their name on the line provided in the verification paragraph below and **must** sign and date this form in **ink**. If you do not sign the Formal Complaint, the PUC **will not accept it**.

Verification:

I Laura Remaley, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Laura Remaley
(Signature of Complainant)

9/21/23
(Date)

Title of authorized employee or officer (only applicable to corporations, associations, partnerships, limited liability companies or political subdivisions)

Note: If the Complainant is a corporation, association, partnership, limited liability company or political subdivision, the verification **must** be signed by an authorized officer or authorized employee. If the Formal Complaint is **not signed** by one of these individuals, the PUC **will not accept it**.

11. **How to File Your Formal Complaint**

Electronically. You must create an account on the PUC's eFiling system, which may be accessed at <http://www.puc.pa.gov/efiling/default.aspx>.

Mail. Mail the completed form with your original signature and any attachments, by certified mail, priority mail, or overnight delivery to this address and retain the tracking information as proof of submission:

Secretary
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, Pennsylvania 17120

If you are appealing a BCS decision: follow the directions in the cover letter you received from the Secretary's Bureau with the formal complaint form. **ONLY** Formal complaints appealing a BCS decision can be filed by fax, email or overnight delivery to meet filing deadlines. **All other formal complaints MUST be efiled or mailed.**

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

Keep a copy of your Formal Complaint for your records. Please know that your complaint form and the utility's answer will not be published to the PUC's website. Once your complaint case moves to the Office of Administrative Law Judge, any filings you make should be marked confidential if you do not want them published to the website.

Remaley Exh. 1, page 26

Commonwealth of Pennsylvania
Pennsylvania public Utility Commission
Bureau of Consumer Services
400 North Street, Harrisburg, PA 17120

RE: BCS No 3927476

From: Laura Remaley
231 E. 14th Street
Berwick, PA 18603
Utility Account Number [redacted]-72048 PPL Electric

On 8/8/2023, I received a letter because the Public Utility Commission had completed its investigation into my formal complaint. The original complaint involved PPL Electric and their billing practices. Despite calling them to ask them to explain the July Bill and spike in usage for the months of February, March, April, May 2023 there was refusal on the part of the PPL to consider that perhaps there had been an error in readings for those months. When looking at my bill there is no prior history on my bill nor my future billing for the month of June to explain that drastic increase. The winter months were milder this year and heating was not excessively used. Even in December when Christmas lighting etc. was used the bill was noted for only a slight increase in usage. At the time of my call, I asked to be put back on the budget plan that has worked in the past for keeping current on my bill and was told that alternative was not available for me because of the large balance due. When that bill arrived, there was no way to explain the panic and the threat of turning off the electricity in the home.

I did pay \$200 on the bill in July and in August I paid \$50. There has been no change in the household. There are 5 people living in the home. All are on Social Security Disability with fixed monthly incomes. Each pays a portion of their monthly check toward the cost of bills for the home. This system has always worked in the past to keep current when possible. There are two people in the home that use oxygen and currently there is one family member, 47 years of age, in Hospice. Turning off the electricity to the home would leave homeless people with great needs.

I want to have a hearing to explain my worry and to have someone look at the attached bills. The two most recent bills are not the same when it comes to usage. One bill does not even have January 2023 listed and when it is listed on the second bill this also is high. The usage indicated for the months of January through August show up differently on these bills. If in fact the meter was read for those months and recorded, should they not at least match up (even closely) with all future billing?

Thank you very much for looking at this situation so a reasonable plan can be made to continue to pay past and present due amounts with confidence the readings that are provided on the billing are more reflective of our use at home. I want to do what I can, so the electricity is not shut off to the home.

Laura Remaley *Laura Remaley*

9, 20, 23

*LAURIE GETTY, LSW SOCIAL WORKER
Compassus Hospice
575 Montauk Blvd
Bloomsburg, PA 17815*

laurie.getty@Compassus.com

Office: 570-245-6800

Laurie Getty, LSW



Service to:
LAURA G REMALEY
231 E 14TH ST
BERWICK, PA 18603

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

*Remaley Exh. 1
page 27*

Meter 301177260	Account 72048
Due Date	Amount Due
9/14/23	\$4,573.98

A one-time credit of \$15.78 has been applied to your bill. For a full explanation of this credit, visit pplelectric.com/billdetails.

Supply \$260.95

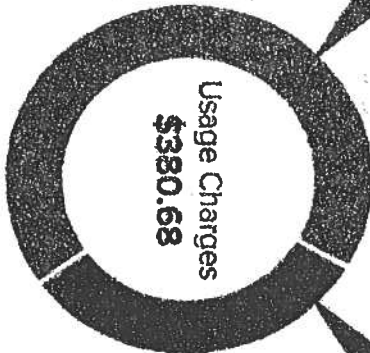
PPL Electric Utilities
1-800-342-5775
Effective Date 12/9/20

Usage from Jul 26 - Aug 24

Delivery \$119.73

PPL Electric Utilities

PPL Electric Utilities Price to Compare
Use this price when comparing supplier offers.



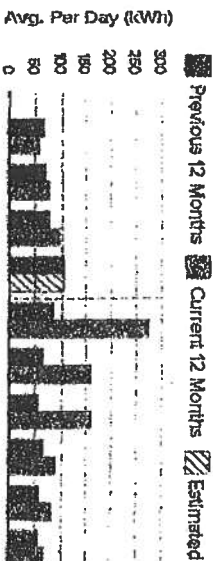
WANT TO SAVE?
Close blinds and curtains on south- and west-facing windows to block out summer sunlight.

041600 1/2

SHOP FOR ELECTRICITY

Visit PAPowerSwitch.com or www.oca.state.pa.us
If you're shopping, know your contract expiration date.
Account Number: 33580-72048
The price to compare is updated June 1st and December 1st.
Rate: RS. View schedule at pplelectric.com/rates

Usage Summary



August

Electricity Usage (kWh)	Avg. Temperature	Avg. Daily Cost
2022: 9866	73°	\$11.19
2023: 2152	-2°	\$13.13
+14%		
-2°		
+17%		

These two bills do not match - The meter did not change by itself.

** 50.00 paid on this bill.*

Remedy Exh. 1, page 28

KWh Delivered (to Customer)		
30117260	Aug 24	28498
	Jul 26	26346
Days Billed: 29		Avg. KWh/Day: 74
		Total Delivered: 2152
Date Range	Annual Total Usage	Avg Monthly
Sep 2022 - Aug 2023	47807 KWh	3984 KWh

Next meter reading on or about: Sep 25, 2023.
State taxes this bill: About \$44.36, PA Gross Receipts Tax: About \$269.86.

Supply Details

Generation & Transmission Charges for Jul 26-Aug 24	
Transmission Charge:	50.72
2,152 KWh at 2.357¢ per KWh	
Generation Charge:	210.23
Capacity and Energy	
2,152 KWh at 9.769¢ per KWh	
Total PPL Electric Utilities Charges	\$260.95

For questions on these charges, please contact this supplier at:

1-800-342-5775

PPL Electric Utilities
Customer Services
827 Hausman Rd
Allentown, PA 18104-9392

General Information: Generation prices and charges are set by the electric generation supplier you have chosen. The Public Utility Commission regulates distribution rates and services. The Federal Energy Regulatory Commission regulates transmission prices and services.

Account	2048	Page 2
Previous Balance	\$4,508.08	
Payment Received Aug 8, 2023 - Thank You!	-\$299.00	
Balance as of Aug 24, 2023	\$4,153.30	
Total Supply Charges	\$260.95	
Total Delivery Charges	\$119.73	
Amount Due By 9/14/23	\$4,573.98	
Account Balance	\$4,573.98	

Delivery Details

Distribution Charges	
Residential Rate: RS for Jul 26 - Aug 24	15.82
Customer Charge	105.78
2,152 KWh at 4.9155¢ per KWh	-7.42
Tax Cut and Jobs Act Credit at -8.23%	5.71
System Improvement Charge at 5.00%	-0.16
PA Tax Adj Surcharge at -0.134%	
Total Delivery Charges	\$119.73

Act 129 Compliance Rider - Monthly charge to recover costs for energy efficiency and conservation programs approved by the PUC.

Customer Charge - The basic service charge to partially cover costs for billing, meter reading, equipment and service line maintenance, if you select a new supplier, the name, address and telephone number for both your distribution and supplier company will appear on your bill.

Distribution Charge (Delivery) - Part of the basic service charges on every customer's bill for delivering electricity from the electric distribution company to your home or business. The distribution charge is regulated by the Public Utility Commission. This charge will vary according to how much electricity you use.

Generation Charge (Supply) - Part of the basic service charges on every customer's bill for producing electricity. Generation service is competitively priced and is not regulated by the Public Utility Commission. This charge depends on the contract between the customer and the supplier.

Kilowatt-hour (KWh) - The basic unit of electric energy for which most customers are charged in cents per kilowatt-hour. A kilowatt-hour is the equivalent of using ten 100-watt light bulbs for one hour.

KWh Delivered - The amount of electricity we delivered to you for your use.

Storm Damage Expense Rider - Monthly charge to recover certain costs to make repairs after major storms.

System Improvement Charge - Monthly charge to recover costs for improving, repairing and replacing equipment that delivers electricity to your home or business.

Smart Meter Rider - Monthly charge to recover costs associated with the smart meter programs approved by the PUC.

State Tax Adjustment Surcharge - Monthly charge or credit to reflect changes in



*Remedy Ex. 1,
Page 29*

Account Number	Due Date	Amount Due
██████████72048	9/14/23	\$4,573.98

Understanding Your Bill - Continued

Transmission Charge - Part of the basic service charges on every customer's bill for transporting electricity from the source of supply to the electric distribution company. The Federal Energy Regulatory Commission regulates retail transmission prices and services. This charge will vary with your source of supply.

Tax Cut and Jobs Act Credit - Monthly adjustment for federal tax changes.

Type(s) of Meter Readings:

- Actual** - Measures your monthly electricity use based on an actual reading.
- Estimated** - Determines your monthly electricity use based on the weather and your past usage.

04150822

04150822

Remaley Ext. 1, page 30



PPL Electric Utilities

We deliver.

1-800-342-5775

For hours of operation and to pay/manage your account, visit pplelectric.com.

Meter 301177260

Account **72048**

Due Date

Amount Due

7/17/23

\$3,838.43

Service to:

LAURA G REMALEY
231 E 14TH ST
BERWICK, PA 18603

Billing Details on Back

Because you are on Budget Billing, your amount due does not equal your Usage Charges.

Supply

\$275.90

Usage from May 25 - Jun 26

\$115.02

Delivery

PPL Electric Utilities
1-800-342-5775

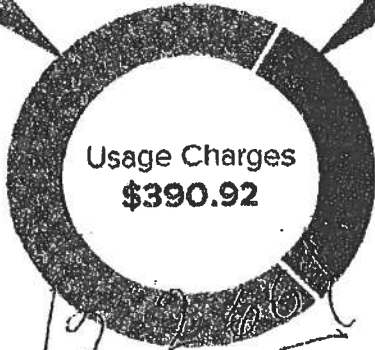
Effective Date
12/9/20

PPL Electric Utilities

PPL Electric Utilities Price to Compare

10/12/26

Use this price when comparing supplier offers.



Usage Charges
\$390.92

Budget Plan Summary

To date, you are 1 months into your 12-month Budget Billing Plan and have used \$214.08 less than your monthly Budget Plan Amounts.

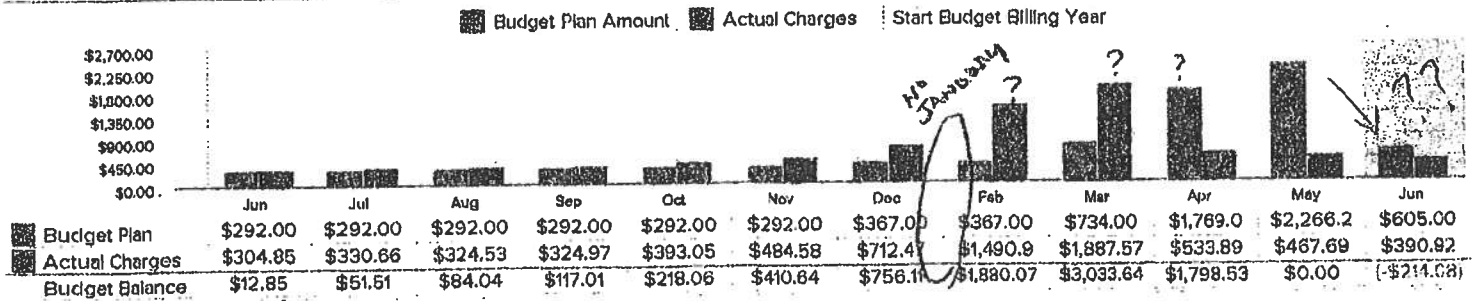
Budget Plan Amount: \$605.00
Your Budget Bill balance is ahead: -\$214.08
Next Budget Review: August 2023
Budget Plan Year Ends: May 2024

Continued on back

SHOP FOR ELECTRICITY

Visit PAPowerSwitch.com or www.oca.state.pa.us if you're shopping, know your contract expiration date. Account Number: **72048**
The price to compare is updated June 1st and December 1st. Rate: RS. View schedule at pplelectric.com/rates

Monthly Budget Plan vs. Actual Charges



About this graph: A green budget balance means you've used less than your budget. Black means you've used more. Your plan is reviewed every 3 months.

Questions/concerns? Contact us by 7/17/23

1-800-342-5775

Visit pplelectric.com for hours of operation.

Correspondence to:

PPL Customer Service

827 Hausman Road

Allentown, PA 18104-9392



PPL Electric Utilities

Account Number	Due Date	Amount Due
72048	7/17/23	\$3,838.43

Amount Enclosed:

□ □ □ □ □ □ □ □

AV 01 043196 23548H135 D**5DGT



LAURA G REMALEY
231 E 14TH ST
BERWICK, PA 18603-2113

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



200.00 Paid on this bill.

1 0400038384340003838431 9359072048

Remedy Ex. 1, page 31

Budget Plan Summary - Continued

Budget Plan Settlement Total: \$497.22
 Settlement Balance Remaining: \$455.79
 Installment (1 of 12) \$41.43

kWh Delivered (to Customer)			
Meter Number	Reading Date	Meter Reading	Kilowatt Hours
301177260	Jun 26	23872	2191
	May 25	21681	
Days Billed: 32		Avg. kWh/Day: 68	Total Delivered: 2191
Date Range		Annual Total Usage	Avg Monthly
Jul 2022 - Jun 2023		46923 kWh	3910 kWh

Next meter reading on or about: Jul 26, 2023.
 State taxes this bill: About \$36.83. PA Gross Receipts Tax: About \$224.02.

June

Electricity Usage (kWh)	Avg. Temperature	Avg. Daily Cost	
+20%	-3°	+28%	
	69°	66°	\$9.53 \$12.22
2022 2023	2022 2023	2022 2023	

Supply Details

Generation & Transmission Charges for May 25-Jun 26	
Transmission Charge: 2,191 kWh at 2.3493¢ per kWh	51.47
Generation Charge: Capacity and Energy 2,191 kWh at 10.2428¢ per kWh	224.43
Total PPL Electric Utilities Charges	\$275.90

Continued on next page

Billing Summary

Previous Balance	\$3,537.00
Payment Received Jun 6, 2023 - Thank You!	-\$345.00
Balance as of Jun 26, 2023	\$3,192.00
Budget Plan Amount	\$605.00
Total Supply Charges	\$275.90
Total Delivery Charges	\$115.02
Other Charges	
Budget Settlement Installment Amount	\$41.43
Total Other Charges	\$41.43
Amount Due By 7/17/23	\$3,838.43
Account Balance	\$3,838.43

Delivery Details

Distribution Charges	
Residential Rate: RS for May 25 - Jun 26	
Customer Charge	15.86
2,191 kWh at 4.6259¢ per kWh	101.36
Tax Cut and Jobs Act Credit at -8.23%	-7.53
System Improvement Charge at 5.00%	5.48
PA Tax Adj Surcharge at -0.134%	-0.15
Total Delivery Charges	\$115.02

Remedy Exh. 1, page 32



PPL Electric Utilities

Account Number	Due Date	Amount Due
[REDACTED] 72048	7/17/23	\$3,838.43

Supply Details - Continued

For questions on these charges, please contact this supplier at:



1-800-342-5775



PPL Electric Utilities
Customer Services
827 Hausman Rd
Allentown, PA 18104-9392

General Information: Generation prices and charges are set by the electric generation supplier you have chosen. The Public Utility Commission regulates distribution rates and services. The Federal Energy Regulatory Commission regulates transmission prices and services.

Understanding Your Bill

- Act 129 Compliance Rider** - Monthly charge to recover costs for energy efficiency and conservation programs approved by the PUC.
 - Budget Billing** - Most suppliers offer budget billing, which allows you to pay a fixed amount each month. Budget billing averages bills out over 12 months, so each monthly bill will be the same amount until the total bill is paid. The company may adjust the bill four times a year, up or down, depending on the customer's use. Residential customers may contact their electric utility and/or supplier and request budget billing at any time.
 - Customer Charge** - The basic service charge to partially cover costs for billing, meter reading, equipment and service line maintenance. If you select a new supplier, the name, address and telephone number for both your distribution and supplier company will appear on your bill.
 - Distribution Charge (Delivery)** - Part of the basic service charges on every customer's bill for delivering electricity from the electric distribution company to your home or business. The distribution charge is regulated by the Public Utility Commission. This charge will vary according to how much electricity you use.
 - Generation Charge (Supply)** - Part of the basic service charges on every customer's bill for producing electricity. Generation service is competitively priced and is not regulated by the Public Utility Commission. This charge depends on the contract between the customer and the supplier.
 - Kilowatt-hour (kWh)** - The basic unit of electric energy for which most customers are charged in cents per kilowatt-hour. A kilowatt-hour is the equivalent of using ten 100-watt light bulbs for one hour.
 - kWh Delivered** - The amount of electricity we delivered to you for your use.
 - Storm Damage Expense Rider** - Monthly charge to recover certain costs to make repairs after major storms.
 - System Improvement Charge** - Monthly charge to recover costs for improving, repairing and replacing equipment that delivers electricity to your home or business.
 - Smart Meter Rider** - Monthly charge to recover costs associated with the smart meter programs approved by the PUC.
 - State Tax Adjustment Surcharge** - Monthly charge or credit to reflect changes in various state taxes. The surcharge may vary by bill component.
 - Transmission Charge** - Part of the basic service charges on every customer's bill for transporting electricity from the source of supply to the electric distribution company. The Federal Energy Regulatory Commission regulates retail transmission prices and services. This charge will vary with your source of supply.
 - Tax Cut and Jobs Act Credit** - Monthly adjustment for federal tax changes.
- Type(s) of Meter Readings:**
Actual - Measures your monthly electricity use based on an actual reading.
Estimated - Determines your monthly electricity use based on the weather and your past usage.

043166 2/2



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

*Remaley Exh.
 page 33*

8/8/2023

BCS No: 3927476

Laura Remaley
 231 E 14th St
 Berwick PA 18603

The Public Utility Commission has completed its investigation into your informal complaint. Our decision is attached. We sent a copy of this decision information to your utility company. **You and the company must both follow this decision.** You must make all of the payments required by this decision. If you do not make these payments the utility company has the right to shut off your utility service. Do not mail your payments to the Public Utility Commission. Mail your payments directly to your company.

If you do not agree with this decision you can appeal it by filing a formal complaint. Your appeal may not result in a lower payment agreement. The enclosed payment agreement is based on your income. The income guidelines are set by State and Federal laws. The Administrative Law Judge (ALJ) that would review your appeal will use those same guidelines.

You do not need a lawyer to file an appeal. If you intend to appeal, complete and return the attached Notification of Intent to Appeal within 20 days of the date on the form. The Commission will then mail you formal complaint forms. When you complete and return the formal complaint forms to the Secretary of the Commission, your appeal begins. The Commission will assign your complaint to the Office of Administrative Law Judge and you will be contacted about a hearing.

Both you and the company may appeal this decision. If no one appeals, the decision will become final 20 days after the date of this letter.

If you have any questions about this decision or the appeal process, please call us at 1-800-692-7380.

Sincerely,

BUREAU OF CONSUMER SERVICE
 Investigator

Notification of Intent to Appeal BCS Decision and Request for Formal Complaint Forms

Remaley Exh. 1, page 34

Send this ONLY if you want to appeal this informal decision.

If you intend to appeal this decision, you must return this form to the Secretary of the Commission by 8/28/2023. (You MUST meet this filing deadline).

This form is NOT your Formal Complaint form. The formal complaint form will be sent to you when the Secretary's Office receives this document. (This form is your intent to appeal).

- Your appeal begins when your signed and dated formal complaint form is received by the Secretary, who will then serve your formal complaint on the utility. (Please know the utility may also appeal the BCS decision).
The utility must file an Answer to your complaint and they must send you a copy. The Complaint and Answer is then sent to the Office of Administrative Law Judge to schedule a hearing and assign a Judge to your case.
The Judge will then send you directions to follow as your complaint proceeds through the process.
You do not need a lawyer to file an appeal or a formal complaint.
You must attend the hearing and offer evidence to prove your complaint has merit. Hearings may be held in person or by telephone.

Even if you appeal the informal decision, you must continue to pay current bills and undisputed charges from your utility. Failure to pay your current bill and undisputed charges could result in the termination of your utility service.

[X] Yes, I want to appeal this decision.

Customer name and address: (Please correct any mistakes)

Laura Remaley
231 E 14th St
Berwick PA 18603

570-204-6136
(Area Code) Telephone Number

Laura G Remaley
Signature

See Above
(Cell Phone Number)

Permission to Text: Yes: ___ No: X

BCS: 3927476
Company: PPL Utilities

Date of Mailing: 8/8/2023
Filing Due Date: 8/28/2023 (You MUST meet this deadline).

Send this completed appeal form one of three ways:

- Mail by overnight delivery to (deposit date preserves your filing date): Secretary - Pennsylvania Public Utility Commission, Commonwealth Keystone Building, 2nd Floor, 400 North Street, Harrisburg, PA 17120. (Note: if you send by regular mail, you risk not meeting the filing deadline).
2. Email to: RA-PCAppeals@pa.gov
3. Fax to: 717-266-8273

PPL ELECTRIC

Exhibit 1

*** Account Information ***

*** Current Account Status ***

Account Number:
 Mail To: LAURA G REMALEY
 231 E 14TH ST
 BERWICK PA 18603
 Requested By: LAURA G REMALEY
 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
12/30/2019	BUDGET BILLING		\$272.00								
12/30/2019	Regular Bill	01/21	\$561.80	\$289.80	\$356.84	\$-320.59	1029/0000	22106A	32	2139	
01/07/2020	Payment		\$-287.00								
01/28/2020	BUDGET BILLING		\$272.00								
01/28/2020	Regular Bill	02/18	\$546.80	\$274.80	\$239.06	\$-353.53	0615/0000	24037A	31	1081	
02/05/2020	Payment		\$-287.00								
02/28/2020	BUDGET BILLING		\$272.00								
02/28/2020	Regular Bill	03/23	\$531.80	\$259.80	\$301.95	\$-323.58	0934/0000	25840A	30	1803	
03/05/2020	Payment		\$-287.00								
03/30/2020	BUDGET BILLING		\$154.00								
03/30/2020	Regular Bill	04/20	\$398.80	\$244.80	\$262.98	\$-214.60	0699/0000	27314A	29	1474	
04/07/2020	Payment		\$-169.00								
04/29/2020	BUDGET BILLING		\$154.00								
04/29/2020	Regular Bill	05/20	\$383.80	\$229.80	\$297.66	\$-70.94	0610/0000	28922A	32	1608	
05/07/2020	Payment		\$-169.00								
05/28/2020	Special Agreement		\$-61.91								
05/28/2020	BUDGET BILLING		\$215.91								
05/28/2020	Regular Bill	06/18	\$368.80	\$214.80	\$286.85		0285/0029	30469A	30	1547	
06/05/2020	Payment		\$-169.00								
06/26/2020	BUDGET BILLING		\$319.00								
06/26/2020	SPECIAL AGREEMENT - BB SETTLE		\$15.47								
06/26/2020	Regular Bill	07/20	\$534.27	\$199.80	\$328.77	\$9.77	0028/0156	32262A	29	1793	
07/07/2020	Payment		\$-350.00								
07/29/2020	BUDGET BILLING		\$319.00								
07/29/2020	SPECIAL AGREEMENT - BB SETTLE		\$15.47								
07/29/2020	Regular Bill	08/19	\$518.74	\$184.27	\$485.99	\$176.76	0000/0370	34947A	32	2685	
08/10/2020	Payment		\$-350.00								
08/27/2020	BUDGET BILLING		\$319.00								
08/27/2020	SPECIAL AGREEMENT - BB SETTLE		\$15.47								
08/27/2020	Regular Bill	09/17	\$503.21	\$168.74	\$424.64	\$282.40	0000/0319	37285A	30	2338	
09/08/2020	Payment		\$-349.00								

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	BILLED KW
09/28/2020	BUDGET BILLING		\$319.00							
09/28/2020	SPECIAL AGREEMENT - BB SETTLE		\$15.50							
09/28/2020	Regular Bill	10/19	\$488.71	\$154.21	\$364.39	\$327.79	0087/0120	39282A	30	1997
10/06/2020	Payment		\$-489.00							
10/28/2020	BUDGET BILLING		\$319.00							
10/28/2020	Regular Bill	11/18	\$318.71		\$380.51	\$389.30	0289/0018	41371A	32	2089
11/05/2020	Payment		\$-32.00							
11/30/2020	BUDGET BILLING		\$319.00							
11/30/2020	Regular Bill	12/21	\$605.71	\$286.71	\$318.64	\$388.94	0598/0000	43110A	29	1739
12/07/2020	Payment		\$-300.00							
12/30/2020	BUDGET BILLING		\$356.00							
12/30/2020	Regular Bill	01/20	\$661.71	\$305.71	\$322.13	\$355.07	0692/0000	45516A	34	1519
01/08/2021	Payment		\$-662.00							
01/28/2021	BUDGET BILLING		\$356.00							
01/28/2021	Regular Bill	02/18	\$355.71		\$254.97	\$254.04	1024/0000	47606A	30	2090
02/08/2021	Payment		\$-355.71							
03/01/2021	BUDGET BILLING		\$356.00							
03/01/2021	Regular Bill	03/22	\$356.00		\$288.09	\$186.13	1212/0000	49987A	32	2381
03/08/2021	Payment		\$-356.00							
03/30/2021	BUDGET BILLING		\$345.00							
03/30/2021	Regular Bill	04/20	\$345.00		\$255.40	\$96.53	0686/0000	52081A	29	2094
04/13/2021	Payment		\$-345.00							
04/29/2021	BUDGET BILLING		\$345.00							
04/29/2021	Regular Bill	05/20	\$345.00		\$251.25	\$2.78	0425/0003	54130A	30	2049
05/05/2021	Payment		\$-345.00							
05/28/2021	BUDGET BILLING		\$252.94							
05/28/2021	Regular Bill	06/21	\$252.94		\$250.16		0200/0055	56169A	29	2039
06/09/2021	Payment		\$-253.00							
06/29/2021	BUDGET BILLING		\$327.00							
06/29/2021	Regular Bill	07/20	\$326.94		\$296.01	\$-30.99	0058/0191	58565A	32	2396
07/06/2021	Payment		\$-326.94							
07/29/2021	BUDGET BILLING		\$327.00							
07/29/2021	Regular Bill	08/19	\$327.00		\$302.34	\$-55.65	0000/0268	61013A	30	2448
08/06/2021	Payment		\$-327.00							

Bill Account: [REDACTED]

Account Activity Statement

Date: 12/10/23

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DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
08/27/2021	Budget Bill Int Only		\$-0.01								
08/27/2021	BUDGET BILLING		\$327.00								
08/27/2021	Regular Bill	09/20	\$326.99		\$274.56	\$-108.09	0000/0261	63222A	29		2209
09/08/2021	Payment		\$-327.00								
09/28/2021	Budget Bill Int Only		\$-0.01								
09/28/2021	BUDGET BILLING		\$286.00								
09/28/2021	Regular Bill	10/19	\$285.98		\$272.11	\$-121.98	0036/0115	65410A	32		2188
10/06/2021	Payment		\$-285.98								
10/27/2021	Budget Bill Int Only		\$-0.01								
10/27/2021	BUDGET BILLING		\$286.00								
10/27/2021	Regular Bill	11/17	\$285.99		\$250.98	\$-157.00	0174/0016	67427A	29		2017
11/05/2021	Payment		\$-285.99								
11/29/2021	Budget Bill Int Only		\$-0.02								
11/29/2021	BUDGET BILLING		\$286.00								
11/29/2021	Regular Bill	12/20	\$285.98		\$315.91	\$-127.09	0782/0000	70003A	33		2576
12/07/2021	Payment		\$-285.98								
12/30/2021	Budget Bill Int Only		\$-0.01								
12/30/2021	BUDGET BILLING		\$249.00								
12/30/2021	Regular Bill	01/24	\$248.99		\$439.42	\$63.33	0856/0000	73132A	30		3129
01/06/2022	Payment		\$-248.00								
01/28/2022	BUDGET BILLING		\$249.00								
01/28/2022	Regular Bill	02/22	\$249.99	\$0.99	\$348.43	\$162.76	1185/0000	75684A	30		2552
02/01/2022	Late Payment Charge		\$0.01								
02/08/2022	Payment		\$-249.99								
02/28/2022	BUDGET BILLING		\$249.00								
02/28/2022	Regular Bill	03/21	\$249.01		\$279.05	\$192.81	1142/0000	77710A	31		2026
03/09/2022	Payment		\$-250.00								
03/28/2022	BUDGET BILLING		\$317.00								
03/28/2022	Regular Bill	04/18	\$316.01		\$217.31	\$93.12	0688/0000	79261A	28		1551
04/05/2022	Payment		\$-317.00								
04/27/2022	BUDGET BILLING		\$317.00								
04/27/2022	Regular Bill	05/18	\$316.01		\$270.71	\$46.83	0537/0000	81225A	30		1964
05/06/2022	Payment		\$-317.00								
05/26/2022	BUDGET BILLING		\$280.35								
05/26/2022	Regular Bill	06/16	\$279.36		\$233.52		0197/0034	82903A	29		1678
06/07/2022	Payment		\$-280.00								

Bill Account: [REDACTED]

Account Activity Statement

Date: 12/10/23
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DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
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06/27/2022	BUDGET BILLING			\$292.00							
06/27/2022	Regular Bill	07/18		\$291.36	\$304.85	\$12.85	0007/0163	84726A	32	1823	
07/07/2022	Payment			\$-339.00							
07/27/2022	BUDGET BILLING			\$292.00							
07/27/2022	Regular Bill	08/17		\$244.36	\$330.66	\$51.51	0000/0330	86649A	30	1923	
08/09/2022	Payment			\$-245.00							
08/25/2022	BUDGET BILLING			\$292.00							
08/25/2022	Regular Bill	09/15		\$291.36	\$324.53	\$84.04	0000/0260	88535A	29	1886	
09/07/2022	Payment			\$-292.00							
09/26/2022	BUDGET BILLING			\$292.00							
09/26/2022	Regular Bill	10/17		\$291.36	\$324.97	\$117.01	0045/0135	90391A	32	1856	
10/05/2022	Payment			\$-291.36							
10/25/2022	BUDGET BILLING			\$292.00							
10/25/2022	Regular Bill	11/15		\$292.00	\$393.05	\$218.06	0380/0000	92646A	29	2255	
11/08/2022	Payment			\$-292.00							
11/23/2022	BUDGET BILLING			\$292.00							
11/23/2022	Regular Bill	12/19		\$292.00	\$484.58	\$410.64	0565/0007	95447A	29	2801	
12/06/2022	Payment			\$-292.00							
12/30/2022	BUDGET BILLING			\$367.00							
12/30/2022	Regular Bill	01/23		\$367.00	\$712.47	\$756.11	1171/0000	99202E	36	3755	
01/05/2023	Payment			\$-367.00							
02/07/2023	Payment			\$-360.00							
02/24/2023	BUDGET BILLING			\$367.00							
02/24/2023	Regular Bill	03/20		\$7.00	\$1490.96	\$1880.07	0779/0000	06909A	28	7707	
03/07/2023	Payment			\$-7.00							
03/27/2023	BUDGET BILLING			\$734.00							
03/27/2023	Regular Bill	04/17		\$734.00	\$1887.57	\$3033.64	1677/0000	16609A	60	9700	
04/06/2023	Payment			\$-367.00							
04/26/2023	BUDGET BILLING			\$1769.00							
04/26/2023	Regular Bill	05/17	\$367.00	\$2136.00	\$533.89	\$1798.53	0401/0020	19318A	30	2709	
05/05/2023	Payment			\$-368.00							
05/25/2023	Special Agreement			\$-497.22							
05/25/2023	BUDGET BILLING			\$2266.22							
05/25/2023	Regular Bill	06/15	\$1768.00	\$3537.00	\$467.69		0258/0006	21681A	29	2363	
06/06/2023	Payment			\$-345.00							

Bill Account: [REDACTED]

Account Activity Statement

Date: 12/10/23
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DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
06/26/2023	BUDGET BILLING			\$605.00							
06/26/2023	SPECIAL AGREEMENT - BB SETTLE			\$41.43							

07/26/2023	Regular Bill	07/17	\$3838.43	\$3192.00	\$390.92	\$-214.08	0052/0121	23872A	32	2191
07/25/2023	Credit		\$-214.08							
07/25/2023	Miscellaneous		\$-497.22							
07/25/2023	Transfer Debit		\$497.22							
07/25/2023	Paid In Advance		\$455.79							
07/26/2023	BUDGET BILLING		\$427.94							
07/26/2023	Regular Bill	08/16	\$4508.08	\$3582.92	\$427.94		0000/0262	26346A	30	2474
08/08/2023	Payment		\$-299.00							
08/10/2023	Miscellaneous		\$-15.78							
08/24/2023	ELECTRIC SERVICE		\$380.68							
08/24/2023	Regular Bill	09/14	\$4573.98	\$4193.30			0000/0194	28498A	29	2152
09/06/2023	Payment		\$-50.00							
09/25/2023	ELECTRIC SERVICE		\$314.89							
09/25/2023	Regular Bill	10/16	\$4838.87	\$4523.98			0065/0143	30256A	32	1758
10/05/2023	Payment		\$-50.00							
10/24/2023	BUDGET BILLING		\$624.00							
10/24/2023	Regular Bill	11/14	\$5412.87	\$4788.87	\$344.00	\$-280.00	0258/0015	32185A	29	1929
11/09/2023	Payment		\$-50.00							
11/22/2023	BUDGET BILLING		\$624.00							
11/22/2023	Late Payment Charge		\$0.33							
11/22/2023	Regular Bill	12/18	\$5987.20	\$5362.87	\$530.21	\$-373.79	0569/0001	35207A	29	3022
12/06/2023	Payment		\$-50.00							

PPL ELECTRIC

Exhibit 2

Account Contact History
Account: [REDACTED] **Customer Name: LAURA G REMALEY**
From 12/10/2019 to 12/10/2023

Contact Date	Contact Type	Remarks	User
2023-12-08	WUR Assessment	LAURA G REMALEY Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	MCKEEBA MATTHEWS
2023-12-08	Miscellaneous	Caller LAURA G REMALEY Ratepayer. worker ms Getty advise that seen making 50 payment but not seeing anything that ppl will give 50 credit will call case worker and call bk sat	MCKEEBA MATTHEWS
2023-12-08	Miscellaneous	Caller LAURA G REMALEY Ratepayer. rp called for pag terms advise that has puc complaint open as per 746.00 BEGINNING SEPTEMBER 2023 cx says that 2 income taken out house about 3000 cant pay that 746. finances updated cx says that she was cont by ppl a couple days ago 60 mth agreement pay current bill 90 on arrears says didnt agree was called case wo	MCKEEBA MATTHEWS
2023-12-08	Financial Statement Added		MCKEEBA MATTHEWS
2023-11-21	Winter Collection	Winter Collection Notice	
2023-11-08	SC - GRACE EXTENSION	REQ10872045 - Closed Grace Extn Suspend Charge	CSSDR044
2023-09-29	Miscellaneous	WATT CCC Formal Complaint - Ability to Pay Bill Dispute Work Item 4017379 Created	DONNA BARRY
2023-09-29	SC - PUC Formal Complaint	Received notice from the PUC that the customer filed Formal Complaint Docket No. F-2023-3043331	E02623
2023-09-29	Miscellaneous	WATT CSS - PUC Payment Agreement Residential Exception Work Item 3933022 Completed	LAMEKA CARR
2023-09-29	SC - PUC Mediation	Caller Back Office Ratepayer. SC Status from Open to Closed Cust Rights Given Y Cust Satisfied Y Comments LEVEL 2 BB 620.00 126.00 746.00 BEGINNING SEPTEMBER 2023. BALANCE DT 08 08 2023 SERVICE RESTORED PAY UP FRONT AMT	CUCL143
2023-09-29	Added Payment Agreement	LEVEL 2 BB 620.00 126.00 746.00 BEGINNING SEPTEMBER 2023. BALANCE DT 08 08 2023 SERVICE RESTORED PAY UP FRONT AMT BB AMT GOING FORWARD	LAMEKA CARR
2023-09-29	Correspondence - Budget Billing	bbpuc.doc	
2023-09-29	Start Budget Billing/Collection	CHANGED TO SET PUC PAR	LAMEKA CARR
2023-09-29	Changed Payment Agreement	CHANGED TO SET PUC PAR	LAMEKA CARR
2023-09-29	Financial Statement Added		LAMEKA CARR
2023-09-29	Miscellaneous	WATT ID 3933022 LEVEL 2 BB 620.00 126.00 746.00 BEGINNING SEPTEMBER 2023. BALANCE DT 08 08 2023 SERVICE RESTORED PAY UP FRONT AMT BB AMT GOING FORWARD	LAMEKA CARR
2023-09-21	Miscellaneous	WATT ID 3933022 Placed on hold until next meter read	LAMEKA CARR
2023-09-01	Data Repair	REQ10865448 - SuspendChg to keep out of Collections	CSSDR044
2023-08-18	Billing	Caller LAURA G REMALEY Ratepayer User Comments CCI to inquire amount required to keep services on. Adv open PUC mediation that was opened on 7 25 2023 not closed until 3 16 2025 PUC MDIA BCS 3927476 Adv 746.00 BEGINNING SEPTEMBER 2023 required. Adv to contact PUC for further information. SAT	LUKE PHARAI
2023-08-18	WUR Assessment	LAURA G REMALEY Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	LUKE PHARAI
2023-08-10	Miscellaneous Accounts Receivable Adjustment	Customer received credit line adjustment on bill to correct previous billing error.	CSSDR044
2023-08-10	Miscellaneous	WATT ID 3933022 LEVEL 2 BB 620.00 126.00 746.00 BEGINNING SEPTEMBER 2023. PPL BB amount going forward	RYAN DENEFRIO
2023-08-09	Miscellaneous	WATT CSS - PUC Payment Agreement Residential Work Item 3933022 Created	PUCMED
2023-07-25	Product Change	RECONCILING UNPAID SPECIAL AGREEMENT INSTALLMENT	
2023-07-25	Stop Budget Bill		CUMBB302
2023-07-25	SC - PUC Mediation	PUC MDIA BCS 3927476	CUCL143
2023-07-25	Credit	Caller LAURA G REMALEY Ratepayer User Comments cci asking about pag asked if we can offer anything else said OT denied her adv pag is what we can offer also referred rp to op help also adv can contact PUC as well if not SAT with options provided gave rp puc ph understood.	TYLER BUCHINSKY
2023-07-25	WUR Assessment	LAURA G REMALEY Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	TYLER BUCHINSKY
2023-07-24	Billing	Caller Back Office Ratepayer. answered call and hung up	STEPHANIE FREY
2023-07-24	OB Call - Outreach	Caller LAURA G REMALEY Ratepayer User Comments ob call back - cx trying to sign up for ot was adv it was rejected no inclination why pag info given 2 266.00 First Payment Due Date 7 24 2023 sec amt will appear on next bill install amt 98 cx cant pay adv of S A wants BB cx understand info position known cx trans BB	NATALIA PAUL
2023-07-24	WUR Assessment	LAURA G REMALEY Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Caller s Concern Call Transfer. Position Stated Yes. Sat No. WUR Required No. Provided PUC Yes. Interested in SO Not on Phone.	NATALIA PAUL

Contact Date	Contact Type	Remarks	User
2023-07-24	Added Payment Agreement	LAURA G REMALEY Ratepayer. Agreement Type CU. Cust agrees to PAG terms NO. First payment of 2 266.00 is due 07 24 2023. Second payment amount and due date will appear on next bill . Payment Plan installment amount 98.00.	NATALIA PAUL
2023-07-17	Correspondence - General	Template Name OnTrack Application Rejection Letter New Created By calbert@schuykillcommunityaction.com Letter Edited No CS Letters ID 5261684	CSLET
2023-07-17	OnTrack - Ineligible	OnTrack application Rejected. Reason Household is over the federal poverty income guidelines. Agency Schuykill Community Action. Agency user Crystal Albert	SELF SERVICE USER
2023-07-17	OnTrack Customer	OnTrack application submitted by CALBERT@SCHUYLKILLCOMMUNITYACTION.COM Source Rep	SELF SERVICE USER
2023-07-14	Data Repair	REQ10825160 - Close WFM	CSSDR044
2023-07-13	Data Repair	REQ10825160 - Close WFM	CSSDR044
2023-06-28	Special Situation	Show empathy.Offer Special Agrmnt not a Paymnt Arrangmnt.See Einstein 12-22 and 01-23 Bill Event. Acct rec d multiple bills in short period not been billed or rec d makeup bill after estimate.	CSLET
2023-06-28	Miscellaneous	Caller LAURA G REMALEY Ratepayer User Comments CCI questioned about OP to get assistance [REDACTED] adv also ontrack app-SAT	CARLOS SINGH
2023-06-28	WUR Assessment	LAURA G REMALEY Ratepayer. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	CARLOS SINGH
2023-06-27	SC - GRACE EXTENSION	REQ10816135 - Grace Extn Suspend Charge Added	CSSDR044
2023-06-24	Data Repair	DR_REQ10782282 - CD-NXT-COLL-ACTION UPDATE	CSSDR044
2023-06-23	Removed from Collections - Deferred BB Balance		CUBSI006
2023-06-01	Correspondence - General	Template Name Master Utility Report Created By MATHEW CASEY Letter Edited No CS Letters ID 5200628	CSLET
2023-06-01	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2023-06-01	WUR Assessment	LAURA G REMALEY Ratepayer. Caller s Concern General Information. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No. Interested in SO No.	MATHEW CASEY
2023-06-01	Credit	Caller LAURA G REMALEY Ratepayer. Customer cannot agree Offer OpHelp Read OUR Gave PUC number Customer Und Fut Val	MATHEW CASEY
2023-06-01	Credit	Caller LAURA G REMALEY Ratepayer User Comments IB Energy Education SW RP LAURA G REMALEY PD 1 768.00 CB 1 769.00 BD 3 537.00 Active BB amt 1 769.00 Next mo BB amt 605.00 Customer cannot pay all at once I offered pmt plan Update financial info 1 867.00 DD 6 16 98 for 17 mos Customer cannot agree Offer OpHelp Read OUR G	MATHEW CASEY
2023-06-01	WUR Assessment	LAURA G REMALEY Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC Yes. Interested in SO No.	MATHEW CASEY
2023-06-01	Added Payment Agreement	LAURA G REMALEY Ratepayer. Agreement Type NCU. Cust agrees to PAG terms NO. First payment of 1 867.00 is due 06 16 2023. Future payments beginning with next bill will include installment amount of 98.00.	MATHEW CASEY
2023-06-01	Credit	LAURA G REMALEY Ratepayer. Offered Operation HELP - Yes . .	MATHEW CASEY
2023-06-01	Financial Statement Added		MATHEW CASEY
2023-06-01	Budget Billing	Caller LAURA G REMALEY Ratepayer User Comments tranx to ee cx sat	NAOMI GANGA
2023-06-01	WUR Assessment	LAURA G REMALEY Ratepayer. Caller s Concern General Information. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO Not on Phone.	NAOMI GANGA
2023-06-01	Budget Billing	Caller LAURA G REMALEY Ratepayer. cci to know bill is 3537.00 adv cx on bb adv cx Previous Balance 1 768.00 Current Bill 1 769.00 cx asked about bb amt adv cx Active Budget Amount 1 769.00 adv cx Next Month Budget Amount 605.00 cx asked how she can carry bal done adv cx should sw ee due to the bill amt she has been rec cx has a bill for 60 day	NAOMI GANGA
2023-05-13	Data Repair	DR_REQ10782282 - CD-NXT-COLL-ACTION UPDATE	CSSDR044
2023-03-31	WUR Assessment	LAURA G REMALEY Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	CHARLES PARKER
2023-03-31	Issued Collection Arrangement	LAURA G REMALEY Ratepayer. Comments Customer agrees to terms 367.00 due on 04 10 2023. 367.00 due on 05 12 2023.	CHARLES PARKER
2023-03-31	Call Transfer	Caller LAURA G REMALEY Ratepayer User Comments SW LAURA G REMALEY Ratepayer CCI to inquire about budget billing. Sts unable to afford current bill sts does not see budget billing on bill.	JAKORI MOORE
2023-03-31	WUR Assessment	LAURA G REMALEY Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO No.	JAKORI MOORE
2023-03-01	Miscellaneous	WATT No Bill - No Bill Residential Work Item 3418816 Created	CSS
2023-02-25	Data Repair	INC10765324 - Override 0802 - WFM.	CSSDR044
2023-02-02	Data Repair	DR_REQ10782282 - CD-NXT-COLL-ACTION UPDATE	CSSDR044
2023-01-31	Miscellaneous	WATT No Bill - No Bill Residential Work Item 3198159 Created	CSS
2021-10-05	Special Situation	FISERV WALKIN paid 285.98	SELF SERVICE USER
2021-09-07	Special Situation	FISERV WALKIN paid 327.00	SELF SERVICE USER
2021-08-05	Special Situation	FISERV WALKIN paid 327.00	SELF SERVICE USER

Contact Date	Contact Type	Remarks	User
2021-07-06	Special Situation	FISERV WALKIN paid 326.94	SELF SERVICE USER
2021-06-08	Special Situation	FISERV WALKIN paid 253.00	SELF SERVICE USER
2021-05-04	Special Situation	FISERV WALKIN paid 345.00	SELF SERVICE USER
2021-04-12	Special Situation	FISERV WALKIN paid 345.00	SELF SERVICE USER
2021-03-05	Special Situation	FISERV WALKIN paid 356.00	SELF SERVICE USER
2021-02-05	Special Situation	FISERV WALKIN paid 355.71	SELF SERVICE USER
2021-01-07	Special Situation	FISERV WALKIN paid 662.00	SELF SERVICE USER
2020-12-07	Special Situation	FISERV WALKIN paid 300.00	SELF SERVICE USER
2020-12-04	Customer Choice Drop	Supplier dropped on 2020-12-09 - Choice Energy LLC	
2020-12-04	Batch Enrollment		
2020-12-03	Choice Inquiry	Caller LAURA G REMALEY Ratepayer. and she will need to caall Choice Energy LLC and check on cancel fee. PPL DOES NOT COVER CANCELLATION FEES... Per Max Jenkins he will try to get this bill paid off soon.	CHERYL FARRAY
2020-12-03	Budget Billing	Caller LAURA G REMALEY Ratepayer User Comments Caller LAURA G REMALEY Ratepayer User Comments LAST BALANCE WAS 318.71 AND caaller only paid 32.00 on 11 9 2020 not sure why she only paid that amt..Total bill is 605.71 balance 286.71 current bill 319.00 BB BB will change to 356.00 next bill	CHERYL FARRAY
2020-12-03	WUR Assessment	LAURA G REMALEY Ratepayer. Caller s Concern General Information. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Suppliers - General Inquiries. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	CHERYL FARRAY
2020-11-24	LIHEAP	LIHEAP application mailed to customer	CSLET
2020-11-04	Special Situation	FISERV WALKIN paid 32.00	SELF SERVICE USER
2020-10-29	Special Situation	HIGH BILL ALERT	SUPP_HB
2020-10-09	Changed Payment Agreement	PAYMENT AGREEMENT HAS BEEN UPDATED TO KEPT	CUBCL109
2020-10-05	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-10-05	Special Situation	FISERV WALKIN paid 489.00	SELF SERVICE USER
2020-10-01	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-09-29	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-09-29	Special Situation	HIGH BILL ALERT	SUPP_HB
2020-09-25	Data Repair	DR_IR156011 - CD-NXT-COLL-ACTION UPDATE	CSSDR044
2020-09-04	Special Situation	FISERV WALKIN paid 349.00	SELF SERVICE USER
2020-08-28	Special Situation	HIGH BILL ALERT	SUPP_HB
2020-08-10	Special Situation	FISERV WALKIN paid 350.00	SELF SERVICE USER
2020-07-30	Special Situation	HIGH BILL ALERT	SUPP_HB
2020-07-06	Special Situation	FISERV WALKIN paid 350.00	SELF SERVICE USER
2020-06-04	Special Situation	FISERV WALKIN paid 169.00	SELF SERVICE USER
2020-05-06	Special Situation	FISERV WALKIN paid 169.00	SELF SERVICE USER
2020-04-06	Special Situation	FISERV WALKIN paid 169.00	SELF SERVICE USER
2020-03-04	Special Situation	FISERV WALKIN paid 287.00	SELF SERVICE USER
2020-02-04	Special Situation	FISERV WALKIN paid 287.00	SELF SERVICE USER
2020-01-06	Cust Choice 1 Bill	Supplier added on 2020-01-09 - Choice Energy LLC	
2020-01-06	Batch Enrollment		
2020-01-06	Special Situation	FISERV WALKIN paid 287.00	SELF SERVICE USER
2019-12-26	Cust Choice 1 Bill	Supplier added on 2019-12-31 - Indra Energy	
2019-12-26	Batch Enrollment		

PPL ELECTRIC

Exhibit 3

View Payment Agreement for Account [REDACTED] X

Edit Help

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

Current Billing Information		Budget Billing Details	
Bill Due Date:	12/18/23	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$5,987.20	Current BB Amount:	\$624.00

Agreement Details		Installment Details	
Start Date:	09/29/23	Installment Amount:	\$126.00
Agreement Amount:	\$4,838.87	Number Of Installments:	38
		Remaining Installments:	38
		Final Installment Amount:	\$126.87

Initial Payment Details		Customer Offer	
Due Date:	10/17/23	Downpayment Amount:	\$0.00
Payment Amount:	\$0.00	Downpayment Due Date:	//
		Installment Amount:	\$0.00
		Installment Due Date:	//

Restore Amount: [REDACTED]

Task List	
Customer Contact...	[REDACTED]

OK Cancel

Outstanding Money... ?

Special Situation Details	
Special Circumstance:	[REDACTED]
Supervisor Discretion:	[REDACTED]

View Payment Agreement for Account [REDACTED]

Edit Help

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

Current Billing Information		Budget Billing Details	
Bill Due Date:	12/18/23	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$5,987.20	Current BB Amount:	\$624.00

Agreement Details		Installment Details	
Start Date:	07/24/23	Installment Amount:	\$98.00
Agreement Amount:	\$3,838.43	Number Of Installments:	17
		Remaining Installments:	17
		Final Installment Amount:	\$4.43

Initial Payment Details		Customer Offer	
Due Date:	07/24/23	Downpayment Amount:	\$0.00
Payment Amount:	\$2,266.00	Downpayment Due Date:	//
Restore Amount:	\$2,266.00	Installment Amount:	\$0.00
		Installment Due Date:	//

Task List

- Customer Contact...

OK Cancel

Outstanding Money... ?

Special Situation Details	
Special Circumstance:	[REDACTED]
Supervisor Discretion:	[REDACTED]

View Payment Agreement for Account [REDACTED]

Edit Help

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

Current Billing Information	Budget Billing Details
Bill Due Date: 12/18/23	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$5,987.20	Current BB Amount: \$624.00
Agreement Details	Installment Details
Start Date: 06/01/23	Installment Amount: \$98.00
Agreement Amount: \$3,537.00	Number Of Installments: 17
Initial Payment Details	Remaining Installments: 17
Due Date: 06/16/23	Final Installment Amount: \$102.00
Payment Amount: \$1,867.00	Customer Offer
Restore Amount: \$1,867.00	Downpayment Amount: \$0.00
Task List	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //
Special Situation Details	Special Circumstance: [REDACTED]
	Supervisor Discretion: [REDACTED]

OK Cancel

Outstanding Money... ?

PPL ELECTRIC

Exhibit 4

Opening Pending Mediations Informals Formals Admin

Home

My Work

Case Search

Reports

Advanced Search

Assign Informals (1)

Reassign Informals (79)

Informal Review (1)

Final Review

Sent Not Analyzed (1162)

Decisions Received (7)

Mediation Case View

General			
BCS Case No.	3927476	Case Notes	Count : 0 Detail...
CSS Account No.	[REDACTED]	Received Date	07/25/2023
CSS Name	LAURA REMALEY	Due Date	08/23/2023
PUC Name	LAURA REMALEY	Investigator Name	CASE POOL, BCS
Service Address 1	231 E 14TH ST	Mailing Address 1	
Service Address 2		Mailing Address 2	
Service City, State Zip	BERWICK, PA 18603-	Mailing City, State Zip	, -
PUC Address	231 E 14TH ST,,BERWICK,PA,18603-		
Service Class	RESIDENTIAL	Case Origin	TELEPHONE
Phone Number		Prior Case Number	0
Income Level	2	On Track	No
Reason For Contact	ON - PAR NEEDED (# 61)		
Customer Position			
Company Position	07/25/2023 PPL ELECTRIC WANTS HER TO PAY 2266 TO KEEP SERVICES ON.		
Related Information	61 & PAYMENT ARRANGEMENT REQUEST TO STOP THE TERM NOTICE. - RELIEF SOUGHT - THE CELL PHONE NUMBER [REDACTED] HAS BEEN ALLOWED TO BE SHARED.		
Misc Info	NO EMAIL ADDRESS		
Heating	No	Service	On
Acct Bal Due Date	08/16/2023	Total Account Balance	4508.08
Budget Bill Amount	620.00	Termination Date	
Arrearage	3083.43	Reported Income Amount	0.00
Date of Last Customer Contact prior to Complaint			

[Type Assignment](#)

Case Type	Mediation
Mediation Type	Abbreviated

[Ownership](#)

Contact Person	E153462 - Eibach,Linda M
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[Income Fields](#)

Total Gross Income	5902.00	Employment Income	0.00
DPW	0.00	Social Security	0.00
Unemployment Comp	0.00	Disability	0.00
Pension		Other	5902.00
Date Info Obtained	06/01/2023		

[Other Information](#)

Adults	5	Children	0
Amount Needed to Update Most Recent Payment Arrangement	2010.92	Universal Service Program	No

[Final Report](#)

Did the customer accurately state the company position?	Yes
What did the company tell the customer?	
Dispute Information	NONE
Company Final Position	
CAP Amount (OnTrack)	0.00

[Prior Agreement Information](#)

Type	Date	Balance	Income Level	Terms
------	------	---------	--------------	-------

Catch Up	7/24/2023	\$3,838.43	2	\$2,266.00 by 7/24/2023, then monthly bills + \$98.00 beg next bill due date. Adults 5, Children 0.
Settlement	6/1/2023	\$3,537.00	2	\$1,867.00 by 6/16/2023, then monthly bills + \$98.00 beg next bill due date. Adults 5, Children 0.

[Payment Information](#)

Date	Amount	Payment Method/Status
6/6/2023	345.00	
5/5/2023	368.00	
4/6/2023	367.00	
3/7/2023	7.00	
2/7/2023	360.00	
1/5/2023	367.00	
12/6/2022	292.00	
11/8/2022	292.00	
10/5/2022	291.36	
9/7/2022	292.00	
8/9/2022	245.00	
7/7/2022	339.00	
6/7/2022	280.00	
5/6/2022	317.00	
4/5/2022	317.00	
3/9/2022	250.00	
2/8/2022	249.99	
1/6/2022	248.00	
12/7/2021	285.98	
11/5/2021	285.99	
10/6/2021	285.98	
9/8/2021	327.00	

[Analysis Information](#)

Justified	Not Analyzed
No Analysis Items Found	

Return To Search	Case History	Attachments	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 (1)

Reassign Informals (79)

Informal Review (1)

Final Review

Sent Not Analyzed (1162)

Decisions Received (7)

General			
BCS Case No.	3927476	CSS Account No.	██████████
Customer Name	LAURA REMALEY	Investigator Name	CASE POOL, BCS
Address 1	231 E 14TH ST	Service Class	RESIDENTIAL
Address 2		Case Origin	TELEPHONE
City, State Zip	BERWICK , PA 18603	Head Date	08/08/2023
Service Restore Amount		Current Monthly Payment	
Service Continue Amount		Service Continue Date	
Decision Issue	Yes	Ending Monthly Payment	
Chapter		Oral/Written	Written
Section Rule		Violation	NO
Total Balance	4508.08	Closed Date	08/08/2023
Reconnect Amount	0.00	Balance Date	08/08/2023
Special Budget Amount	746.00	Regular Budget Amount	620.00
Arrears Payment Plus	126.00	Final Monthly Payment	
Resolution	LEVEL 2, BB 620.00 + 126.00 = 746.00 BEGINNING SEPTEMBER 2023.		
Terms	SEPTEMBER 2023 BILL DUE DATE		
Letter Description			

Action Required Options			
Action Required	<input type="radio"/> Yes <input 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=""/>		
Plus Amount	<input type="text" value=""/>		
Beginning Date	<input type="text" value=""/>		
Write-Off Amount	<input type="text" value=""/>		
Comments	<div style="border: 1px solid #ccc; height: 80px;"></div>		
Processed By	SYSTEM	Processed Date	8/8/2023 8:00:05 PM

[Return to Case](#)

PPL ELECTRIC

Exhibit 5

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



LAURA G REMALEY
231 E 14TH ST
BERWICK, PA 18603

July 17, 2023

Bill Account Number: [REDACTED]

Dear LAURA G REMALEY:

Thank you for applying to PPL's OnTrack program. We reviewed your OnTrack application. This letter is to inform you that you do not meet the OnTrack guidelines based on the following reason:

Household is over the federal poverty income guidelines

If you have any questions, you may contact us at the agency listed below.

Schuylkill Community Action
225 N. Centre Street
Pottsville, PA 17901
570-622-1995
casemanagers@schuylkillcommunityaction.com

If you are not enrolled in OnTrack, you have the option of entering into a payment agreement. Please call PPL at 1-800-342-5775.

Sincerely,
OnTrack Representative

PPL ELECTRIC

Exhibit 6

Account Number	Billed	Days in bill	Total KWh Used	Avg kWh/day	Electricity costs	Avg. Temperature
	11/22/2023	29	3022	104	\$530.21	46
	10/24/2023	29	1929	67	\$344.00	57
	09/25/2023	32	1758	55	\$314.89	67
	08/24/2023	29	2152	74	\$380.68	71
	07/26/2023	30	2474	82	\$427.94	73
	06/26/2023	32	2191	68	\$390.92	67
	05/25/2023	29	2363	81	\$467.69	57
	04/26/2023	30	2709	90	\$533.89	53
	03/27/2023	60	9700	162	\$1,887.57	38
	02/24/2023	28	7707	275	\$1,490.96	38
	12/30/2022	36	3755	104	\$712.47	33
	11/23/2022	29	2801	97	\$484.58	46
	10/25/2022	29	2255	78	\$393.05	52
	09/26/2022	32	1856	58	\$324.97	68
	08/25/2022	29	1886	65	\$324.53	74
	07/27/2022	30	1923	64	\$330.66	76
	06/27/2022	32	1823	57	\$304.85	70
	05/26/2022	29	1678	58	\$233.52	60
	04/27/2022	30	1964	65	\$270.71	48
	03/28/2022	28	1551	55	\$217.31	41
	02/28/2022	31	2026	65	\$279.05	29
	01/28/2022	30	2552	85	\$348.43	27
	12/30/2021	30	3129	104	\$439.42	37
	11/29/2021	33	2576	78	\$315.91	42
	10/27/2021	29	2017	70	\$250.98	60
	09/28/2021	32	2188	68	\$272.11	67
	08/27/2021	29	2209	76	\$274.56	74
	07/29/2021	30	2448	82	\$302.34	74
	06/29/2021	32	2396	75	\$296.01	69
	05/28/2021	29	2039	70	\$250.16	60
	04/29/2021	30	2049	68	\$251.25	51
	03/30/2021	29	2094	72	\$255.40	42
	03/01/2021	32	2381	74	\$288.09	28
	01/28/2021	30	2090	70	\$254.97	32
	12/30/2020	34	2406	71	\$322.13	32
	11/30/2020	29	1739	60	\$318.64	45
	10/28/2020	32	2089	65	\$380.51	57
	09/28/2020	30	1997	67	\$364.39	66
	08/27/2020	30	2338	78	\$424.64	75
	07/29/2020	32	2685	84	\$485.99	76
	06/26/2020	29	1793	62	\$328.77	69
	05/28/2020	30	1547	52	\$286.85	57
	04/29/2020	32	1608	50	\$297.66	47
	03/30/2020	29	1474	51	\$262.98	42
	02/28/2020	30	1803	60	\$301.95	35
	01/28/2020	31	1931	62	\$239.06	40
	12/30/2019	32	2139	67	\$356.84	34
	11/27/2019	31	2429	78	\$297.52	42

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

PPL ELECTRIC

Exhibit 7

From	To	Source	KWH Delivered	KWH Delivered Usage	KWH Received	KWH Received Usage	Pk KW 1P	Pk KW 1P Usage	Tot KWH	Tot KWH Usage	Status	Reading Sequence	Bill Account	Meter Number
10/24/2023	11/22/2023	Regular	35207	3022	0	0	12.3	12.3			Billed	3620		
09/25/2023	10/24/2023	Regular	32185	1929	0	0	11.1	11.1			Billed	3610		
08/24/2023	09/25/2023	Regular	30256	1758	0	0	10.5	10.5			Billed	3600		
07/26/2023	08/24/2023	Regular	28498	2152	0	0	9.6	9.6			Billed	3590		
06/26/2023	07/26/2023	Regular	26346	2474	0	0	12.2	12.2			Billed	3580		
05/25/2023	06/26/2023	Regular	23872	2191	0	0	11.7	11.7			Billed	3570		
04/26/2023	05/25/2023	Regular	21681	2363	0	0	10.7	10.7			Billed	3560		
03/27/2023	04/26/2023	Regular	19318	2709	0	0	12.2	12.2			Billed	3550		
01/26/2023	03/27/2023	Regular	16609	9700	0	0	14.3	14.3			Billed	3540		
12/29/2022	01/30/2023	Estimate	1924	2722	0	0	14.3	14.3			Memo	3520		
12/29/2022	01/26/2023	Regular	6909	7707	0	0	15.3	15.3			Billed	3530		
11/23/2022	12/29/2022	Forced Est	99202	3755	0	0	12.1	12.1			Billed	3510		
10/25/2022	11/23/2022	Regular	95447	2801	0	0	13.9	13.9			Billed	3500		
09/26/2022	10/25/2022	Regular	92646	2255	0	0	12.3	12.3			Billed	3490		
08/25/2022	09/26/2022	Regular	90391	1856	0	0	10.9	10.9			Billed	3480		
07/27/2022	08/25/2022	Regular	88535	1886	0	0	10.8	10.8			Billed	3470		
06/27/2022	07/27/2022	Regular	86649	1923	0	0	9.4	9.4			Billed	3460		
05/26/2022	06/27/2022	Regular	84726	1823	0	0	10.6	10.6			Billed	3450		
04/27/2022	05/26/2022	Regular	82903	1678	0	0	11.4	11.4			Billed	3440		
03/28/2022	04/27/2022	Regular	81225	1964	0	0	11.6	11.6			Billed	3430		
02/28/2022	03/28/2022	Regular	79261	1551	0	0	9.9	9.9			Billed	3420		
01/28/2022	02/28/2022	Regular	77710	2026	0	0	12	12			Billed	3410		
12/29/2021	01/28/2022	Regular	75684	2552	0	0	14.3	14.3			Billed	3400		
11/29/2021	12/29/2021	Regular	73132	3129	0	0	12.1	12.1			Billed	3390		
10/27/2021	11/29/2021	Regular	70003	2576	0	0	12.7	12.7			Billed	3380		
09/28/2021	10/27/2021	Regular	67427	2017	0	0	12.4	12.4			Billed	3370		
08/27/2021	09/28/2021	Regular	65410	2188	0	0	11.1	11.1			Billed	3360		
07/29/2021	08/27/2021	Regular	63222	2209	0	0	11.7	11.7			Billed	3350		
06/29/2021	07/29/2021	Regular	61013	2448	0	0	10.6	10.6			Billed	3340		
05/28/2021	06/29/2021	Regular	58565	2396	0	0	10.2	10.2			Billed	3330		
04/29/2021	05/28/2021	Regular	56169	2039	0	0	11	11			Billed	3320		
03/30/2021	04/29/2021	Regular	54130	2049	0	0	11.1	11.1			Billed	3310		
03/01/2021	03/30/2021	Regular	52081	2094	0	0	10.5	10.5			Billed	3300		
01/28/2021	03/01/2021	Regular	49987	2381	0	0	13.6	13.6			Billed	3290		
12/29/2020	01/28/2021	Regular	47606	2090	0	0	12	12			Billed	3280		
12/09/2020	12/29/2020	Regular	45516	1519	0	0	11.6	11.6			Billed	3270		
11/25/2020	12/09/2020	Supp Switch	43997	887	0	0	12.1	12.1			Billed	3260		
10/27/2020	11/25/2020	Regular	43110	1739	0	0	10.7	10.7			Billed	3250		
09/25/2020	10/27/2020	Regular	41371	2089	0	0	10.1	10.1			Billed	3240		
08/26/2020	09/25/2020	Regular	39282	1997	0	0	10.7	10.7			Billed	3230		
07/27/2020	08/26/2020	Regular	37285	2338	0	0	10.6	10.6			Billed	3220		
06/25/2020	07/27/2020	Regular	34947	2685	0	0	11.6	11.6			Billed	3210		
05/27/2020	06/25/2020	Regular	32262	1793	0	0	10.9	10.9			Billed	3200		
04/27/2020	05/27/2020	Regular	30469	1547	0	0	11.2	11.2			Billed	3190		
03/26/2020	04/27/2020	Regular	28922	1608	0	0	10.5	10.5			Billed	3180		
02/26/2020	03/26/2020	Regular	27314	1474	0	0	10.6	10.6			Billed	3170		
01/27/2020	02/26/2020	Regular	25840	1803	0	0	14	14			Billed	3160		
01/09/2020	01/27/2020	Regular	24037	1081	0	0	10.9	10.9			Billed	3150		
12/31/2019	01/09/2020	Supp Switch	22956	556	0	0	10.9	10.9			Billed	3140		
12/27/2019	12/31/2019	Supp Switch	22400	294	0	0	10.8	10.8			Billed	3130		
11/25/2019	12/27/2019	Regular	22106	2139	0	0	13.2	13.2			Billed	3120		
11/19/2019	11/25/2019	Regular	19967	339	0	0	8.9	8.9			Billed	3110		
10/25/2019	11/19/2019	Supp Switch	19628	2090	0	0	11	11			Billed	3100		
10/03/2019	10/25/2019	Regular	17538	1620	0	0	10.8	10.8			Billed	3090		

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Exhibit 8

Account Number	Meter Number	Multiplier	Manufacturer	Date	Delivered Read	Total Usage kWh	Demand KW	Peak kWh	Off Peak kWh
		1	Siemens	12/29/2022	1877	218.239	15.39		
		1	Siemens	12/28/2022	1634	242.616	14.02		
		1	Siemens	12/27/2022	1376	258.626	19.48		
		1	Siemens	12/26/2022	1118	257.308	19.48		
		1	Siemens	12/25/2022	827	291.836	19.48		
		1	Siemens	12/24/2022	533	293.47	19.48		
		1	Siemens	12/23/2022	276	257.216	19.48		
		1	Siemens	12/22/2022	36	239.712	14.51		
		1	Siemens	12/21/2022	99845	190.887	14.51		
		1	Siemens	12/20/2022	99680	165.568	14.51		
		1	Siemens	12/19/2022	99496	183.428	14.51		
		1	Siemens	12/18/2022	99318	178.358	14.51		
		1	Siemens	12/17/2022	99160	157.67	14.51		
		1	Siemens	12/16/2022	99004	156.36	14.51		
		1	Siemens	12/15/2022	98827	176.957	14.51		
		1	Siemens	12/14/2022	98638	188.667	14.51		
		1	Siemens	12/13/2022	98447	190.963	14.06		
		1	Siemens	12/12/2022	98302	145.854	14.06		
		1	Siemens	12/11/2022	98125	176.722	14.06		
		1	Siemens	12/10/2022	97953	171.448	14.06		
		1	Siemens	12/09/2022	97793	160.543	13.53		
		1	Siemens	12/08/2022	97677	115.593	13.53		
		1	Siemens	12/07/2022	97573	103.94	13.53		
		1	Siemens	12/06/2022	97413	160.607	13.53		
		1	Siemens	12/05/2022	97231	181.549	13.53		
		1	Siemens	12/04/2022	97056	174.916	13.53		
		1	Siemens	12/03/2022	96921	134.921	13.53		
		1	Siemens	12/02/2022	96778	142.812	13.53		
		1	Siemens	12/01/2022	96638	140.824	13.53		
		1	Siemens	11/30/2022	96495	142.98	13.53		
		1	Siemens	11/29/2022	96356	138.911	13.53		
		1	Siemens	11/28/2022	96235	120.289	13.53		
		1	Siemens	11/27/2022	96087	148.672	13.02		
		1	Siemens	11/26/2022	95934	152.606	13.02		
		1	Siemens	11/25/2022	95785	149.219	13.02		
		1	Siemens	11/24/2022	95616	169.229	12.98		
		1	Siemens	11/23/2022	95447	168.545	0		

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

Business Use

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

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Exhibit 9

Account Number	Meter Number	Multiplier	Manufacturer	Date	Delivered Read	Total Usage kWh	Demand KW	Peak kWh	Off Peak kWh
		1	Siemens	01/26/2023	6909	190.649	15.39		
		1	Siemens	01/25/2023	6692	216.815	15.39		
		1	Siemens	01/24/2023	6488	204.003	15.39		
		1	Siemens	01/23/2023	6291	197.738	15.39		
		1	Siemens	01/22/2023	6090	200.205	15.39		
		1	Siemens	01/21/2023	5900	190.389	15.39		
		1	Siemens	01/20/2023	5728	171.883	15.39		
		1	Siemens	01/19/2023	5558	169.667	15.39		
		1	Siemens	01/18/2023	5354	204.465	15.39		
		1	Siemens	01/17/2023	5158	195.645	15.39		
		1	Siemens	01/16/2023	4945	212.998	15.39		
		1	Siemens	01/15/2023	4723	222.479	15.39		
		1	Siemens	01/14/2023	4512	210.653	15.39		
		1	Siemens	01/13/2023	4345	167.222	15.39		
		1	Siemens	01/12/2023	4168	177.294	15.39		
		1	Siemens	01/11/2023	3988	179.462	15.39		
		1	Siemens	01/10/2023	3801	187.181	15.39		
		1	Siemens	01/09/2023	3600	200.613	15.39		
		1	Siemens	01/08/2023	3413	187.64	15.39		
		1	Siemens	01/07/2023	3238	174.762	15.39		
		1	Siemens	01/06/2023	3099	139.143	15.39		
		1	Siemens	01/05/2023	2968	130.524	15.39		
		1	Siemens	01/04/2023	2839	128.915	15.39		
		1	Siemens	01/03/2023	2717	122.563	15.39		
		1	Siemens	01/02/2023	2590	127.359	15.39		
		1	Siemens	01/01/2023	2458	131.821	15.39		
		1	Siemens	12/31/2022	2286	172.019	15.39		
		1	Siemens	12/30/2022	2095	190.43	0		
		1	Siemens	12/29/2022	1877	218.239	15.39		

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

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