

COMMONWEALTH OF PENNSYLVANIA
(Public Utility Commission)

-----*
SHIRLEY R. SMITH, :
Complainant, : Case No.:
vs. : C-2023-3043404
PPL ELECTRIC UTILITIES CORP, :
Respondent. :
-----*

Pages 1 through 69 TELEPHONIC HEARING
Judge's Chambers
Commonwealth Keystone Bldg.
400 North Street
Harrisburg, PA 17120

Thursday, January 17, 2024
Met, pursuant to notice, at 10:00 a.m.

BEFORE: THE HONORABLE CHAD ALLENSWORTH
Administrative Law Judge

INDEX TO EXHIBITS
Docket No.: C-2023-3043404
Hearing Date: January 17, 2024

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BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Shirley R. Smith, :
 :
 Complainant, :
 :
 v. : Docket No. C-2023-3043404
 :
 PPL Electric Utilities Corporation, :
 :
 Respondent. :

ANSWER OF PPL ELECTRIC UTILITIES CORPORATION TO
THE COMPLAINT OF SHIRLEY R. SMITH

TO THE PENNSYLVANIA PUBLIC UTILITY COMMISSION:

PPL Electric Utilities Corporation ("PPL Electric" or the "Company") files this Answer to the Complaint of Shirley R. Smith ("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 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. It is admitted that the Company issued the Complainant's final bill for her electric service account on August 24, 2023, in the amount of

\$1,018.47. It is denied that the Complainant contacted the Company prior to August 21, 2023, to stop service at her former address and that the Complainant is not responsible for payment of her final bill amount. It is further denied that the Complainant's electric service bill(s) contain incorrect charges.

By way of further response, on September 21, 2021, the Complainant contacted the Company to initiate electric service at 110 Valley Street, Apartment 1, Williamsport, PA 17702 ("Valley Street Address"). Subsequently, on August 1, 2023, the Complainant contacted the Company to initiate electric service at 512 Grier Street, First Floor, Williamsport, PA 17701 ("Grier Street Address"). On August 21, 2023, a new customer contacted the Company and requested that electric service be initiated at the Valley Street Address under the new customer's name. On August 22, 2023, after having contact with the Complainant, the Company stopped service in the Complainant's name at the Valley Street Address. Accordingly, on August 24, 2023, the Company rendered the Complainant her final bill for the Valley Street Address in the amount of \$1,018.47. PPL Electric is without sufficient knowledge or information as to whether the Complainant "MOVED FROM [the Valley Street] ADDRESS" on September 30, 2022 and, therefore, denies the same.

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

6. Denied. The averments contained in Paragraph 6 of the Complaint 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 termination notice, notice of balance transfer letter, IRS Form 5498, Social Security benefit statement, Trustmark explanation of benefits, Medicare summary notice, 2022 Income Tax Return, and driver's license

update attached to the Complaint, labeled Documents #1 through #8, are documents which speak for themselves. Any characterizations thereof are denied.

It is denied that the Complainant contacted PPL Electric to disconnect service in her name prior to August 21, 2023. The Company has no records of any contacts from the Complainant for the Valley Street Address account between September 21, 2021, and August 21, 2023. It is also denied that the Company "INSTRUCTED [the Complainant] TO HAVE THE PROPERTY OWNER CALL AS WELL" when she allegedly attempted to discontinue service at the Valley Street Address. The Company has no records of its personnel ever having made such a statement. It is denied that the Complainant "NEVER RECEIVED ANYTHING BY U.S. MAIL FROM PPL." Between October 2021 and August 2023, PPL Electric issued monthly electric service bills to the Complainant in her name at the Valley Street Address, and on August 10, 2023, PPL Electric issued the Complainant a termination notice for the Valley Street Address account, which the Complainant received and attached to the instant Complaint. PPL Electric is without sufficient knowledge or information as to whether the Complainant had a lease with her landlord while living at the Valley Street Address, whether the owner of the Valley Street Address "REFUSED TO COMPLY" with the Complainant's request to put electric service in his name, or whether "THE U.S. POST OFFICE KEEPS NO RECORD OF [the Complainant's] MOVE" and, therefore, denies the same.

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 not an appeal from a decision of the BCS and that the Company has had contact with the Complainant regarding the issues raised in the Complaint. As explained in detail in the Company's response to Paragraph 5 of the Complaint, it is denied that the Complainant contacted the Company to disconnect service in her name at the Valley Street Address prior to August 21, 2023. During contacts with the Complainant and her father on August 21, August 29, and August 30, 2023, the Company explained that the Complainant was responsible for the balance on the Valley Street Address because she did not contact the Company to disconnect service in her name prior to August 21, 2023. PPL Electric has attempted to be responsive to all contacts from the Complainant and has treated the Complainant in the same fair and respectful manner as it does all its customers.

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

9. Paragraph 9 of the Complaint pertains to the Complainant's legal representation, to which no responsive pleading is required.

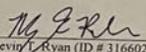
10. Paragraph 10 sets forth the verification and signature, to which no responsive pleading is required.

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

WHEREFORE, PPL Electric Utilities Corporation respectfully requests that the Complaint of Shirley R. Smith be denied in its entirety and with prejudice as against PPL Electric Utilities Corporation.

Respectfully submitted,

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
mshafer@pplweb.com


Devin L. 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
mrulli@postschell.com

Date: October 24, 2023

Attorneys for PPL Electric Utilities Corporation

VERIFICATION

I, BETH A. FRONHEISER being the Credit & Collections Manager 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 24, 2023

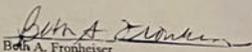

Beth A. Fronheiser

EXHIBIT #2



Commonwealth of Pennsylvania DRIVER'S LICENSE UPDATE. SEX: F, HEIGHT: 5 03, EYES: BLU, SOCIAL SECURITY NUMBER: *** ** ***, DRIVER ID NUMBER: [REDACTED], BIRTH DATE: [REDACTED], EXPIRATION DATE: 05 07 25, CLASSES: C, ENDORSEMENTS: ---, ISSUE DATE: 022023, COMMERCIAL/MEDICAL RESTRICTIONS: */*, SHIRLEY RAE SMITH, 118 W LINCOLN AVE, S WILLIAMSPRT PA 17702, 23051-2600-03406-0-003

8-28-23
KINDLY USE THESE DOCUMENTS TO PROVE I DID NOT LIVE ON VALLEY STREET AS OF OCTOBER 1, 2022. MY OLD LANDLORD

IS NOT CO-OPERATING. PER YOUR LETTER I AM NOT THE RESPONSIBLE

I WOULD LIKE SOMETHING IN WRITING THAT SHOWS I DO NOT OWE \$801.00. POST OFFICE DOESN'T KEEP RECORD. THE OWNER OF THIS PROPERTY IS

MICHAEL SANTALUCIA
C/O DOC'S FLOORING
272 BROAD ST.
MONTGOMERSVILLE PA 17754
(570) 505-1984.

EXHIBIT #3

2022 Income Tax Return

Prepared For:

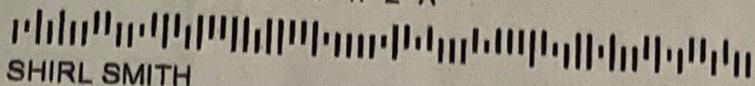
SHIRLEY R SMITH
118 WEST LINCOLN AVE
S. Williamsport, PA 17702
(570) 502-2629

Prepared By:

Lisa's Business Services Inc.
2090 Lycoming Creek Rd
Williamsport, PA 17701
Telephone: (570) 772-8782
FAX: (570) 494-1224
Email: lhall_lbs@msn.com



AB 01 000600 71417 H 2 A



SHIRL SMITH
110 VALLEY ST APT 1
WILLIAMSPORT PA 17702-6736

August 10, 2023
[Handwritten signature]

SERVICE TERMINATION NOTICE

(Aviso DE Terminación DE Servicio)

For 110 VALLEY ST APT 1, WILLIAMSPORT PA 17702

Account Number: [REDACTED]

REC'D
AT
512
GRIER

Service will be shut off for nonpayment of bills on or after 8:00 AM on August 24, 2023.

Dear Customer & Occupants of 110 VALLEY ST APT 1, WILLIAMSPORT PA 17702

We don't want you to lose service. If you are able, pay the past due amount of \$801.08 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, or you can visit ppl electric.com for payment agreement information, applications to customer assistance programs, and other easy self-service options. *Servicio disponible en español.*

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

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

(Note: Reconnection can take up to 7 days)

- ◆ Past Due Bill \$801.08
- ◆ Security Deposit \$170.00
- ◆ Reconnection Fee \$14.00
- ◆ Any other bills that have gone past due since this notice was mailed

[Handwritten signature]

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.

FEBRUARY 16, 2023

EXHIBIT
#15

SHIRLEY RAE SMITH
118 W LINCOLN AVE
WILLIAMSPORT PA
17702-7343

211 C M07

FORM SSA-1099 - SOCIAL SECURITY BENEFIT STATEMENT

2022

- PART OF YOUR SOCIAL SECURITY BENEFITS SHOWN IN BOX 5 MAY BE TAXABLE INCOME.
- SEE FACTS ABOUT YOUR 2022 SOCIAL SECURITY BENEFIT STATEMENT AND NOTICE 703 FOR MORE INFORMATION.

1. Name
SHIRLEY R SMITH

2. Social Security Number
[REDACTED]

3. Benefits for 2022
\$ 19321.20

4. Benefits Repaid to SSA in 2022
\$ NONE

5. Net Benefits (box 3 - box 4) for 2022
\$ 19321.20

DESCRIPTION OF AMOUNT IN BOX 3

PAID BY CHECK OR DIRECT DEPOSIT	\$	17280.00
MEDICARE PART B PREMIUMS DEDUCTED FROM YOUR BENEFITS		2041.20
TOTAL ADDITIONS	\$	19321.20
BENEFITS FOR 2022	\$	19321.20

DESCRIPTION OF AMOUNT IN BOX 4

NONE

6. Voluntary Federal Income Tax Withheld
NONE

7. Address
SHIRLEY RAE SMITH
118 W LINCOLN AVE
WILLIAMSPORT PA
17702-7343

8. Claim Number
(Use this number if you need to contact SSA.)
[REDACTED] A

01013K5Z0003807NOTAFYX1998REG.PCLR230215.PAM 100000000 002601063564027789617702734318

Trustmark Health Benefits
 PO Box 2920
 Clinton, IA 52733-2920

20230301/1806
 1006 300044



EXHIBIT (DR)
 #10

Forwarding Service Requested

Questions? Contact us:
 All Claims: 866-893-4472

Website: <http://www.mytrustmarkbenefits.com>

*****ALL FOR AADC 170
 PB-MSP-42-ENV 10070
 SHIRLEY SMITH
 118 W LINCOLN AVE
 WILLIAMSPORT PA 17702-7343

COUNTY OF LYCOMING
 Group Number ECMLY
 Print Date January 31, 2023

The USPS has a forwarding order on file to the name and address listed above.

Consolidated Family Explanation of Benefits

This is not a Bill

SHIRLEY SMITH

Patient's Name Type of Service	Service Date(s)	Billed Charges	Discount Amount	Other Adjust- ments	Other Plan Payment	Patient Responsibility After Payments				Plan Benefit	Plan Paid At	Reason Codes
						Ineligible	Co-Pay	Deductible	Co-Ins			
SMITH SHIRLEY												
Claim #: 011023-161-89 Pat. Acct. #: P230127200 Provider: NICHOLAS SEBES, MD Network: MEDICARE/MEDICAID Issued: 1/12/23												
SURGERY	12/16/2022	717.00	639.56	0.00	61.70	0.00	0.00	0.00	0.00	15.74	100%	ME1
SURGERY	12/16/2022	1,007.00	825.73	0.00	144.43	0.00	0.00	0.00	0.00	36.84	100%	ME1
Totals:		1,724.00	1,465.29	0.00	206.13	0.00	0.00	0.00	0.00	52.58		
Patient Responsibility 0.00												

Claim #: 011523-551-29 Pat. Acct. #: P231052420 Provider: HOWARD PRIDE, MD Network: MEDICARE/MEDICAID Issued: 1/18/23												
OFFICE VISIT	12/21/2022	200.00	135.12	(12.98)	51.69	0.00	0.00	0.00	12.98	13.19	80%	ME1
SURGERY	12/21/2022	250.00	186.34	0.00	50.72	0.00	0.00	0.00	0.00	12.94	100%	ME1
SURGERY	12/21/2022	163.00	136.69	0.00	20.96	0.00	0.00	0.00	0.00	5.35	100%	ME1
COB ADJUSTMENT	12/21/2022	0.00	0.00	12.98	0.00	0.00	0.00	0.00	(12.98)	0.00		COBA
Totals:		613.00	458.15	0.00	123.37	0.00	0.00	0.00	0.00	31.48		
Patient Responsibility 0.00												

Claim #: 011023-111-61 Pat. Acct. #: H1100476432800 Provider: GEISINGER MEDICAL CENTER Network: MEDICARE/MEDICAID Issued: 1/18/23												
SURGERY	12/16/2022	2,337.00	1,997.27	0.00	270.68	0.00	0.00	0.00	0.00	69.05	100%	ME1
SURGERY	12/16/2022	3,083.00	2,913.14	0.00	135.34	0.00	0.00	0.00	0.00	34.52	100%	ME1
Totals:		5,420.00	4,910.41	0.00	406.02	0.00	0.00	0.00	0.00	103.57		
Patient Responsibility 0.00												

Claim #: 012223-105-46 Pat. Acct. #: H1100513688600 Provider: GEISINGER MEDICAL CENTER Network: MEDICARE/MEDICAID Issued: 1/28/23												
OTHER MEDICAL SVC	12/21/2022	195.00	189.17	(1.17)	5.83	0.00	0.00	0.00	1.17	0.00		ME1
SURGERY	12/21/2022	656.00	636.38	0.00	19.62	0.00	0.00	0.00	0.00	0.00		ME1
SURGERY	12/21/2022	710.00	688.74	0.00	11.77	0.00	0.00	0.00	0.00	9.49	100%	ME1
COB ADJUSTMENT	12/21/2022	0.00	0.00	1.17	0.00	0.00	0.00	0.00	(1.17)	0.00		COBA
Totals:		1,561.00	1,514.29	0.00	37.22	0.00	0.00	0.00	0.00	9.49		
Patient Responsibility 0.00												

Claim #: 011123-197-13 Pat. Acct. #: P230806200 Provider: TAMMIE C. FERRINGER, MD Network: MEDICARE/MEDICAID Issued: 1/13/23												
LAB	12/16/2022	369.00	332.93	0.00	28.74	0.00	0.00	0.00	0.00	7.33	100%	ME1

EXHIBIT # 7

496254686

Page 1 of 6



Medicare Summary Notice for Part B (Medical Insurance)

The Official Summary of Your Medicare Claims from the Centers for Medicare & Medicaid Services

000283 SHIRLEY R SMITH
118 W LINCOLN AVE
WILLIAMSPORT PA 17702-7343



**THIS IS A REQUESTED COPY
This Is Not A Bill**

Notice for Shirley R Smith

Medicare Number	4W30RR3GQ24
Date of This Notice	December 20, 2022
Claims Processed	December 20, 2022

Your Claims & Costs This Period

Did Medicare Approve All Services?	YES
See page 2 for how to double-check this notice.	
Total You May Be Billed	\$0.00

Your Deductible Status

Your deductible is what you must pay for most health services before Medicare begins to pay.

Part B Deductible: You have now met your **\$203.00** deductible for 2021. You have now met your **\$233.00** deductible for 2022.

Providers with Claims This Period

December 15, 2021 – October 17, 2022
Family Practice Center PC

Be Informed!

This notice includes up to one year of claims you may have missed due to an incorrect address. If you think you may have missed claims older than one year, call 1-800-MEDICARE (1-800-633-4227) for more information.



¿Sabía que puede recibir este aviso y otro tipo de ayuda de Medicare en español? Llame y hable con un agente en español.
1-800-MEDICARE (1-800-633-4227)
如果需要国语帮助, 请致电联邦医疗保险, 请先说“agent”, 然后说“Mandarin”.

PPL Electric Utilities
827 Hausman Road Allentown, PA 18104-9392
Tel. 800.342.5775 (800.DIAL.PPL) Fax 484.634.3484
ppl electric.com



AB 01 001004 10280 H 3 A



SHIRLEY SMITH
512 GRIER ST, 1FL
WILLIAMSPORT PA 17701-4793

September 18, 2023

Bill Account No: [REDACTED]

Dear Customer,

During an automated review of closed accounts, our system found an account in your name at:

Service Address: 110 VALLEY ST APT 1
WILLIAMSPORT PA 17702

Balance: \$964.47

This balance has been transferred to your current account. If you do not agree with these findings or, would like to request payment terms, please call us at 1-800-358-6623.

Sincerely,

PPL Electric Utilities

001004 1/1



#2

PPL ELECTRIC

Exhibit 1

*** Account Information ***

*** Current Account Status ***

Account Number: [REDACTED]
 Mail To:
 SHIRLEY SMITH
 512 GRIER ST, 1FL
 WILLIAMSPORT PA 17701
 Requested By:
 SHIRLEY SMITH
 ([REDACTED])
 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
08/29/2023	ELECTRIC SERVICE		\$53.19								
08/29/2023	Regular Bill	09/19	\$53.19				0000/0171	11773A	27	222	

09/18/2023	Transfer Debit		\$88.08								
09/18/2023	Transfer Debit		\$90.24								
09/18/2023	Transfer Debit		\$105.85								
09/18/2023	Transfer Debit		\$84.64								
09/18/2023	Transfer Debit		\$44.35								
09/18/2023	Transfer Debit		\$115.80								
09/18/2023	Transfer Debit		\$132.05								
09/18/2023	Transfer Debit		\$17.04								
09/18/2023	Transfer Debit		\$42.51								
09/18/2023	Transfer Debit		\$7.12								
09/18/2023	Transfer Debit		\$13.98								
09/18/2023	Transfer Debit		\$32.15								
09/18/2023	Transfer Debit		\$37.02								
09/18/2023	Transfer Debit		\$35.42								
09/18/2023	Transfer Debit		\$33.73								
09/18/2023	Transfer Debit		\$36.33								
09/18/2023	Transfer Debit		\$21.82								
09/18/2023	Transfer Debit		\$0.51								
09/18/2023	Transfer Debit		\$0.54								
09/18/2023	Transfer Debit		\$0.02								
09/18/2023	Transfer Debit		\$0.91								
09/18/2023	Transfer Debit		\$1.64								
09/18/2023	Transfer Debit		\$0.05								
09/18/2023	Transfer Debit		\$1.37								
09/18/2023	Transfer Debit		\$3.29								
09/18/2023	Transfer Debit		\$0.11								
09/18/2023	Transfer Debit		\$1.81								
09/18/2023	Transfer Debit		\$4.74								
09/18/2023	Transfer Debit		\$0.19								
09/18/2023	Transfer Debit		\$0.19								
09/18/2023	Transfer Debit		\$2.23								
09/18/2023	Transfer Debit		\$2.68								
09/18/2023	Transfer Debit		\$6.06								

09/26/2023	Late Payment Charge		\$0.66								

09/28/2023	ELECTRIC SERVICE		\$44.17								
09/28/2023	Regular Bill	10/19	\$1062.49	\$53.19			0083/0109	11942A	30	169	

10/02/2023	Payment		\$-53.19								

10/27/2023	ELECTRIC SERVICE		\$35.25								
10/27/2023	Regular Bill	11/20	\$1044.55	\$1009.30			0265/0015	12059A	29	117	

11/02/2023	Payment		\$-79.42								

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	BILLED KW
11/29/2023	Payment		\$-85.00							
11/29/2023	ELECTRIC SERVICE		\$43.29							
11/29/2023	Regular Bill	12/20	\$923.42	\$880.13			0738/0001	12223A	33	164
01/02/2024	ELECTRIC SERVICE		\$44.17							
01/02/2024	Regular Bill	01/23	\$967.59	\$923.42			0910/0000	12403A	34	180
01/04/2024	Payment		\$-150.00							

PPL ELECTRIC

Exhibit 2

Account Contact History
Account: [REDACTED] **Customer Name:** SHIRLEY SMITH
 From 1/8/2020 to 1/8/2024

Contact Date	Contact Type	Remarks	User
2023-11-02	Credit	Caller SHIRLEY SMITH Ratepayer User Comments Cci said she is not responsible for the transferred bal. Adv cust she would have to address that either criminally or civilly. Adv cust she is responsible and she can call back after the 20th to set up a pa. Sat	LISA CAIN
2023-11-02	WUR Assessment	SHIRLEY SMITH Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Account End Date. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	LISA CAIN
2023-11-02	CSS WEB Interface Payment	Caller SHIRLEY SMITH Ratepayer Occupant. Comments Made Payment in the amount of 79.42. Confirmation number was read.. Confirmation Number 23110241	LISA CAIN
2023-11-02	Call Transfer	Caller SHIRLEY SMITH Ratepayer User Comments S W Shirley Smith RPer. Called confirm she has a Complaint currently with the PUC. Asked how much to pay toward acct adv of CB and has a hold on Acct per PUC Complaint. RPer stated she was informed by PUC to verify more info on review. Adv she d need to call PUC to verify transferred to EE.	WILLIAM SANCHINELLI
2023-11-02	WUR Assessment	SHIRLEY SMITH Ratepayer. Caller s Concern Call Transfer. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	WILLIAM SANCHINELLI
2023-11-02	Credit	Caller SHIRLEY SMITH Ratepayer User Comments SHIRLEY SMITH cx call in about her very high bill and a letter cx states she never recieved a bill to pay adv cx that call back form is closed will transfer her to billing dept adv cx of her bill of 1 009.39 cx understand	DEANNE KELLY
2023-11-02	WUR Assessment	SHIRLEY SMITH Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	DEANNE KELLY
2023-10-04	SC - PUC Formal Complaint	The customer filed Formal Complaint Docket No. C-2023-3043404 WATT ID 4026269- The Formal Complaint came in under the prior acct [REDACTED] however that balance was transferred to this account.	E02623
2023-09-18	Continuous Transfer Letter	Continuous Transfer Letter	
2023-09-18	Continuous Transfer	THIS ACCOUNT IS CURRENTLY IN A CONTINUOUS TRANSFER RELATIONSHIP. SEE THE MAINTAIN TRANSFER HISTORY WINDOW FOR DETAILS.	SYSTEM SYSTEM
2023-08-21	Call Transfer	Caller SHIRLEY SMITH Ratepayer. cci got term notice on acc but says she has not been living there in over a year xfr to stop	NYLA BISSESSAR
2023-08-21	WUR Assessment	SHIRLEY SMITH Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO Not on Phone.	NYLA BISSESSAR
2023-08-02	Choice Inquiry	New Connect Privacy Release Default - OK to Release All	SYSTEM SYSTEM
2023-08-02	Connect Completed		JOSEPH CONCEPCION
2023-08-01	Connect Questions	TYPE OF CONNECT REQUEST METERED RATEPAYER OWNS THE PROPERTY N RATEPAYER WILL OCCUPY THE PROPERTY Y NON-RESIDENTIAL USE ASSOCIATED WITH THE PROPERTY NONE TYPE OF PROPERTY RESIDENTIAL ELECTRIC HEAT N RESIDENTIAL USE ASSOCIATED WITH THE PROPERTY RESIDENTIAL USE WILL BE FOR THE RATEPAYERS SOLE BENEFIT	JOSEPH CONCEPCION
2023-08-01	Connect Issued	Electric CTP-Applicant caller shirley smith CallerRelation Ratepayer date of connect 08 02 2023 new address 512 GRIER ST 1FL WILLIAMSPORT PA 17701 DepositAmt 0 DepositReq No Pre Bal 0 Pre Bal Req No ID Req No Send AddName Letter No Customer Satisfied Understands Yes	JOSEPH CONCEPCION

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Exhibit 3

*** Account Information ***

*** Current Account Status ***

Account Number:
 Mail To: SHIRL SMITH
 512 GRIER STREET
 WILLIAMSPORT PA 17701
 Requested By: SHIRL SMITH
 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
10/08/2021	ELECTRIC SERVICE		\$22.46								
10/08/2021	Regular Bill	11/01	\$22.46				0070/0020	06732A	17	110	
10/20/2021	Payment		\$-22.50								
11/08/2021	ELECTRIC SERVICE		\$52.05								
11/08/2021	Regular Bill	11/29	\$52.01				0372/0005	07039A	31	307	
12/01/2021	Payment		\$-53.00								
12/08/2021	ELECTRIC SERVICE		\$55.13								
12/08/2021	Regular Bill	12/29	\$54.14				0794/0000	07358A	30	319	
12/28/2021	Payment		\$-55.00								
01/10/2022	ELECTRIC SERVICE		\$74.93								
01/10/2022	Regular Bill	01/31	\$74.07				0995/0000	07797A	33	439	
01/31/2022	Payment		\$-75.00								
02/08/2022	ELECTRIC SERVICE		\$60.71								
02/08/2022	Regular Bill	03/01	\$59.78				1281/0000	08143A	29	346	
03/08/2022	Late Payment Charge		\$0.75								
03/09/2022	ELECTRIC SERVICE		\$69.30								
03/09/2022	Regular Bill	03/30	\$129.83	\$59.78			0906/0000	08555A	29	412	
03/11/2022	Payment		\$-75.00								
03/17/2022	Payment		\$-50.00								
04/05/2022	Late Payment Charge		\$0.06								
04/07/2022	ELECTRIC SERVICE		\$62.08								
04/07/2022	Regular Bill	04/28	\$66.97	\$4.83			0661/0000	08912A	29	357	
04/18/2022	Payment		\$-75.00								
05/09/2022	ELECTRIC SERVICE		\$59.25								
05/09/2022	Regular Bill	05/31	\$51.22				0446/0000	09249A	32	337	
05/18/2022	Payment		\$-51.22								
06/08/2022	ELECTRIC SERVICE		\$48.41								
06/08/2022	Regular Bill	06/29	\$48.41				0045/0093	09486A	30	237	
06/22/2022	Payment		\$-50.00								

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	BILLED KW
07/11/2022	ELECTRIC SERVICE		\$7.83							
07/11/2022	ELECTRIC SERVICE		\$20.53							
07/11/2022	CleanChoice Energy		\$21.89							
07/11/2022	Regular Bill	08/01	\$48.66				0002/0207	09710A	30	224
08/09/2022	ELECTRIC SERVICE		\$22.89							
08/09/2022	CleanChoice Energy		\$22.12							
08/09/2022	Late Payment Charge		\$0.27							
08/09/2022	Late Payment Charge		\$0.34							
08/09/2022	Regular Bill	08/30	\$94.28	\$48.66			0000/0367	09904A	31	194
09/07/2022	Late Payment Charge		\$0.63							
09/07/2022	Late Payment Charge		\$0.55							
09/08/2022	ELECTRIC SERVICE		\$18.76							
09/08/2022	CleanChoice Energy		\$10.26							
09/08/2022	Regular Bill	09/29	\$124.48	\$94.28			0000/0221	09994A	30	90
09/16/2022	Payment		\$-155.00							
10/07/2022	ELECTRIC SERVICE		\$18.06							
10/07/2022	CleanChoice Energy		\$9.32							
10/07/2022	Regular Bill	10/31	\$-3.14				0154/0038	10063A	29	69
10/21/2022	Payment		\$-40.00							
11/09/2022	ELECTRIC SERVICE		\$17.94							
11/09/2022	CleanChoice Energy		\$10.88							
11/09/2022	Regular Bill	11/30	\$-14.32				0416/0000	10131A	29	68
12/07/2022	ELECTRIC SERVICE		\$17.94							
12/07/2022	CleanChoice Energy		\$12.38							
12/07/2022	Regular Bill	12/28	\$16.00				0768/0007	10199A	32	68
01/04/2023	Late Payment Charge		\$0.15							
01/04/2023	Late Payment Charge		\$0.05							
01/12/2023	ELECTRIC SERVICE		\$18.83							
01/12/2023	CleanChoice Energy		\$14.41							
01/12/2023	Regular Bill	02/02	\$49.44	\$16.00			0986/0000	10270A	31	71
02/04/2023	Miscellaneous		\$-0.15							
02/04/2023	Miscellaneous		\$-0.05							
02/07/2023	ELECTRIC SERVICE		\$18.74							
02/07/2023	CleanChoice Energy		\$17.04							
02/07/2023	Regular Bill	02/28	\$85.02	\$49.24			0988/0000	10341A	31	71
03/07/2023	Late Payment Charge		\$0.51							
03/07/2023	Late Payment Charge		\$0.54							
03/09/2023	ELECTRIC SERVICE		\$32.15							
03/09/2023	CleanChoice Energy		\$88.08							
03/09/2023	Regular Bill	03/30	\$206.30	\$85.02			0830/0000	10708A	30	367
04/05/2023	Late Payment Charge		\$1.64							

Bill Account: [REDACTED]

Account Activity Statement

Date: 01/08/24

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Exhibit 4

Account Contact History
Account: [REDACTED] **Customer Name: SHIRL SMITH**
From 1/8/2020 to 1/8/2024

Contact Date	Contact Type	Remarks	User
2023-10-04	PUC/Formal	The customer filed Formal Complaint Docket No. C-2023-3043404 WATT ID 4026269. Please see account [REDACTED] which is the active account where the balance was transferred to.	MICHELE K SPOTTS
2023-10-04	Miscellaneous	WATT CCC Formal Complaint - Bill Dispute Work Item 4026269 Created	APRIL TOU
2023-09-18	Continuous Transfer	THIS ACCOUNT IS CURRENTLY IN A CONTINUOUS TRANSFER RELATIONSHIP. SEE THE MAINTAIN TRANSFER HISTORY WINDOW FOR DETAILS.	SYSTEM SYSTEM
2023-08-30	Billing	Caller SHIRL SMITH Ratepayer User Comments cci stating she is not responsible for bill on account is stating she don t live on the address since 10 2022 cx sent proof on mail and also by fax cx have suspend charge until 09 13 2023 adv fax was receive but supposed to be mailed avd to least wait until 09 13 2023 to check if is receive and fix cx sat	DANIEL SALAVERRIA
2023-08-30	WUR Assessment	SHIRL SMITH Ratepayer. Caller s Concern Billing Payment - WUR will be sent. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	DANIEL SALAVERRIA
2023-08-29	Correspondence - General	Template Name Master Utility Report Created By GINA M MCGRAW Letter Edited No CS Letters ID 5402079	CSLET
2023-08-29	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2023-08-29	Miscellaneous	WATT Scanned - Pos ID Work Item 3963947 Completed	GINA M MCGRAW
2023-08-29	Connect/Disconnect	Caller Back Office Ratepayer User Comments working watt 3963947. cust sent in a copy of her license stating she isn t esp for this bill Michael Santalocia LLD is. Cust has called and we have expl we have no record of her calling to disconnect so the bill is her resp. sent wur.	GINA M MCGRAW
2023-08-29	WUR Assessment	Back Office Ratepayer. Caller s Concern Account End Date. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No.	GINA M MCGRAW
2023-08-25	Special Situation	HIGH BILL ALERT	SUPP HB
2023-08-22	Disconnect Completed		RHONDA R SOLANO
2023-08-21	Billing	Caller Ray P Smith Jr Father. cx fax number 484-684-3713 cx took address also adv cx once we get info we will take it from there cx SAT	DEANNA REYES
2023-08-21	Billing	Caller Ray P Smith Jr Father User Comments cci about daughter account said she stopped serv on account before adv cx of offered PAG and to trans to stop serv dept to stop the serv cx declined a PAG said he not going to pay prov cx with transferred bal details cx said she hasn t live at address in over a year for acco bal 952.30 Due 08 29 23 and gave	DEANNA REYES
2023-08-21	Credit	Caller SHIRL SMITH Ratepayer. cx issues issues with bill charges believe someone else is responsible to high payments. CX TRANSFER TO BILLING ON HER DAD ACC	LETHISA DEMAS
2023-08-21	WUR Assessment	SHIRL SMITH Ratepayer. Caller s Concern Call Transfer. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	LETHISA DEMAS
2023-08-21	Credit	Caller SHIRL SMITH Ratepayer User Comments caller Ray P Smith- father call on her daughter behalf POA Ray P Smith account pop up and verify his account. Check for his daughter s account on anothe ID - Shirl Smith account no- [REDACTED] spoke to his daughter and she verify account and give authorization for her dad to speak.	LETHISA DEMAS
2023-08-21	Call Transfer	Caller Ray Smith Father User Comments Spoke w RP s father Ray Smith with permission from RP. RP states she called in Aug of 2022 to disconnect service adv no disco or new connect received adv acct is still active transfer to Stop to assist further.	LORI PETRINI
2023-08-21	Credit	Caller SHIRL SMITH Ratepayer User Comments cci sw ray smith rp father says he has POA but does not live in home asked for rp perm rp was not with him was asking how she has a bill for over 800.00 adv we cannot go over any acct info without rp s perm this is ppl s policy will try to have her come over and give perm and will call back.	TYLER BUCHINSKY
2023-08-21	WUR Assessment	SHIRL SMITH Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	TYLER BUCHINSKY
2023-08-21	Connect Issued	CTP-Applicant caller Lindsay Snyder CallerRelation Ratepayer date of connect 08 22 2023 new address 110 VALLEY ST APT 1 WILLIAMSPORT PA 17702 DepositAmt 0 DepositReq No Pre Bal 0 Pre Bal Req No ID Req No Send AddName Letter No	MAJORIE DULVA
2023-08-21	Miscellaneous	Caller SHIRL SMITH Ratepayer User Comments stated she closed this account in sept 2022. and that she just got a term notice when she hasn t lived there concerned someone used her name for it has proof she hasn t lived there and is not responsible for this bill transferred to EE	MELANIE MERTIS

Contact Date	Contact Type	Remarks	User
2023-08-21	Miscellaneous	Caller Back Office Ratepayer. call came thru- no response from line -read dead air script no response ended call	GARRETT J GAREY
2023-08-21	WUR Assessment	SHIRL SMITH Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	MELANIE MERTIS
2023-08-21	Call Transfer	Caller SHIRL SMITH Ratepayer. assessed understanding	JAN WALF AGUILLAR
2023-08-21	Call Transfer	Caller SHIRL SMITH Ratepayer User Comments cci abt the add she s not living there since 9 30 2022 and she received termination on this acct. adv the abt the bal on the acct she can sending the bill to the owner cx mentioned she haven t yet receive the bill. cx asking if he prove that she s not living there if there s a chance the bill will out her name	JAN WALF AGUILLAR
2023-08-21	WUR Assessment	SHIRL SMITH Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	JAN WALF AGUILLAR
2023-08-21	Call Transfer	Caller SHIRL SMITH Ratepayer User Comments Customer called in after receiving termination notice on acc haven t lived at the address for a year. Say she has tried to Transferred to Stop service.	JOELLA HAYNES
2023-08-21	WUR Assessment	SHIRL SMITH Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	JOELLA HAYNES
2023-08-21	Credit	Caller SHIRL SMITH Ratepayer. sw shirl smith.rp states she stopped service at this address there is no record of her calling to stop service and no one new called to connect service. adv she would be responsible. she will speak to the LL. cust not sat	RHONDA R SOLANO
2023-08-21	Disconnect Issued	Electric Caller SHIRL SMITH Ratepayer WantDate 08 22 2023 512 grier street williamsport PA 17701 Send Joint1 Letter No Customer Satisfied Understands Yes System CTP	RHONDA R SOLANO
2023-08-21	Call Transfer	Caller Back Office Ratepayer. cci to stated she hasnt lived at address for over year. cx was unable to complete verification or evp transfer to add account for verification	ELIZABETH VINING
2023-08-10	Correspondence - Collections	CUT DATE 2023-08-24 AMOUNT 801.08	
2023-08-09	Special Situation	HIGH BILL ALERT	SUPP_HB
2023-07-11	Special Situation	HIGH BILL ALERT	SUPP_HB
2023-06-10	Special Situation	HIGH BILL ALERT	SUPP_HB
2023-05-10	Special Situation	HIGH BILL ALERT	SUPP_HB
2023-04-11	Special Situation	HIGH BILL ALERT	SUPP_HB
2023-03-10	Special Situation	HIGH BILL ALERT	SUPP_HB
2023-02-08	Special Situation	HIGH BILL ALERT	SUPP_HB
2023-02-04	Data Repair	CREDIT OF LPC OVERCHARGE	CUBLP511
2023-02-04	Data Repair	CREDIT OF LPC OVERCHARGE	CUBLP511
2023-02-02	Data Repair	DR_REQ10782282 - CD-NXT-COLL-ACTION UPDATE	CSSDR044
2023-01-13	Special Situation	HIGH BILL ALERT	SUPP_HB
2023-01-12	Data Repair	INC10765324 - Reads Workaround	CSSDR044
2022-12-08	Special Situation	HIGH BILL ALERT	SUPP_HB
2022-11-10	Special Situation	HIGH BILL ALERT	SUPP_HB
2022-10-03	Password Required	Password Verification for Other Failed	MATTHEW DEMMING
2022-06-08	Cust Choice 1 Bill	Supplier added on 2022-06-13 - CleanChoice Energy	
2022-06-08	Batch Enrollment		
2021-09-21	Choice Inquiry	New Connect Privacy Release Default - OK to Release All	SYSTEM SYSTEM
2021-09-21	Connect Completed		BATCH
2021-09-21	WUR Assessment	SHIRL SMITH Ratepayer. Caller s Concern General Information. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	NICOLE Y DENNIS
2021-09-21	Budget Billing	Caller SHIRL SMITH Ratepayer. Looking for average usage advsed it is 59.64 but made cust awre this is not based on her own usage. Sugg if reg on ppl wbe tht will be great way to manage her usage. Also sugg fr BB gv couple mnths n get own usage on file n contact us back for Bb to see what it wld be Sat	NICOLE Y DENNIS
2021-09-21	Call Transfer	Caller SHIRL SMITH Ratepayer. r p wants average bill	ANNAMARIE RODRIGUEZ
2021-09-21	Password Required	Caller SHIRL WALTZ Ratepayer User Comments PIN 8263	ANNAMARIE RODRIGUEZ
2021-09-21	WUR Assessment	SHIRL WALTZ Ratepayer. Caller s Concern Application for Service. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	ANNAMARIE RODRIGUEZ

Contact Date	Contact Type	Remarks	User
2021-09-21	Connect Maintained		ANNAMARIE RODRIGUEZ
2021-09-21	myPPL Alerts - CSS WEB	Caller Name SHIRL WALTZ Relationship Ratepayer Agreed to T Cs-Enrolled	ANNAMARIE RODRIGUEZ
2021-09-21	Maintain Bill Account	Caller SHIRL WALTZ Ratepayer added - as alternate phone Does Not Have	ANNAMARIE RODRIGUEZ
2021-09-21	Customer Maintained	r p updated email address	ANNAMARIE RODRIGUEZ
2021-09-21	Customer Maintained	r p switched from WALTZ to smith due to divorce	ANNAMARIE RODRIGUEZ
2021-09-21	Connect Questions	TYPE OF CONNECT REQUEST METERED RATEPAYER OWNS THE PROPERTY N RATEPAYER WILL OCCUPY THE PROPERTY Y NON-RESIDENTIAL USE ASSOCIATED WITH THE PROPERTY NONE TYPE OF PROPERTY RESIDENTIAL ELECTRIC HEAT N RESIDENTIAL USE ASSOCIATED WITH THE PROPERTY RESIDENTIAL USE WILL BE FOR THE RATEPAYERS SOLE BENEFIT	ANNAMARIE RODRIGUEZ
2021-09-21	Connect Issued	Electric CTP-Applicant caller Shirley Smith CallerRelation Ratepayer date of connect 09 22 2021 new address 110 VALLEY ST APT 1 WILLIAMSPORT PA 17702 DepositAmt 0 DepositReq No Pre Bal 0 Pre Bal Req No ID Req No Send AddName Letter No	ANNAMARIE RODRIGUEZ