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Paulos Ibrahim  
v.  
PPL Electric Utilities  
Corporation

Docket No.:  
C-2023-3042066

Initial Call-In  
Telephonic Hearing  
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Judge's Chambers  
Commonwealth Keystone  
Building - Plaza Level  
400 North Street  
Harrisburg, PA

Thursday, January 4, 2024  
Commencing at 10:09 a.m.

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Docket No. C-2023-3042066

Hearing Date: January 4, 2024

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# **PPL ELECTRIC**

## **Exhibit 2**

## Account Contact History

Account: [REDACTED] Customer Name: PAULOS IBRAHIM

From 10/24/2019 to 10/24/2023

Contact Date	Contact Type	Remarks	User
2023-09-25	Special Situation	PAYMENTUS_WEB paid 81.00	SELF SERVICE USER
2023-09-07	Special Situation	PAYMENTUS_WEB paid 65.00	SELF SERVICE USER
2023-08-07	SC - PUC Formal Complaint	The customer filed Formal Complaint Docket No. C-2023-3042066.	E02623
2023-08-07	Miscellaneous	WATT CCC Formal Complaint - Ability to Pay High Bill Bill Dispute Work Item 3929386 Created	DONNA BARRY
2023-08-07	EFT Validation Failure Notice	PAST DUE BALANCE	MICHELE K SPOTTS
2023-07-31	Special Situation	PAYMENTUS_WEB paid 100.00	SELF SERVICE USER
2023-07-26	Correspondence - Collections	CUT DATE 2023-08-09 AMOUNT 2 838.22	
2023-07-25	Miscellaneous Accounts Receivable Adjustment	Customer received credit line adjustment on bill to correct previous billing error.	CSSDR044
2023-05-30	Special Situation	PAYMENTUS_WEB paid 200.00	SELF SERVICE USER
2023-05-08	Special Situation	PAYMENTUS_WEB paid 250.00	SELF SERVICE USER
2023-04-25	SC - GRACE EXTENSION	Received notice that the customer appealed the PUC decision for BCS 3887416. Necessary protections placed on the customer s account until 05 22 2023.	E02623
2023-04-18	SC - GRACE EXTENSION	Caller Back Office Ratepayer. SC Status from Open to Closed Cust Rights Given Y Cust Satisfied Y Comments BCS 3887416 DEC CLOSED 4 18 2023 PPL ACTED WITHIN RIGHT TO ESTIMATE BILL. CUSTOMER S USAGE INCREASED IN DECEMBER 2022. JANUARY 2022 BILL BASED ON ACTUAL METER READINGS AND ACCOUNTED FOR THE PRIOR MONTH S UNBILLED ACTUAL USAGE.	CUCL143
2023-04-10	Special Situation	PAYMENTUS_WEB paid 250.00	SELF SERVICE USER
2023-02-28	Special Situation	PAYMENTUS_WEB paid 200.00	SELF SERVICE USER
2023-02-24	Credit	Caller PAULOS IBRAHIM Ratepayer User Comments cs was calling for some type of payment arrangement but had a open puc on the acct	TERICAL DYE
2023-02-24	WUR Assessment	PAULOS IBRAHIM Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	TERICAL DYE
2023-02-24	Credit	Caller PAULOS IBRAHIM Ratepayer User Comments PAULOS IBRAHIM called in regards to high bill again wants to know how this new bill is over 800 again stated there is no way this bill can be this high for 2 people living in his home. transferred to EE	MELANIE MERTIS
2023-02-24	WUR Assessment	PAULOS IBRAHIM Ratepayer. Caller s Concern Call Transfer. Position Stated Yes. Sat No. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	MELANIE MERTIS
2023-02-06	SC - PUC Informal Complaint	PUC MDIA BCS 3887416	CUCL143
2023-02-06	Special Situation	PAYMENTUS_WEB paid 200.00	SELF SERVICE USER
2023-02-04	Data Repair	DR_REQ10782282 - CD-NXT-COLL-ACTION UPDATE	CSSDR044
2023-02-02	WUR Assessment	PAULOS IBRAHIM Ratepayer. Caller s Concern Account Balance. Position Stated No. Investigation reqd 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.	JAYDEN LYONS
2023-02-02	Credit	Caller PAULOS IBRAHIM Ratepayer User Comments call back cx mention high high bill cx ask why 1500 offered LIP transferred to EE	JAYDEN LYONS
2023-02-02	Data Repair	DR_REQ10782282 - CD-NXT-COLL-ACTION UPDATE	CSSDR044
2023-01-30	WUR Assessment	PAULOS IBRAHIM Ratepayer. Caller s Concern Call Transfer. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	CHARLES PARKER
2023-01-30	Credit	Caller PAULOS IBRAHIM Ratepayer. s w PAULOS IBRAHIM Ratepayer. Wants to know why the bill is 1494.81 and he said that he does not use 7725 kwh. transfer to EE.	CHARLES PARKER
2023-01-25	Data Repair	INC10765324 - Reads Workaround	CSSDR044
2023-01-03	Special Situation	PAYMENTUS_WEB paid 512.93	SELF SERVICE USER
2022-12-19	Special Situation	PAYMENTUS_WEB paid 406.26	SELF SERVICE USER
2022-12-14	Correspondence - General	Template Name OnTrack Application Rejection Letter New Created By sramos@caplanc.org Letter Edited No CS Letters ID 4940146	CSLET
2022-12-14	OnTrack - Ineligible	OnTrack application Rejected. Reason Household is over the federal poverty income guidelines. Agency Community Action Partnership of Lancaster County. Agency user Solmarie Ramos	SELF SERVICE USER
2022-12-14	Financial Statement Added		SRAMOS@C
2022-12-12	Special Situation	PAYMENTUS_WEB paid 137.00	SELF SERVICE USER
2022-12-12	Credit	Najilbrahim. Link to Assistance Programs page presented.	SELF SERVICE USER
2022-12-12	Credit	Najilbrahim Ratepayer. Customer declined to provide financial information.	SELF SERVICE USER
2022-12-12	Financial Statement Added		SELF SERVICE USER
2022-12-12	Credit	Text sent to 4846321183 for web offer. Customer response YES	IVR

Contact Date	Contact Type	Remarks	User
2022-12-08	OnTrack Customer	OnTrack application submitted by EUWEB Source EuWeb	SELF SERVICE USER
2022-11-07	Special Situation	PAYMENTUS WEB paid 100.00	SELF SERVICE USER
2022-10-11	Credit	Caller Back Office Ratepayer. Customer payment made through Paymentus but posting was delayed due to file error until 10 10 2022. GE added to prevent LPCs per Rev Ops.	MICHELE BARDI
2022-10-11	SC - GRACE EXTENSION	Caller Back Office Ratepayer. Customer payment made through Paymentus but posting was delayed due to file error until 10 10 2022. GE added to prevent LPCs per Rev Ops.	308384
2022-10-03	Special Situation	PAYMENTUS WEB paid 45.74	SELF SERVICE USER
2022-09-07	Choice Inquiry	New Connect Privacy Release Default - OK to Release All	SYSTEM SYSTEM
2022-09-07	Connect Completed		BATCH
2022-09-07	POSID Received	Caller PAULOS IBRAHIM Ratepayer User Comments SW RP who called to verify receipt of POS ID. ADV yes and obligation was removed from acct. Maintained connect per request. SAT	BARBARA SINGH
2022-09-07	WUR Assessment	PAULOS IBRAHIM Ratepayer. Caller s Concern Service Turn-On Date. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	BARBARA SINGH
2022-09-07	Connect Maintained		BARBARA SINGH
2022-09-07	Miscellaneous	WATT Scanned - Pos ID Work Item 2933889 Completed	JUDITH K JONES
2022-09-07	Miscellaneous	WATT ID 2933889 removed requirement for positive id	JUDITH K JONES
2022-09-07	Miscellaneous	WATT Scanned - Pos ID Work Item 2933889 Created	KOFAX
2022-09-07	Connect/Disconnect	Caller PAULOS IBRAHIM Ratepayer User Comments cci to find out if POSID was received adv no ID received yet confirmed fax is correct confirmed name and acct included on fax adv we close at 5pm and to give a moment to get updated sat	NICOLE DENISE ANTHONY
2022-09-07	WUR Assessment	PAULOS IBRAHIM Ratepayer. Caller s Concern Application for Service. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	NICOLE DENISE ANTHONY
2022-09-07	Connect/Disconnect	Caller PAULOS IBRAHIM Ratepayer User Comments Confirmed acct is set up but explained service can not be turned on until POSID is received. Explained requirement provided both fax s and acct . SAT	SKYE TORRES
2022-09-07	WUR Assessment	PAULOS IBRAHIM Ratepayer. Caller s Concern Application for Service. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	SKYE TORRES
2022-09-06	Service Off - Positive ID - Satisfied No	Service Off - Positive ID - Satisfied No	
2022-09-03	Connect Questions	TYPE OF CONNECT REQUEST METERED RATEPAYER OWNS THE PROPERTY Y RATEPAYER WILL OCCUPY THE PROPERTY Y NON-RESIDENTIAL USE ASSOCIATED WITH THE PROPERTY NONE TYPE OF PROPERTY RESIDENTIAL ELECTRIC HEAT Y RESIDENTIAL USE ASSOCIATED WITH THE PROPERTY RESIDENTIAL USE WILL BE FOR THE RATEPAYERS SOLE BENEFIT	SELF SERVICE USER
2022-09-03	Connect Issued	Electric CTP-Applicant caller PAULOS IBRAHIM CallerRelation RATEPAYER date of connect 09 07 2022 new address 132 TILGHMAN ST ALLENTOWN PA 18102 DepositAmt 0 DepositReq No Prev Bal 0 Prev Bal Req No ID Req Yes Send AddName Letter No	SELF SERVICE USER

# **PPL ELECTRIC**

## **Exhibit 3**

[Home](#)**Informal Case View**[Case Search](#)

<a href="#">General</a>			
BCS Case No.	3887416	Case Notes	Count : 2 <a href="#">Detail...</a>
CSS Account No.	██████████	Received Date	02/06/2023
CSS Name	PAULOS IBRAHIM	Due Date	03/07/2023
Name	PAULOS IBRAHIM	Investigator Name	CASE POOL, BCS
Service Address 1	132 TILGHMAN ST	Mailing Address 1	132 TILGHMAN ST
Service Address 2		Mailing Address 2	
Service City, State Zip	ALLENTOWN, PA 18102-	Mailing City, State Zip	ALLENTOWN, PA 18102-
PUC Address	132 W TILGHMAN ST,,ALLENTOWN,PA,18102-		
Service Class	RESIDENTIAL	Case Origin	TELEPHONE
Phone Number		Prior Case Number	0
Income Level	2	On Track	No
Reason For Contact	PHONE ACCESS PROBLEM / DIFFICULTY CONTACTING CO (#17)		
Customer Position	18 2 HIGH BILL DISPUTE. THE CUSTOMER IS DISPUTING THE BILL(S) FROM THE MONTH(S) OF 1/2023 FOR 1494.81 . NORMAL USAGE IS 200. TO 400. CUSTOMER CALLED AND WAS TRANSFERRED AND HE STAYED ON HOLD FOR 2 HRS AND WAS DISCONNECTED. CUSTOMER CALLED BACK AND COULD NOT GET THROUGH . CUSTOMER WENT TO PPL BUILDING AND THEY SAID THEY DON'T HAVE ANY EMPLOYEES AT THIS LOCATION. THE CELL PHONE NUMBER (484) 632 - 1183 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS PAOLOSIBRAHIM2020@GMAIL.COM HAS BEEN ALLOWED TO BE SHARED.		
Company Position	02/02/2023 NO CONTACT		
Related Information			
Misc Info			
Heating	Yes	Service	On
Acct Bal Due Date	03/15/2023	Total Account Balance	2133.92
Budget Bill Amount	434.00		
Arrearage	0.00	Reported Income Amount	0.00
Date of Last Customer Contact prior to Complaint			

[Type Assignment](#)

Case Type	Informal
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Category and Section

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

Ownership

Contact Person	E175125 - E175125
Written By	Persa, Nicole
Written By Date	02/28/2023

Other Information

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

Informal Final Report

<p>Details of the Company's Original Investigation</p> <p>12/28/2022 The Company sent the customer an estimated bill. The specific details regarding the estimate are included with the supplemental information attached to this report.</p> <p>1/30/2023- The company spoke with customer, PAULO IBRAHIM. He called in wanting to know why his usage is so high. He was transferred to Energy Education. The Company has no record of speaking to the customer after the call was transferred.</p> <p>2/2/2023- The company spoke with customer, PAULO IBRAHIM. He called in wanting to know why his bill is so high. He was offered low income programs and transferred to Energy Education. The Company has no record of speaking to the customer after the call was transferred.</p>
<p>Company's Final Position to the Customer</p> <p>1/30/2023- The company spoke with customer, PAULO IBRAHIM. He called in wanting to know why his usage is so high. He was transferred to Energy Education. The Company has no record of speaking to the customer after the call was transferred.</p> <p>2/2/2023- The company spoke with customer, PAULO IBRAHIM. He called in wanting to know why his bill is so high. He was offered low income programs and transferred to Energy Education. The Company has no record of speaking to the customer after the call was transferred.</p>
<p>Details of Company's Investigation after BCS Contact</p> <p>The Company completed the Estimate Form, which is included with this report. The form shows the details regarding the estimated bill, as well as the information from the same billing month of the year prior. In addition, the Company included details regarding the first bill it sent after it rendered the estimate.</p>
<p>Company's Final Position to BCS</p> <p>The Company identified a technical system issue, which resulted in some customers receiving estimated bills. It also impacted the ability for some customers to view their usage online.</p>

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

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

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

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

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

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

The Company experienced higher than normal call volume during the same general time as when this customer called. The Company has since added more phone agents to assist callers and shorten wait times.

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

The amount of the customer's bill was influenced by the electricity consumption and the cost of electricity.

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

[Analysis Information](#)

Justified

Not Analyzed

**No Analysis Items Found**

Return To Search

Case History

Print

Decision

Change State

Dismiss

Home

**Decision Detail**

Case Search

General			
BCS Case No.	3887416	CSS Account No.	██████████
Customer Name	PAULOS IBRAHIM	Investigator Name	CASE POOL, BCS
Address 1	132 TILGHMAN ST	Service Class	RESIDENTIAL
Address 2		Case Origin	TELEPHONE
City, State Zip	ALLENTOWN , PA 18102	Head Date	04/18/2023
Service Restore Amount	0.00	Current Monthly Payment	0.00
Service Continue Amount	0.00	Service Continue Date	
Decision Issue	Yes	Ending Monthly Payment	0.00
Chapter	56	Oral/Written	Written
Section Rule	56.1, 56.2, 56.163(1)	Violation	ACTUAL
Total Balance	2472.47	Closed Date	04/18/2023
Reconnect Amount	0.00	Balance Date	04/18/2023
Special Budget Amount	0.00	Regular Budget Amount	434.00
Arrears Payment Plus	0.00	Final Monthly Payment	0.00
Resolution	DECISION ISSUED: ALL USAGE BASED ON ACTUAL METER READINGS EXCEPT 12/2022 ESTIMATED BILL. PPL ACTED WITHIN RIGHT TO ESTIMATE BILL. CUSTOMER'S USAGE INCREASED IN DECEMBER 2022. JANUARY 2022 BILL BASED ON ACTUAL METER READINGS AND ACCOUNTED FOR THE PRIOR MONTH'S UNBILLED ACTUAL USAGE. CUSTOMER RESPONSIBLE FOR TOTAL ACCOUNT BALANCE OF \$2,472.47 AS OF 04/18/2023. CUSTOMER ADVISED OF RIGHT TO FILE APPEAL, TO CONTACT PPL REGARDING SPECIAL METER TEST, SETUP A PAYMENT ARRANGEMENT OR FOR THE AMOUNT TO MAINTAIN SERVICE. DISMISSED.		
Terms			
Letter Description			

Action Required Options

Action Required	<input type="radio"/> Yes <input checked="" type="radio"/> No		
WorkQ Category	[Dropdown]		
Sub Category	[Dropdown]		
Up Front Amount	[Text]	Up Front Due Date	[Text]
Bill Type	[Dropdown]		
Plus Amount	[Text]		
Beginning Date	[Text]		
Write-Off Amount	[Text]		
Comments	BCS#3887416 DEC CLOSED 4/18/2023 PPL ACTED WITHIN RIGHT TO ESTIMATE BILL. CUSTOMER'S USAGE INCREASED IN DECEMBER 2022. JANUARY 2022 BILL BASED ON ACTUAL METER READINGS AND ACCOUNTED FOR THE PRIOR MONTH'S UNRTI IED ACTUAL USAGE.		
Processed By	E02239	Processed Date	4/18/2023 1:49:37 PM

[Return to Case](#)

# **PPL ELECTRIC**

## **Exhibit 4**

Account Number	Billed	Days in bill	Total KWh Used	Avg kWh/day	Electricity costs	Avg. Temperature
	10/20/2023	29	493	17	\$99.34	58
	09/21/2023	30	383	13	\$80.64	69
	08/22/2023	29	286	10	\$63.85	73
	07/24/2023	32	303	9	\$65.91	74
	06/22/2023	30	210	7	\$51.82	65
	05/23/2023	29	1092	38	\$224.40	56
	04/24/2023	32	2510	78	\$495.83	53
	03/23/2023	29	4039	139	\$788.55	39
	02/22/2023	29	4303	148	\$839.11	37
	01/24/2023	28	7725	276	\$1,494.81	39
	12/28/2022	36	2699	75	\$512.93	34
	11/21/2022	31	2324	75	\$404.60	49
	10/21/2022	29	1324	46	\$236.95	53
	09/22/2022	15	228	15	\$45.74	67

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 6**

Account Number	Meter Number	Multiplier	Manufacturer	Date	Delivered Read	Total Usage kWh	Demand KW	Peak kWh	Off Peak kWh
		1	Siemens	12/27/2022	74330	216.557	13.25		
		1	Siemens	12/26/2022	74106	223.827	13.16		
		1	Siemens	12/25/2022	73876	229.987	12.66		
		1	Siemens	12/24/2022	73649	227.048	12.02		
		1	Siemens	12/23/2022	73468	181.659	10.96		
		1	Siemens	12/22/2022	73282	186.003	10.96		
		1	Siemens	12/21/2022	73098	183.872	13.15		
		1	Siemens	12/20/2022	72913	184.542	13.15		
		1	Siemens	12/19/2022	72720	192.95	13.15		
		1	Siemens	12/18/2022	72547	173.141	13.15		
		1	Siemens	12/17/2022	72379	168.224	13.15		
		1	Siemens	12/16/2022	72199	179.962	13.15		
		1	Siemens	12/15/2022	72021	177.355	13.15		
		1	Siemens	12/14/2022	71843	178.59	13.15		
		1	Siemens	12/13/2022	71659	183.558	13.15		
		1	Siemens	12/12/2022	71483	176.721	13.15		
		1	Siemens	12/11/2022	71307	175.356	13.15		
		1	Siemens	12/10/2022	71145	162.224	13.15		
		1	Siemens	12/09/2022	70999	146.369	13.15		
		1	Siemens	12/08/2022	70865	133.514	13.15		
		1	Siemens	12/07/2022	70727	138.222	13.15		
		1	Siemens	12/06/2022	70570	157.373	13.15		
		1	Siemens	12/05/2022	70408	161.187	13.15		
		1	Siemens	12/04/2022	70255	152.847	13.15		
		1	Siemens	12/03/2022	70098	157.213	13.15		
		1	Siemens	12/02/2022	69925	173.712	13.15		
		1	Siemens	12/01/2022	69757	167.427	13.15		
		1	Siemens	11/30/2022	69608	149.533	13.15		
		1	Siemens	11/29/2022	69460	147.579	13.15		
		1	Siemens	11/28/2022	69328	131.698	13.15		
		1	Siemens	11/27/2022	69201	127.005	13.15		
		1	Siemens	11/26/2022	69069	132.224	13.15		
		1	Siemens	11/25/2022	68938	130.936	13.15		
		1	Siemens	11/24/2022	68770	167.729	13.15		
		1	Siemens	11/23/2022	68580	189.966	13.15		
		1	Siemens	11/22/2022	68387	193.909	13.15		
		1	Siemens	11/21/2022	68196	190.231	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.

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# **PPL ELECTRIC**

## **Exhibit 7**

Account Number	Meter Number	Multiplier	Manufacturer	Date	Delivered Read	Total Usage kWh	Demand KW	Peak kWh	Off Peak kWh
		1	Siemens	01/24/2023	78620	163.803	0		
		1	Siemens	01/23/2023	78464	155.662	13.61		
		1	Siemens	01/22/2023	78306	158.429	13.61		
		1	Siemens	01/21/2023	78160	146.324	13.61		
		1	Siemens	01/20/2023	78011	148.968	13.61		
		1	Siemens	01/19/2023	77848	162.589	13.61		
		1	Siemens	01/18/2023	77692	156.54	13.61		
		1	Siemens	01/17/2023	77524	167.235	13.61		
		1	Siemens	01/16/2023	77345	179.793	13.61		
		1	Siemens	01/15/2023	77148	196.071	13.61		
		1	Siemens	01/14/2023	76970	178.588	13.61		
		1	Siemens	01/13/2023	76819	151.319	13.61		
		1	Siemens	01/12/2023	76659	159.632	13.61		
		1	Siemens	01/11/2023	76495	164.206	13.61		
		1	Siemens	01/10/2023	76353	142.142	13.61		
		1	Siemens	01/09/2023	76218	134.199	13.61		
		1	Siemens	01/08/2023	76081	137.815	13.61		
		1	Siemens	01/07/2023	75956	124.079	13.61		
		1	Siemens	01/06/2023	75846	110.675	13.61		
		1	Siemens	01/05/2023	75750	95.35	13.61		
		1	Siemens	01/04/2023	75640	110.637	13.61		
		1	Siemens	01/03/2023	75526	113.947	13.61		
		1	Siemens	01/02/2023	75415	111.332	13.61		
		1	Siemens	01/01/2023	75276	138.699	13.61		
		1	Siemens	12/31/2022	75100	175.928	13.61		
		1	Siemens	12/30/2022	74925	175.114	13.61		
		1	Siemens	12/29/2022	74746	178.676	13.61		
		1	Siemens	12/28/2022	74547	199.532	0		
		1	Siemens	12/27/2022	74330	216.557	13.25		

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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# **PPL ELECTRIC**

## **Exhibit 8**

\*\*\* Account Information \*\*\*

\*\*\* Current Account Status \*\*\*

Account Number: XXXXXXXXXX  
 Mail To:  
 PAULOS IBRAHIM  
 132 TILGHMAN ST  
 ALLENTOWN PA 18102  
 Requested By:  
 PAULOS IBRAHIM  
 (484) 632-1183 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
09/22/2022	ELECTRIC SERVICE		\$45.74								
09/22/2022	Regular Bill	10/13	\$45.74				0007/0042	64548A	15	228	
10/10/2022	Payment		\$-45.74								
10/21/2022	ELECTRIC SERVICE		\$236.95								
10/21/2022	Regular Bill	11/14	\$236.95				0356/0000	65872A	29	1324	
11/08/2022	Payment		\$-100.00								
11/21/2022	ELECTRIC SERVICE		\$404.60								
11/21/2022	Regular Bill	12/12	\$541.55	\$136.95			0521/0005	68196A	31	2324	
11/22/2022	Late Payment Charge		\$1.71								
12/13/2022	Payment		\$-137.00								
12/20/2022	Payment		\$-406.26								
12/28/2022	ELECTRIC SERVICE		\$512.93								
12/28/2022	Regular Bill	01/18	\$512.93				1135/0000	70895E	36	2699	
01/03/2023	Payment		\$-512.93								
01/24/2023	ELECTRIC SERVICE		\$1494.81								
01/24/2023	Regular Bill	02/14	\$1494.81				0763/0000	78620A	28	7725	
02/07/2023	Payment		\$-200.00								
02/22/2023	ELECTRIC SERVICE		\$839.11								
02/22/2023	Regular Bill	03/15	\$2133.92	\$1294.81			0840/0000	82923A	29	4303	
03/01/2023	Payment		\$-200.00								
03/23/2023	ELECTRIC SERVICE		\$788.55								
03/23/2023	Regular Bill	04/13	\$2722.47	\$1933.92			0788/0000	86962A	29	4039	
04/10/2023	Payment		\$-250.00								
04/24/2023	ELECTRIC SERVICE		\$495.83								
04/24/2023	Regular Bill	05/15	\$2968.30	\$2472.47			0426/0017	89472A	32	2510	
05/08/2023	Payment		\$-250.00								
05/23/2023	ELECTRIC SERVICE		\$224.40								
05/23/2023	Late Payment Charge		\$33.99								
05/23/2023	Regular Bill	06/13	\$2976.69	\$2718.30			0268/0006	90564A	29	1092	

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/ TYPE	DAYS USED	BILLED KW
05/31/2023	Payment		\$-200.00							
06/20/2023	Late Payment Charge		\$34.30							
06/20/2023	Late Payment Charge		\$0.42							
06/22/2023	ELECTRIC SERVICE		\$51.82							
06/22/2023	Regular Bill	07/13	\$2863.23	\$2776.69			0044/0058	90774A	30	210
07/19/2023	Late Payment Charge		\$0.86							
07/19/2023	Late Payment Charge		\$34.95							
07/24/2023	ELECTRIC SERVICE		\$65.91							
07/24/2023	Regular Bill	08/14	\$2964.95	\$2863.23			0000/0306	91077A	32	303
07/25/2023	Miscellaneous		\$-25.01							
07/31/2023	Payment		\$-100.00							
08/22/2023	ELECTRIC SERVICE		\$63.85							
08/22/2023	Regular Bill	09/12	\$2903.79	\$2839.94			0000/0230	91363A	29	286
09/08/2023	Payment		\$-65.00							
09/21/2023	ELECTRIC SERVICE		\$80.64							
09/21/2023	Regular Bill	10/12	\$2919.43	\$2838.79			0027/0154	91746A	30	383
09/26/2023	Payment		\$-81.00							
10/20/2023	ELECTRIC SERVICE		\$99.34							
10/20/2023	Regular Bill	11/13	\$2937.77	\$2838.43			0234/0012	92239A	29	493
11/07/2023	Payment		\$-100.00							
11/20/2023	ELECTRIC SERVICE		\$335.65							
11/20/2023	Regular Bill	12/11	\$3173.42	\$2837.77			0564/0000	94119A	31	1880
12/11/2023	Payment		\$-336.00							

# **PPL ELECTRIC**

## **Exhibit 9**

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
10/20/2023	11/20/2023	Regular	94119	1880	0	0	7.9	7.9			Billed	3870		
09/21/2023	10/20/2023	Regular	92239	493	0	0	6.4	6.4			Billed	3860		
08/22/2023	09/21/2023	Regular	91746	383	0	0	4	4			Billed	3850		
07/24/2023	08/22/2023	Regular	91363	286	0	0	3.9	3.9			Billed	3840		
06/22/2023	07/24/2023	Regular	91077	303	0	0	3.4	3.4			Billed	3830		
05/23/2023	06/22/2023	Regular	90774	210	0	0	3.9	3.9			Billed	3820		
04/24/2023	05/23/2023	Regular	90564	1092	0	0	7.6	7.6			Billed	3810		
03/23/2023	04/24/2023	Regular	89472	2510	0	0	9.2	9.2			Billed	3800		
02/22/2023	03/23/2023	Regular	86962	4039	0	0	11.7	11.7			Billed	3790		
01/24/2023	02/22/2023	Regular	82923	4303	0	0	12.2	12.2			Billed	3780		
12/27/2022	01/26/2023	Estimate	73144	2249	0	0	10.7	10.7			Memo	3760		
12/27/2022	01/24/2023	Regular	78620	7725	0	0	10.7	10.7			Billed	3770		
11/21/2022	12/27/2022	Forced Est	70895	2699	0	0	10.7	10.7			Billed	3750		
10/21/2022	11/21/2022	Regular	68196	2324	0	0	10.7	10.7			Billed	3740		
09/22/2022	10/21/2022	Regular	65872	1324	0	0	9.4	9.4			Billed	3730		
09/07/2022	09/22/2022	Regular	64548	228	0	0	5.3	5.3			Billed	3720		
	09/07/2022	Activation	64320	0	0	0	0	0				3710		
	09/07/2022	Probable (SO)	64320	0	0	0	0	0			Posted	3700		
	09/07/2022	Work (SO)	64320	0	0	0	0	0			Posted	3690		
08/23/2022	09/02/2022	Final	64319	111	0	0	3.1	3.1			Billed	3680		
08/23/2022	09/02/2022	Probable (SO)	64319	111	0	0	3.1	3.1			Posted	3670		
	09/02/2022	Work (SO)	64319	0	0	0	3.1	0			Posted	3660		
07/25/2022	08/23/2022	Regular	64208	492	0	0	5.9	5.9			Billed	3650		
06/23/2022	07/25/2022	Regular	63716	507	0	0	5.1	5.1			Billed	3640		
05/24/2022	06/23/2022	Regular	63209	408	0	0	5.9	5.9			Billed	3630		
04/25/2022	05/24/2022	Regular	62801	2031	0	0	9.3	9.3			Billed	3620		
03/24/2022	04/25/2022	Regular	60770	4157	0	0	13.2	13.2			Billed	3610		
02/24/2022	03/24/2022	Regular	56613	4159	0	0	14.5	14.5			Billed	3600		
01/26/2022	02/24/2022	Regular	52454	6111	0	0	15.9	15.9			Billed	3590		
12/23/2021	01/26/2022	Regular	46343	6179	0	0	16.7	16.7			Billed	3580		
11/23/2021	12/23/2021	Regular	40164	4306	0	0	13.3	13.3			Billed	3570		
10/25/2021	11/23/2021	Regular	35858	3309	0	0	13.7	13.7			Billed	3560		
09/24/2021	10/25/2021	Regular	32549	957	0	0	7.7	7.7			Billed	3550		

# **PPL ELECTRIC**

## **Exhibit 10**

**PPL Electric Utilities**  
2 North 9th Street CPC-GENN1 Allentown, PA 18101-1175  
Tel. 800.358.6623 Fax 484.634.3713  
ppl electric.com



**PPL Electric Utilities**

RESIDENTIAL TERMINATION  
0009 RESTERM  
[REDACTED]

July 30, 2017

## **SERVICE TERMINATION NOTICE** **(Aviso DE Terminación DE Servicio)**

For [REDACTED]

Account Number: [REDACTED]

Service will be shut off for nonpayment of bills on or after  
**8:00 AM on [REDACTED]**

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Dear Customer & Occupants of [REDACTED]

**We don't want you to lose service.** If you are able, pay the past due amount of \$ [REDACTED] or the amount due on your agreement immediately. If you can't pay your bill in full, we offer payment arrangements and programs that may help lower your bill and prevent service interruption.

**Please contact us immediately to prevent service interruption.** You can reach a friendly PPL customer service representative at [800-358-6623](tel:800-358-6623), or you can visit [ppl electric.com](http://ppl electric.com) for payment agreement information, applications to customer assistance programs, and other easy self-service options. *Servicio disponible en español.*

*You can also write to us at 827 Hausman Rd, Allentown PA 18104, but mail delivery time can be unpredictable. Call us or use our online services to prevent delay.*

**If your service is shut off**, you'll need to contact us to arrange reconnection. You might be required to pay the following before service can be turned back on:

*(Note: Reconnection can take up to 7 days)*

- ◆ Past Due Bill \$ [REDACTED]
- ◆ Security Deposit \$ [REDACTED]
- ◆ Reconnection Fee \$ [REDACTED]
- ◆ Any other bills that have gone past due since this notice was mailed

**Responsible Party:** All adults listed on the mortgage, deed, or lease are considered "customers" and are responsible for the electric bill. If service is shut off, any adult living in the home may be required to pay all or a portion of the bill that accrued while they were there if they would like the service turned back on.

**Special Protections:**

*If any of these protections apply to you, please call us IMMEDIATELY at 800-358-6623 to prevent shut off.*

Medical Notice: Let us know if someone living in your home is seriously ill or has a medical condition that would be worsened by the termination of service. We will not shut off your service if you have a licensed physician, nurse practitioner, or physician's assistant certify in writing within 3 days that such illness exists and that it might be aggravated if service is stopped. You would still need to pay your current bills for service each month.

Domestic Abuse: If you are a victim of abuse and have a valid PFA (Protection from Abuse) order from a court, special medical emergency procedures and other protections might apply.

Tenants: If your landlord pays your electric bill, you have certain legal protections.

Disability: If you have trouble understanding or speaking English or have a disability, please call us for free interpretation.

Winter Hardship: If your service is shut off between Dec. 1 and Mar. 31, we will turn it back on within 24 hours after you arrange to pay your bill. If street digging is required, it might take up to 7 days.

If your household income is at or below 250% of the federal poverty guidelines, we need to ask the Pennsylvania Public Utility Commission before shutting off your service.

**Monthly income at 250% of Federal Poverty Level: 2022**

Household Size	1	2	3	4
Monthly Income	\$2,831	\$3,815	\$4,798	\$5,781

Add \$983 for each additional household member.

**Your Rights and Options:** If you have questions or need more information, contact us as soon as possible at 800-358-6623. After you talk to us, if you are not satisfied, you may file a complaint with the Public Utility Commission. The Public Utility Commission may delay shut off if you file the complaint before the shut off date. To contact them, call 800-692-7380 or write to Pennsylvania Public Utility Commission, P.O. Box 3265, Harrisburg, Pennsylvania 17105-3265.

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We know finances can be tight sometimes. Our team cares deeply about the health and welfare of our customers and our community. We want to help you save on your electric service, and we're committed to working hard every day to keep our electric grid resilient and safe. If you have any questions or need assistance, please contact us.

We look forward to working with you.

Your PPL Customer Service Team,

PPL Electric Utilities  
827 Hausman Rd.  
Allentown, PA 18104  
800-358-6623  
pplelectric.com

THIS NOTICE IS VALID FOR 60 DAYS.