

2	PPL Bill 12/7/22	83	--
3	PPL Bill 11/8/22	83	--
4	PPL Bill 1/9/23	83	--
5	PPL Bill 2/13/23	83	--
6	PPL Bill 3/9/23	83	--
7	PPL Bill 4/10/23	83	--
8	PPL Bill 5/15/23	84	--
9	Envelope	84	--
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PPL ELECTRIC

Exhibit 3

Opening Pending Mediations Informals Formals Admin

Home

Informal Case View

My Work

Case Search

Reports

Advanced Search

Assign Informals (1)

Reassign Informals (48)

Informal Review

Final Review

Sent Not Analyzed (1887)

Decisions Received

General			
BCS Case No.	3885115	Case Notes	Count : 2 Detail...
CSS Account No.	██████████	Received Date	01/30/2023
CSS Name	JESSIE WILLIAMS-EPPS	Due Date	02/28/2023
Name	JESSIE WILLIAMS EPPS	Investigator Name	CASE POOL, BCS
Service Address 1	7056 VISTA DR	Mailing Address 1	
Service Address 2		Mailing Address 2	
Service City, State Zip	TOBYHANNA, PA 18466-	Mailing City, State Zip	, -
PUC Address	7056 VISTA DRIVE,,TOBYHANNA,PA,18466-		
Service Class	RESIDENTIAL	Case Origin	TELEPHONE
Phone Number	(570) 894-4205	Prior Case Number	0
Income Level	2	On Track	No
Reason For Contact	BILLING DISPUTES (# 18)		
Customer Position	18 ÷ HIGH BILL DISPUTE. THE CUSTOMER IS DISPUTING THE BILL DUE 1/9/2023 IN THE AMOUNT OF \$1336.26 AND ANOTHER BILL IN THE AMOUNT OF \$1747.18 DUE 2/13/2023. CUSTOMER STATED THAT HER BILL HAS NEVER BEEN THIS HIGH AND THE COMPANY WILL NOT TELL HER WHY THEY ARE SO HIGH. COMPANY ADVISED THAT HER METER IS NEWER, AND ISSUE IS NOT METER RELATED. CUSTOMER STATES THE USAGE IS HIGHER COMPARED TO OTHER MONTHS, SHE TURNED DOWN HER THERMOSTAT AND THE BILLS ARE STILL INCREASING. - RELIEF SOUGHT - CUSTOMER IS REQUESTING AN INVESTIGATION INTO HER BILLING. THE CELL PHONE NUMBER (570) 262 - 2330 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS JESSIELEE432198@GMAIL.COM HAS BEEN ALLOWED TO BE SHARED.		
Company Position	01/26/2023 COMPANY ADVISED THE CUSTOMER TO CHANGE HER SUPPLIER FROM SMART ENERGY BECAUSE SHE WAS PAYING A HIGHER RATE. COMPANY TOLD CUSTOMER TO SEND IN WHAT SHE COULD.		
Related Information			
Misc Info			
Heating	Yes	Service	On

Acct Bal Due Date	03/09/2023	Total Account Balance	1953.18
Budget Bill Amount	574.00		
Arrearage	0.00	Reported Income Amount	0.00
Date of Last Customer Contact prior to Complaint			

[Type Assignment](#)

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

[Category and Section](#)

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

[Ownership](#)

Contact Person	E02511 - Kelly,Kristen M
Written By	Kolb, Ann Marie
Written By Date	02/23/2023

[Other Information](#)

Adults	1	Children	0
Amount Needed to Update Most Recent Payment Arrangement		Universal Service Program	No

[Informal Final Report](#)

Details of the Company's Original Investigation

12/16/2022- The Company sent the customer the monthly bill statement. The amount of the bill was \$1,191.75. This amount reflects the actual usage of 5499 kWh for the 30 days from 11/14/2022 to 12/14/2022.

1/20/2023- The Company sent the customer the monthly bill statement. The amount of the bill was \$1,747.18. This amount reflects the actual usage of 8031 kWh for the 34 days from 12/14/2022 to 01/17/2023.

1/24/2023- Caller Jessie Williams-Epps, Ratepayer, called in regarding a high bill in the amount of \$1747.18. Customer mentioned previous payment. Agent advised customer that their last payment was in the amount of \$1336.26. Customer requested that someone check their meter. Agent offered customer a low-income program and customer hung up. Customer called back in and was advised that she needs to

speaking to Energy Education, but they are closed for the day. Agent explained to customer that usage for the current month and last month were way over the usage in the past. Agent asked customer to call back tomorrow to speak to Energy Education.

The Company suspended the account and sent a utility report (letter attached) on 1/24/2023.

1/25/2023- Caller Jessie Williams-Epps, Ratepayer, called in regarding a high bill and stated that her usage is normally high in winter, but it has been higher than in previous years. Customer reports that they switched to Clean Energy at 15.1 per kwh. Agent advised that PPL's rate is 14.6 per kwh so customer will pay more with Clean Energy. Customer stated that they will call Clean Energy to cancel and have their Godson shop for a cheaper supplier. Agent also suggested that customer have their heat pump serviced. Agent advised that per bill analyzer current usage stands at \$46 a day. Customer states that they keep the thermostat at 68 degrees & does not use space heaters. Agent advised customer to pay what can on bill and, after 02-13-2023, they can call if they need a payment agreement. Customer was satisfied. Customer called back to set up Budget Billing with historical usage amount of \$506.00 beginning with the next bill.

Company's Final Position to the Customer

1/25/2023- Customer switched to Clean Energy at 15.1 per kwh. The Company advised that PPL's rate is 14.6 per kwh so customer will pay more with Clean Energy. Customer stated that they will call Clean Energy to cancel and have their Godson shop for a cheaper supplier. The Company also suggested that customer have their heat pump serviced. The Company advised the customer that, per bill analyzer, current usage stands at \$46 a day. The Company advised customer to pay what they can on bill and, after 02-13-2023, they can call if they need a payment agreement. Customer called back and spoke to the Company to set up Budget Billing with historical usage amount of \$506.00 beginning with the next bill.

Details of Company's Investigation after BCS Contact

2/21/2023- Caller Jessie Williams-Epps, Ratepayer, called in stating she would like her meter checked.

Company's Final Position to BCS

The Company billed the customer on actual meter readings.

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

The Company recognizes the customer's usage is higher than previous years. However, the billed usage was based on actual meter readings and therefore, the bills are considered correct as rendered.

The Company will test electric meters in accordance to its Commission-approved tariff.

The Company, as per its tariff, charges a fee for this service (Tariff Rule 8D). For residential customers, the cost to test an electric meter is \$35.00. The customer must pay the fee prior to the test.

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	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 (48)

Informal Review

Final Review

Sent Not Analyzed (1887)

Decisions Received

General			
BCS Case No.	3885115	CSS Account No.	██████████
Customer Name	JESSIE WILLIAMS EPPS	Investigator Name	CASE POOL, BCS
Address 1	7056 VISTA DR	Service Class	RESIDENTIAL
Address 2		Case Origin	TELEPHONE
City, State Zip	TOBYHANNA , PA 18466	Head Date	04/11/2023
Service Restore Amount	0.00	Current Monthly Payment	0.00
Service Continue Amount	0.00	Service Continue Date	
Decision Issue	Yes	Ending Monthly Payment	0.00
Chapter		Oral/Written	Written
Section Rule		Violation	NO
Total Balance	1953.18	Closed Date	04/11/2023
Reconnect Amount	0.00	Balance Date	02/23/2023
Special Budget Amount	0.00	Regular Budget Amount	574.00
Arrears Payment Plus	0.00	Final Monthly Payment	0.00
Resolution	DECISION ISSUED- BILLS ISSUED ON ACTUAL METER READS AND CONSIDERED CORRECT AS ISSUED. COMPANY TESTED METER ON 3/30/23 AT 100.02%. METER ACCURATE IN ACCORDANCE WITH REGULATIONS. CUSTOMER ADMITS HEAT PUMP NEEDED REPAIRS. MAY HAVE CONTRIBUTED TO HIGHER THAN NORMAL USAGE. BILLS ARE CORRECT AS RENDERED. CUSTOMER MAY CONTACT PPL FOR PAR IF NEEDED. CASE IS DISMISSED.		
Terms			
Letter Description			

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

WorkQ Category	<input type="text" value=""/>		
Sub Category	<input type="text" value=""/>		
Up Front Amount	<input type="text" value=""/>	Up Front Due Date	<input type="text" value=""/>
Bill Type	<input type="text" value=""/>		
Plus Amount	<input type="text" value=""/>		
Beginning Date	<input type="text" value=""/>		
Write-Off Amount	<input type="text" value=""/>		
Comments	<p>BCS#3885115 DEC CLOSED 4/11/2023 BILLS ISSUED ON ACTUAL METER READS AND CONSIDERED CORRECT AS ISSUED. COMPANY TESTED METER ON 3/30/23 AT 100.02%. METER ACCURATE IN ACCORDANCE WITH REGULATIONS.</p>		
Processed By	E02239	Processed Date	4/11/2023 10:22:06 AM

[Return to Case](#)

PPL ELECTRIC

Exhibit 4

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



JESSIE WILLIAMS-EPPS
7056 VISTA DR
TOBYHANNA, PA 18466

April 5, 2023

Bill Account Number: [REDACTED]

Dear JESSIE WILLIAMS-EPPS:

On 03/20/2023, you contacted us to discuss the amount of your electric bill (bill period ending 03/20/2023).

To assist you with understanding your electricity consumption and the resulting bill, we reviewed your usage history. We completed a home analysis, which among other things, looks at the size of your home, number of occupants, the heating and cooling sources, and appliances. We conducted the analysis to learn more about your home and your energy consumption.

We also confirmed the bill you called about is not an estimate. The billed amount came from an actual meter reading.

Because you still had concerns about the amounts of your bills, we offered to test the accuracy of the electric meter at your home. You accepted and paid \$35 for this service.

We tested your meter on 03/30/2023, and have enclosed the report from the test. Based on the results, your electric meter was recording your electricity consumption accurately. Based on our review, your bills are correct.

Lastly, we encourage you to view and monitor your electricity use regularly on our website at pplelectric.com. If you have not already done so, you will need to create a user name and password to link your bill account number to your profile.

After logging into your account, at pplelectric.com, you will see a graph of electricity use. On that graph, select **show me my energy use**. This application lets you track your home's energy use. It also shows the average daily temperature. The weather has a direct impact on electricity usage for homes that rely on electricity for heating or cooling. Using this site regularly will improve your understanding of your electricity use and might help you find ways to save money on future bills.

We have enclosed an account activity statement for your reference. Your account balance is \$2,159.18 and will become past due on 04/21/2023. If you cannot pay the bill in full, please contact us to discuss payment options.

You can pay your bill:

- Electronically, at ppllectric.com.
- By phone, at 1-800-342-5775.
- By mail, by sending your payment to PPL electric Utilities, P.O. Box 25239, Lehigh Valley, PA 18002-5239.
- In person, at a bill payment center (service fee applies). See list of payment centers at ppllectric.com/paybill.
- By credit or debit card, by calling Paymentus at 1-844-278-3310, (service fee applies) to pay using Visa, MasterCard, Discover or debit card.

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

Sincerely,

PPL Electric Utilities

Save Energy, Save Money.

Your electric bill is determined by the amount of energy you use in your home, as well as the rate you pay for that energy. **YOU** are in control of your electric bill by conserving energy and shopping for the best rate.

Things to keep in mind...

- Many households have computers, large screen TVs, cell phones, video games and many other appliances that we didn't have even five years ago, which accounts for higher usage
- Usage in every household varies
- When using electric heat or air conditioning, you will see seasonal swings in your usage
- When comparing usage, remember to look at the kilowatt hours used, not the dollars billed

Tips to reduce your energy consumption

General Heating and Cooling:

- Install newer, programmable thermostat
- Set thermostat at 68 in winter and 78 in summer
- Turn your thermostat back when sleeping or away from home for four or more hours
- Reducing thermostat in winter and increasing thermostat in summer will result in a savings on your heating/cooling costs of 2% for each 1 degree change
- Make sure vents, registers and radiators are clean
- Add insulation, caulk and seal drafty areas

Heat Pumps:

- Do not increase temperature more than two degrees at one time
- Clean or replace filters monthly
- Keep outside unit free of snow and ice
- Make sure auxiliary/emergency heat is not on when it is not needed
- Set thermostat fan to 'auto'

Cooling:

- Keep window units out of the sun and unobstructed
- Seal gaps alongside of the window

Baseboard Heaters:

- Must be turned off in the electric panel box to shut down completely when not using

Laundry:

- Dry full loads
- Dry loads consecutively
- Clean the lint filter after each load
- Hang laundry instead of using dryer
- Wash in cold water

Cooking:

- Use smaller electric pans or toaster oven for small meals
- Don't open oven when cooking
- Reheat food in microwave or toaster oven

Lighting:

- Use timers
- Use compact fluorescent bulbs
- Keep fixtures and bulbs clean
- Be sure your dishwasher is full when running it

Refrigeration:

- Refrigerator should be set between 36 and 40 degrees
- Freezer should be set between 0 and 5 degrees
- Make sure door seals are airtight
- Allow one inch of space on each side for good circulation
- Keep your refrigerator out of sunlight not in a hot garage
- Clean the cooling coils in the back of refrigerator often
- Refrigerator and freezers operate more efficiently when full, not overloaded

Water Heating:

- Lower the temperature to 120 degrees
- Insulate the hot water pipes
- Repair leaky faucets
- Install low flow showerheads
- Take a short shower instead of a bath
- Do not let the water run
- Run dishwasher with full loads only

Other:

- Turn off TVs when no one is watching
- Lower the setting on your dehumidifier
- Use sleep mode when computer is not in use
- Buy Energy Star rated appliances
- Use the sleep function on devices when available
- Air dry dishes instead of using cycle in dishwasher

Visit pawpowerswitch.com for options to shop for another generation supplier
Visit ppllectric.com to see your daily and hourly usage to help find ways to conserve

Metering Support Laboratory

Laboratory Test Results

Customer Name: Jessie Williams-Epps
Customer Billing Account: [REDACTED]
Meter Manufacturer: Landis and Gyr
Meter Serial Number: 300966998
Meter Test Date: 3/30/2023

Meter Test Results:
- Full Load Test: 100.01%
- Light Load Test: 100.04%
- Average Accuracy: 100.02%

PPL Electric Utilities Metering Laboratory is certified by the Pennsylvania Public Utility Commission. Meters are tested in accordance with Chapter 57.20. Full load meter testing is conducted at 100% of rated nameplate test current. Light Load meter testing is conducted at 10% of rated nameplate test current. Average Result is a weighted average of the two test points using 80% full load and 20% light load.

All meter accuracy results and equipment used are traceable to the National Institute of Standards and Technology (NIST) in Gaithersburg, Maryland.

Certified meter test results for Meter Serial number 300966998 were obtained using a WECO Model 4150 test system with serial number 7753 301545.

Additional testing notes:

Certified:
Joseph Chunko
Supervising Engineer, Metering Support

PPL Electric Utilities

Account Activity Statement

*** Account Information ***

*** Current Account Status ***

Account Number:

[REDACTED]

Mail To:

JESSIE WILLIAMS-EPPS
7056 VISTA DR
TOBYHANNA, PA 18466

Service Address:

JESSIE WILLIAMS-EPPS
7056 VISTA DR
TOBYHANNA, PA 18466

Payment Agreement:

Installment: 0

Balance: 0

Date/Time Retrieved:
4/5/2023 10:15 AM

Budget Bill Amortization:

Installment: 0

Balance: 0

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
3/24/2021	ELECTRIC SERVICE		\$151.43	\$0.00	\$0.00	\$0.00			0	0	0
3/24/2021	DIRECT ENERGY SERVICES		\$257.30	\$0.00	\$0.00	\$0.00			0	0	0
3/24/2021	Regular Bill	04/14	\$408.73	\$0.00	\$0.00	\$0.00	0868/0000	44963A	29	3303	0
4/5/2021	Payment		\$-200.00	\$0.00	\$0.00	\$0.00			0	0	0
4/5/2021	Payment		\$-208.73	\$0.00	\$0.00	\$0.00			0	0	0
4/23/2021	ELECTRIC SERVICE		\$67.30	\$0.00	\$0.00	\$0.00			0	0	0
4/23/2021	DIRECT ENERGY SERVICES		\$95.19	\$0.00	\$0.00	\$0.00			0	0	0
4/23/2021	Regular Bill	05/17	\$162.49	\$0.00	\$0.00	\$0.00	0475/0000	46185A	32	1222	0
5/12/2021	Payment		\$-162.49	\$0.00	\$0.00	\$0.00			0	0	0
5/24/2021	ELECTRIC SERVICE		\$56.55	\$0.00	\$0.00	\$0.00			0	0	0
5/24/2021	DIRECT ENERGY SERVICES		\$74.08	\$0.00	\$0.00	\$0.00			0	0	0
5/24/2021	Regular Bill	06/14	\$130.63	\$0.00	\$0.00	\$0.00	0261/0017	47136A	29	951	0
6/4/2021	Payment		\$-130.63	\$0.00	\$0.00	\$0.00			0	0	0
6/23/2021	ELECTRIC SERVICE		\$45.53	\$0.00	\$0.00	\$0.00			0	0	0
6/23/2021	DIRECT ENERGY SERVICES		\$52.97	\$0.00	\$0.00	\$0.00			0	0	0
6/23/2021	Regular Bill	07/14	\$98.50	\$0.00	\$0.00	\$0.00	0056/0154	47816A	30	680	0
7/13/2021	Payment		\$-98.50	\$0.00	\$0.00	\$0.00			0	0	0
7/23/2021	ELECTRIC SERVICE		\$45.91	\$0.00	\$0.00	\$0.00			0	0	0
7/23/2021	DIRECT ENERGY SERVICES		\$53.83	\$0.00	\$0.00	\$0.00			0	0	0
7/23/2021	Regular Bill	08/16	\$99.74	\$0.00	\$0.00	\$0.00	0006/0315	48507A	32	691	0
8/3/2021	Payment		\$-99.74	\$0.00	\$0.00	\$0.00			0	0	0
8/23/2021	ELECTRIC SERVICE		\$41.23	\$0.00	\$0.00	\$0.00			0	0	0
8/23/2021	DIRECT ENERGY SERVICES		\$44.87	\$0.00	\$0.00	\$0.00			0	0	0
8/23/2021	Regular Bill	09/13	\$86.10	\$0.00	\$0.00	\$0.00	0002/0255	49083A	29	576	0
8/26/2021	Payment		\$-86.10	\$0.00	\$0.00	\$0.00			0	0	0

PPL Electric Utilities

Date	Transaction Type	Due Date	Transaction Amount	Balance Forward	Actual Billed	Deferred Balance	Deg Day H/C	RDG Type	Days Used	KWH	Billed KW
9/22/2021	ELECTRIC SERVICE		\$52.86	\$0.00	\$0.00	\$0.00			0	0	0
9/22/2021	DIRECT ENERGY SERVICES		\$67.07	\$0.00	\$0.00	\$0.00			0	0	0
9/22/2021	Regular Bill	10/13	\$119.93	\$0.00	\$0.00	\$0.00	0007/0222	49944A	30	861	0
10/1/2021	Payment		\$-119.93	\$0.00	\$0.00	\$0.00			0	0	0
10/21/2021	ELECTRIC SERVICE		\$51.47	\$0.00	\$0.00	\$0.00			0	0	0
10/21/2021	DIRECT ENERGY SERVICES		\$65.90	\$0.00	\$0.00	\$0.00			0	0	0
10/21/2021	Regular Bill	11/12	\$117.37	\$0.00	\$0.00	\$0.00	0099/0045	50790A	31	846	0
11/2/2021	Payment		\$-117.37	\$0.00	\$0.00	\$0.00			0	0	0
11/19/2021	ELECTRIC SERVICE		\$69.75	\$0.00	\$0.00	\$0.00			0	0	0
11/19/2021	DIRECT ENERGY SERVICES		\$101.82	\$0.00	\$0.00	\$0.00			0	0	0
11/19/2021	Regular Bill	12/13	\$171.57	\$0.00	\$0.00	\$0.00	0478/0000	52097A	29	1307	0
12/1/2021	Payment		\$-171.57	\$0.00	\$0.00	\$0.00			0	0	0
12/21/2021	ELECTRIC SERVICE		\$110.30	\$0.00	\$0.00	\$0.00			0	0	0
12/21/2021	DIRECT ENERGY SERVICES		\$179.17	\$0.00	\$0.00	\$0.00			0	0	0
12/21/2021	Regular Bill	01/11	\$289.47	\$0.00	\$0.00	\$0.00	0800/0000	54397A	30	2300	0
1/3/2022	Payment		\$-289.47	\$0.00	\$0.00	\$0.00			0	0	0
1/24/2022	ELECTRIC SERVICE		\$177.70	\$0.00	\$0.00	\$0.00			0	0	0
1/24/2022	DIRECT ENERGY SERVICES		\$310.35	\$0.00	\$0.00	\$0.00			0	0	0
1/24/2022	Regular Bill	02/14	\$488.05	\$0.00	\$0.00	\$0.00	1119/0000	58381A	34	3984	0
2/14/2022	Payment		\$-200.00	\$0.00	\$0.00	\$0.00			0	0	0
2/22/2022	ELECTRIC SERVICE		\$224.89	\$0.00	\$0.00	\$0.00			0	0	0
2/22/2022	DIRECT ENERGY SERVICES		\$401.73	\$0.00	\$0.00	\$0.00			0	0	0
2/22/2022	Regular Bill	03/15	\$914.67	\$288.05	\$0.00	\$0.00	1110/0000	63538A	28	5157	0
2/24/2022	Payment		\$-150.00	\$0.00	\$0.00	\$0.00			0	0	0
2/25/2022	Payment		\$-300.00	\$0.00	\$0.00	\$0.00			0	0	0
3/10/2022	Payment		\$-200.00	\$0.00	\$0.00	\$0.00			0	0	0
3/22/2022	ELECTRIC SERVICE		\$198.12	\$0.00	\$0.00	\$0.00			0	0	0
3/22/2022	DIRECT ENERGY SERVICES		\$350.32	\$0.00	\$0.00	\$0.00			0	0	0
3/22/2022	Late Payment Charge		\$3.31	\$0.00	\$0.00	\$0.00			0	0	0
3/22/2022	Regular Bill	04/12	\$816.42	\$264.67	\$0.00	\$0.00	0796/0000	68035A	29	4497	0

PPL Electric Utilities

Date	Transaction Type	Due Date	Transaction Amount	Balance Forward	Actual Billed	Deferred Balance	Deg Day H/C	RDG Type	Days Used	KWH	Billed KW
3/28/2022	Payment		\$-264.00	\$0.00	\$0.00	\$0.00			0	0	0
4/1/2022	Payment		\$-150.00	\$2.70	\$0.00	\$0.00			0	0	0
4/21/2022	ELECTRIC SERVICE		\$147.17	\$0.00	\$0.00	\$0.00			0	0	0
4/21/2022	DIRECT ENERGY SERVICES		\$337.16	\$0.00	\$0.00	\$0.00			0	0	0
4/21/2022	Regular Bill	05/12	\$886.75	\$402.42	\$0.00	\$0.00	0588/0001	71280A	32	3245	0
4/22/2022	Payment		\$-400.00	\$0.00	\$0.00	\$0.00			0	0	0
4/25/2022	Payment		\$-2.42	\$0.00	\$0.00	\$0.00			0	0	0
5/23/2022	Payment		\$-484.33	\$0.00	\$0.00	\$0.00			0	0	0
5/23/2022	ELECTRIC SERVICE		\$77.46	\$0.00	\$0.00	\$0.00			0	0	0
5/23/2022	DIRECT ENERGY SERVICES		\$158.97	\$0.00	\$0.00	\$0.00			0	0	0
5/23/2022	Regular Bill	06/13	\$236.43	\$0.00	\$0.00	\$0.00	0306/0010	72810A	29	1530	0
6/14/2022	Payment		\$-236.43	\$0.00	\$0.00	\$0.00			0	0	0
6/21/2022	ELECTRIC SERVICE		\$40.90	\$0.00	\$0.00	\$0.00			0	0	0
6/21/2022	DIRECT ENERGY SERVICES		\$65.35	\$0.00	\$0.00	\$0.00			0	0	0
6/21/2022	Regular Bill	07/12	\$106.25	\$0.00	\$0.00	\$0.00	0020/0116	73439A	30	629	0
7/6/2022	Payment		\$-106.25	\$0.00	\$0.00	\$0.00			0	0	0
7/21/2022	ELECTRIC SERVICE		\$7.59	\$0.00	\$0.00	\$0.00			0	0	0
7/21/2022	ELECTRIC SERVICE		\$13.23	\$0.00	\$0.00	\$0.00			0	0	0
7/21/2022	ELECTRIC SERVICE		\$54.85	\$0.00	\$0.00	\$0.00			0	0	0
7/21/2022	ELECTRIC SERVICE		\$4.46	\$0.00	\$0.00	\$0.00			0	0	0
7/21/2022	SmartEnergy Holdings		\$10.88	\$0.00	\$0.00	\$0.00			0	0	0
7/21/2022	DIRECT ENERGY SERVICES		\$12.05	\$0.00	\$0.00	\$0.00			0	0	0
7/21/2022	SmartEnergy Holdings		\$43.78	\$0.00	\$0.00	\$0.00			0	0	0
7/21/2022	Regular Bill	08/11	\$146.84	\$0.00	\$0.00	\$0.00	0000/0056	74136A	32	697	0
8/10/2022	Payment		\$-146.84	\$0.00	\$0.00	\$0.00			0	0	0
8/18/2022	ELECTRIC SERVICE		\$39.72	\$0.00	\$0.00	\$0.00			0	0	0
8/18/2022	SmartEnergy Holdings		\$103.70	\$0.00	\$0.00	\$0.00			0	0	0
8/18/2022	Regular Bill	09/08	\$143.42	\$0.00	\$0.00	\$0.00	0000/0370	74746A	29	610	0
9/7/2022	Payment		\$-143.42	\$0.00	\$0.00	\$0.00			0	0	0
9/19/2022	ELECTRIC SERVICE		\$40.29	\$0.00	\$0.00	\$0.00			0	0	0

PPL Electric Utilities

Date	Transaction Type	Due Date	Transaction Amount	Balance Forward	Actual Billed	Deferred Balance	Deg Day H/C	RDG Type	Days Used	KWH	Billed KW
9/19/2022	SmartEnergy Holdings		\$101.66	\$0.00	\$0.00	\$0.00			0	0	0
9/19/2022	Regular Bill	10/11	\$141.95	\$0.00	\$0.00	\$0.00	0002/0220	75344A	30	598	0
10/11/2022	Payment		\$-141.95	\$0.00	\$0.00	\$0.00			0	0	0
10/18/2022	ELECTRIC SERVICE		\$65.39	\$0.00	\$0.00	\$0.00			0	0	0
10/18/2022	SmartEnergy Holdings		\$194.65	\$0.00	\$0.00	\$0.00			0	0	0
10/18/2022	Regular Bill	11/08	\$260.04	\$0.00	\$0.00	\$0.00	0238/0017	76489A	29	1145	0
11/9/2022	Payment		\$-200.00	\$0.00	\$0.00	\$0.00			0	0	0
11/15/2022	Late Payment Charge		\$0.75	\$0.00	\$0.00	\$0.00			0	0	0
11/16/2022	ELECTRIC SERVICE		\$101.06	\$0.00	\$0.00	\$0.00			0	0	0
11/16/2022	SmartEnergy Holdings		\$332.69	\$0.00	\$0.00	\$0.00			0	0	0
11/16/2022	Regular Bill	12/07	\$494.54	\$60.04	\$0.00	\$0.00	0410/0005	78446A	31	1957	0
11/23/2022	Payment		\$-60.03	\$0.00	\$0.00	\$0.00			0	0	0
12/7/2022	Payment		\$-145.00	\$0.00	\$0.00	\$0.00			0	0	0
12/14/2022	Payment		\$-145.00	\$0.00	\$0.00	\$0.00			0	0	0
12/16/2022	ELECTRIC SERVICE		\$256.92	\$0.00	\$0.00	\$0.00			0	0	0
12/16/2022	SmartEnergy Holdings		\$934.83	\$0.00	\$0.00	\$0.00			0	0	0
12/16/2022	Regular Bill	01/09	\$1,336.26	\$144.51	\$0.00	\$0.00	0872/0000	83945A	30	5499	0
12/21/2022	Payment		\$-144.51	\$0.00	\$0.00	\$0.00			0	0	0
1/3/2023	Payment		\$-1,191.75	\$0.00	\$0.00	\$0.00			0	0	0
1/20/2023	ELECTRIC SERVICE		\$381.91	\$0.00	\$0.00	\$0.00			0	0	0
1/20/2023	SmartEnergy Holdings		\$1,365.27	\$0.00	\$0.00	\$0.00			0	0	0
1/20/2023	Regular Bill	02/13	\$1,747.18	\$0.00	\$0.00	\$0.00	1051/0000	91976A	34	8031	0
2/7/2023	Payment		\$-300.00	\$0.00	\$0.00	\$0.00			0	0	0
2/16/2023	BUDGET BILLING		\$506.00	\$0.00	\$0.00	\$0.00			0	0	0
2/16/2023	Regular Bill	03/09	\$1,953.18	\$1,447.18	\$1,437.01	\$931.01			28	0	0
3/9/2023	Payment		\$-300.00	\$0.00	\$0.00	\$0.00			0	0	0
3/20/2023	BUDGET BILLING		\$506.00	\$0.00	\$0.00	\$0.00			0	0	0
3/20/2023	Regular Bill	04/10	\$2,159.18	\$1,653.18	\$1,231.31	\$1,656.32			30	0	0

Understanding Your Rights

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

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

The PUC will ask you to provide the following information.

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

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

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



JESSIE WILLIAMS-EPPS
7056 VISTA DR
TOBYHANNA, PA 18466

August 25, 2023

Bill Account Number: [REDACTED]

Dear JESSIE WILLIAMS-EPPS:

Thank you for applying for WRAP. The WRAP program helps you save electricity with energy-saving tips and products.

We've assigned you a contractor and energy coach to get started. They will contact you within the next few weeks to schedule an energy assessment of your home.

Your contractor's information is:

Contractor Name: Custom WX
Contractor Phone: 610-861-5290
Contractor Email: rmoux@TruEnergySaver.com
Case Number: 464966

Thank you again for your interest in WRAP.

Sincerely,

PPL Electric Utilities

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



JESSIE WILLIAMS-EPPS
7056 VISTA DR
TOBYHANNA, PA 18466

January 26, 2023

Bill Account Number: [REDACTED]

Dear JESSIE WILLIAMS-EPPS:

You may be eligible for PPL Electric Utilities' WRAP program. WRAP is designed to help customers save electricity and improve their comfort. After an evaluation of your home, a contractor may install energy-saving items at no cost to you. If you are an OnTrack customer, WRAP may help you stay in the OnTrack program.

If you believe that you are eligible, please:

1. Fill out the WRAP application. If you are a renter you must include your landlord's full name, mailing address, and daytime phone number.
2. Check the box indicating you have read and agree to the Terms and Conditions.
3. Sign and date the application and mail it to PPL at 827 Hausman Rd, Allentown, PA 18104 in the enclosed postage-paid envelope.

You can also complete the WRAP Application online at pplelectric.com/wrap

We will notify you if you are eligible for the program. If you are a renter, we may mail a consent form to your landlord.

If you have questions or need assistance in completing the application, please contact PPL at 1-888-232-6302.

You are a valued customer, and we hope that you will take advantage of this free program.

Sincerely,

PPL Electric Utilities

Enclosure(s)

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WEATHERIZATION APPLICATION

YOU MUST COMPLETE ALL INFORMATION TO QUALIFY FOR WRAP

Today's Date 1/26/2023		PPL Bill Account N [REDACTED]		Telephone No. ()		
Ratepayer Name		E-mail Address		Secondary Telephone No. (Cellular No./Work No.) ()		
Caller Name (if other than ratepayer)		Address				
City/Boro/Twp.		County		State PA	Zip	
Total Income for last 12 Months Your total income is the combined amount of gross income earned by all contributing family members		Main Source of Household Income		Additional Household Income (Check all that apply)		
\$ _____ <input type="checkbox"/> Annual Gross income \$ _____ <input type="checkbox"/> Monthly Gross income Number of Occupants by Age Group ____ Under 18 ____ 18-62 ____ Over 62 _____ Total		<input type="checkbox"/> Wages, Salaries, Tips, Commissions Name of Employer: _____ <input type="checkbox"/> Public Assistance <input type="checkbox"/> Pension/Retirement/Social Security <input type="checkbox"/> Unemployment compensation <input type="checkbox"/> Disability <input type="checkbox"/> Other		<input type="checkbox"/> Wages, Salaries, Tips, Commissions Name of Employer: _____ <input type="checkbox"/> Public Assistance <input type="checkbox"/> Pension/Retirement/Social Security <input type="checkbox"/> Unemployment compensation <input type="checkbox"/> Disability <input type="checkbox"/> Other		
What is the Employment status of head of household?		Estimated Year Home Built _____	Landlord Contact Method (Please Provide at least one of the following contact methods for your landlord)		Type of Home	
<input type="checkbox"/> Full- Time Employment (35 or more hours a week) <input type="checkbox"/> Part- Time Employment (34 or fewer hours a week) <input type="checkbox"/> Unemployed worker (currently not employed) <input type="checkbox"/> Retired <input type="checkbox"/> Homemaker <input type="checkbox"/> Student <input type="checkbox"/> Other		Do you own your home? <input type="checkbox"/> Yes <input type="checkbox"/> No Monthly Rent \$ _____ Monthly Mortgage \$ _____ Landlord Name: _____ Landlord Address: _____ _____		Landlord Phone: _____ Landlord Fax: _____ Landlord Email: _____ Who owns your refrigerator? <input type="checkbox"/> Self <input type="checkbox"/> Landlord <input type="checkbox"/> N/A		<input type="checkbox"/> 1 ½, 2 or more story single family <input type="checkbox"/> Other <input type="checkbox"/> Row house, inside of row <input type="checkbox"/> Multi-Family, including condo, with 3 or more units <input type="checkbox"/> Mobile Home <input type="checkbox"/> Ranch, single level <input type="checkbox"/> Bi-level or split level <input type="checkbox"/> Row house, end of row <input type="checkbox"/> Duplex or condominium w/ two units <input type="checkbox"/> Manufactured/Modular Housing
What Type of installed Heating does your home have?		Do You Use Other Heat? (Check all that apply)	If You Use Electric Heat, check type	What is the type of Air Conditioning in your home?		Customer Contact Information:
Electric <input type="checkbox"/> Other <input type="checkbox"/> City Steam <input type="checkbox"/> Solar <input type="checkbox"/> Pellet Stove <input type="checkbox"/> Fuel Oil/Kerosene <input type="checkbox"/> Utility Gas <input type="checkbox"/> Bottle Gas/Propane <input type="checkbox"/> Coal <input type="checkbox"/> Wood <input type="checkbox"/> None <input type="checkbox"/> Don't Know <input type="checkbox"/> Electric Space Heater <input type="checkbox"/>		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> Warm Air Furnace <input type="checkbox"/> Hot Water <input type="checkbox"/> Heat Pump <input type="checkbox"/> Baseboard, Wall Heater <input type="checkbox"/> Ceiling / Floor Cable <input type="checkbox"/> Space Heater (plug-in) <input type="checkbox"/> Other	<input type="checkbox"/> Central <input type="checkbox"/> Room air conditioner(s) <input type="checkbox"/> None Appliance Information: Does your home have an electric water heater? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know Do you have an electric clothes dryer? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know Additional Information How did you hear about WRAP? <input type="checkbox"/> Friends/Neighbors <input type="checkbox"/> Outreach Event <input type="checkbox"/> Other <input type="checkbox"/> PPL Electric Utilities Bill Insert <input type="checkbox"/> PPL Electric Utilities Phone Call <input type="checkbox"/> PPL Electric Utilities Letter <input type="checkbox"/> PPL Electric Utilities Email <input type="checkbox"/> PPL Electric Utilities Website <input type="checkbox"/> OnTrack Program <input type="checkbox"/> Community Agency <input type="checkbox"/> Radio/TV/Newspaper		Primary Phone Number: _____ Primary Email: _____ Please provide any additional information to help Schedule WRAP work: _____

PLEASE READ THE TERMS AND CONDITIONS ON Page 2 OF THIS APPLICATION.→

WRAP Terms and Conditions

WRAP is a program designed to save you money on your electric bill and improve your comfort. If you are found eligible for WRAP, you will receive:

- A free home energy audit by an authorized WRAP contractor.
- The installation of free energy saving measures in your home. Any measures that you receive will depend on the results of the audit, your electricity usage and established WRAP guidelines. Measures **may** include the installation LEDs, appliance replacement, insulation, weatherstripping and caulking.
- At least one free Energy Education Session. The educator will help you manage your energy use.
- Authorized WRAP contractors will contract with you to do the work, and will provide at least a one-year warranty on their work.

In exchange, we ask that you do the following:

- Give permission for PPL Electric Utilities to release the application and electric usage history to weatherization organizations. **PPL Electric Utilities may verify your application information and any false information on the application may result in disqualification from WRAP.**
- Cooperate in scheduling appointments with all WRAP contractors
- Consent to the installation of free weatherization measures recommended during the audit, and agree to work with WRAP contractors to save energy in your home.
- If you are offered and agree to accept a new, energy-efficient appliance as part of WRAP, you must consent to the removal of the existing one; it will not be returned to you. If the appliance is the property of the landlord, you must agree not to sell or destroy the appliance while living at your present address and may not take the appliance with you should you move.

In Consideration for PPL agreeing to pay for the costs related to the above, you, on behalf of yourself, all residents in your home, minor children, intending to be legally bound, do hereby release PPL Electric Utilities Corporation, its parent, affiliates, and employees of and from all suits, claims, demands, actions, damages or contributions, for whatever reasons, including alleged negligence, arising out of, resulting from, or in any manner caused by or in connection with the above including the performance of such authorized WRAP contractors or any equipment or materials they furnish or install. By signing this document, you will not be releasing the authorized WRAP contractor from liability for its work

I affirm that all information provided on the application, either by phone, mail, or online, is true and complete. I am aware that I can be penalized for making false or incomplete statements. Penalties may include, but not be limited to, removal from WRAP and repayment of all costs for services and weatherization measures provided by WRAP.

If you understand and agree to the above conditions, please sign your name on this application. If you have any questions, please call PPL Electric Utilities at 1-888-232-6302.

Customer Signature

Date

Winter Relief Assistance Program (WRAP)



WRAP helps customers with limited incomes reduce their home energy use and lower their electric bills. If you qualify, an energy educator will work with you on ways to save energy and will recommend measures that will help you lower your electric bill. All measures and services are free and all work is done by qualified WRAP Contractors.

To qualify for WRAP, you must:

- Have a residential account with PPL Electric.
- Own or rent a house or apartment. (If a renter, PPL will contact landlord for permission.)
- Live in a home that has not received WRAP services for at least three years.
- Use the residence as a primary home (not vacation home).
- Meet income guidelines.

What are the income guidelines for WRAP?

2022 Income Limits	
Household Size	Gross Annual Household Income
1 person	\$27,180
2 persons	\$36,620
3 persons	\$46,060
4 persons	\$55,500
5 persons	\$64,940
6 persons	\$74,380
Each additional person	\$9,440

If you qualify, you will receive an energy-saving action plan. Additional measures may include:

- The installation of energy-efficient light bulbs
- Energy-efficient replacement of refrigerators
- The installation of a Heat Pump Water Heater or an electric water heater replacement (electric water heating customers only)

Additional services for customers with installed electric heat may include:

- Attic, floor, and wall insulation
- Whole-house foam insulation
- Weather-stripping, caulking and door sweeps
- Heating system evaluation

For more information or to apply over the phone, please contact PPL at 1-888-232-6302.

You can also apply for WRAP online at www.pplelectric.com/wrap

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



JESSIE WILLIAMS-EPPS
7056 VISTA DR
TOBYHANNA, PA 18466

July 19, 2022

Bill Account Number: [REDACTED]

Dear JESSIE WILLIAMS-EPPS:

You may be eligible for PPL Electric Utilities' WRAP program. WRAP is designed to help customers save electricity and improve their comfort. After an evaluation of your home, a contractor may install energy-saving items at no cost to you. If you are an OnTrack customer, WRAP may help you stay in the OnTrack program.

If you believe that you are eligible, please:

1. Fill out the WRAP application. If you are a renter you must include your landlord's full name, mailing address, and daytime phone number.
2. Check the box indicating you have read and agree to the Terms and Conditions.
3. Sign and date the application and mail it to PPL at 827 Hausman Rd, Allentown, PA 18104 in the enclosed postage-paid envelope.

You can also complete the WRAP Application online at pplelectric.com/wrap

We will notify you if you are eligible for the program. If you are a renter, we may mail a consent form to your landlord.

If you have questions or need assistance in completing the application, please contact PPL at 1-888-232-6302.

You are a valued customer, and we hope that you will take advantage of this free program.

Sincerely,

PPL Electric Utilities

Enclosure(s)

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YOU MUST COMPLETE ALL INFORMATION TO QUALIFY FOR WRAP

Today's Date		[REDACTED]		Telephone No. ()	
Ratepayer Name		E-mail Address		Secondary Telephone No. (Cellular No./Work No.) ()	
Caller Name (if other than ratepayer)		Address			
City/Boro/Twp.		County		State	Zip
Total Income for last 12 Months Your total income is the combined amount of wages earned by all contributing family members		Main Source of Household Income		Additional Household Income (Check all that apply)	
\$ _____ Annual \$ _____ Monthly Number of Occupants by Age Group ____ Under 18 ____ 18-62 ____ Over 62 _____ Total		<input type="checkbox"/> Wages, Salaries, Tips, Commissions <input type="checkbox"/> Public Assistance <input type="checkbox"/> Pension/Retirement/Social Security <input type="checkbox"/> Unemployment compensation <input type="checkbox"/> Disability <input type="checkbox"/> Other		<input type="checkbox"/> Wages, Salaries, Tips, Commissions <input type="checkbox"/> Public Assistance <input type="checkbox"/> Pension/Retirement/Social Security <input type="checkbox"/> Unemployment compensation <input type="checkbox"/> Disability <input type="checkbox"/> Other	
What is the Employment status of head of household?		Type of Home		Landlord Contact	
<input type="checkbox"/> Full-Time Employment (35 or more hours a week) <input type="checkbox"/> Part-Time Employment (34 or fewer hours a week) <input type="checkbox"/> Unemployed worker (currently not employed) <input type="checkbox"/> Retired <input type="checkbox"/> Homemaker <input type="checkbox"/> Student <input type="checkbox"/> Other _____		<input type="checkbox"/> 1 1/2, 2 or more story single family <input type="checkbox"/> Multi-Family, including condo, w/3 or more units <input type="checkbox"/> Row house, inside of row <input type="checkbox"/> Mobile Home <input type="checkbox"/> Ranch, single level <input type="checkbox"/> Duplex or condominium w/2 units <input type="checkbox"/> Manufactured/Modular Housing <input type="checkbox"/> Row house, end of row <input type="checkbox"/> Bi-level or split level <input type="checkbox"/> Other		Landlord Name: _____ Landlord Address _____ _____ Please provide one of the following. Landlord Phone: _____ Landlord Fax: _____ Landlord Email: _____	
Do you own your home?		Estimated Year Home Built		Who owns your refrigerator?	
Yes _____ No _____ Monthly Rent \$ _____ Monthly Mortgage \$ _____		_____		Self _____ Landlord _____ N/A _____	
Heating			Cooling		
What type of installed heating does your home have?		Do you use other heat? (check all that apply)		What type of air conditioning is in your home?	
<input type="checkbox"/> Electric <input type="checkbox"/> Fuel Oil/Kerosene <input type="checkbox"/> Utility Gas <input type="checkbox"/> Solar <input type="checkbox"/> City Steam <input type="checkbox"/> Pellet Stove <input type="checkbox"/> Bottle Gas/Propane <input type="checkbox"/> Coal <input type="checkbox"/> Wood <input type="checkbox"/> Electric Space Heater <input type="checkbox"/> Other <input type="checkbox"/> Don't know <input type="checkbox"/> None		<input type="checkbox"/> Electric <input type="checkbox"/> Fuel Oil/Kerosene <input type="checkbox"/> Utility Gas <input type="checkbox"/> Solar <input type="checkbox"/> City Steam <input type="checkbox"/> Pellet Stove <input type="checkbox"/> Bottle Gas/Propane <input type="checkbox"/> Coal <input type="checkbox"/> Wood <input type="checkbox"/> Electric Space Heater <input type="checkbox"/> Other <input type="checkbox"/> Don't know <input type="checkbox"/> None		<input type="checkbox"/> Central Room Air Conditioner(s) None How did you hear about WRAP? <input type="checkbox"/> Friends/Neighbors <input type="checkbox"/> Outreach Event <input type="checkbox"/> Other <input type="checkbox"/> PPL Electric Utilities Bill Insert <input type="checkbox"/> PPL Electric Utilities Phone Call <input type="checkbox"/> PPL Electric Utilities Letter <input type="checkbox"/> PPL Electric Utilities Email <input type="checkbox"/> PPL Electric Utilities Website <input type="checkbox"/> OnTrack Program <input type="checkbox"/> Community Agency <input type="checkbox"/> Radio/TV/Newspaper	
If you use electric heat, check type		Does your home have an electric water heater?			
<input type="checkbox"/> Warm Air Furnace <input type="checkbox"/> Hot Water <input type="checkbox"/> Heat Pump <input type="checkbox"/> Electric Baseboard, Wall Heater		<input type="checkbox"/> Ceiling/Floor Cable <input type="checkbox"/> Space Heater (plug-in) <input type="checkbox"/> Other		<input type="checkbox"/> Yes _____ No _____ <input type="checkbox"/> Don't know _____	
Customer Contact Information		Do you have an electric clothes dryer?			
Primary Phone Number		<input type="checkbox"/> Yes _____ No _____ <input type="checkbox"/> Don't know _____			
Primary Email					
PLEASE READ THE TERMS AND CONDITIONS ON Page 2 OF THIS APPLICATION. →					
I understand and agree to the WRAP Terms and Conditions (Side 2)					
Please Sign _____				Date _____	

WRAP Terms and Conditions

WRAP (Winter Relief Assistance Program) is a program designed to save you money on your electric bill and improve your comfort.

If you are eligible for WRAP, you will receive:

- A free home energy audit by an authorized WRAP contractor.
- The installation of free energy saving measures in your home. Any measures that you receive will depend on the results of the audit, your electricity usage and established WRAP guidelines. Measures may include the installation of LEDs, appliance replacement, insulation, weatherstripping and caulking.
- At least one free Energy Education Session. The Energy Educator will help you manage your energy use.
- Authorized WRAP contractors will contract with you to do the work, and will provide at least a one-year warranty on their work.

In exchange, we ask that you do the following:

- Give permission for PPL Electric Utilities to release the application and electric usage history to weatherization organizations. PPL Electric Utilities may verify your application information and any false information on the application may result in disqualification from WRAP.
- Cooperate in scheduling appointments with all WRAP contractors and the Energy Educator. If you need to reschedule an appointment, please call your contractor at least 24 hours in advance.
- Consent to the installation of free weatherization measures recommended during the audit, and agree to work with WRAP contractors to save energy in your home.
- If you are offered and agree to accept a new, energy-efficient appliance as part of WRAP, you (or the landlord) must consent to the removal of the existing one; it will not be returned to you. If the appliance is the property of the landlord, you must agree not to sell or destroy the new appliance while living at your present address and may not take the appliance with you should you move.

In consideration for PPL agreeing to pay for the costs related to the above, you, on behalf of yourself, all residents in your home, and minor children, intending to be legally bound, do hereby release PPL Electric Utilities Corporation, its parent, affiliates, and employees of and from all suits, claims, demands, actions, damages or contributions, for whatever reasons, including alleged negligence, arising out of, resulting from, or in any manner caused by or in connection with the above including the performance of such authorized WRAP contractors or any equipment or materials they furnish or install. By signing this document, you will not be releasing the authorized WRAP contractor from liability for its work.

If you understand and agree to the above conditions, please sign your name on the front of this application. If you have any questions, please call PPL Electric Utilities at 1-888-232-6302.

Winter Relief Assistance Program (WRAP)

WRAP helps customers with limited incomes reduce their home energy use and lower their electric bills. If you qualify, an energy educator will work with you on ways to save energy and will recommend measures that will help you lower your electric bill. All measures and services are free and all work is done by qualified WRAP Contractors.

To qualify for WRAP, you must:

- Have a residential account with PPL Electric.
- Own or rent a house or apartment. (If a renter, PPL will contact landlord for permission.)
- Live in a home that has not received WRAP services for at least three years.
- Use the residence as a primary home (not vacation home).
- Meet income guidelines.

What are the income guidelines for WRAP?

2018 Income Limits	
Household Size	Gross Annual Household Income
1 person	\$24,280
2 persons	\$32,920
3 persons	\$41,560
4 persons	\$50,200
5 persons	\$58,840
6 persons	\$67,480
Each additional person	\$8,640

If you qualify, you will receive an energy-saving action plan. Additional measures may include:

- The installation of energy-efficient light bulbs
- Energy-efficient replacement of refrigerators
- The installation of a Heat Pump Water Heater or an electric water heater replacement (electric water heating customers only)

Additional services for customers with installed electric heat may include:

- Attic, floor, and wall insulation
- Whole-house foam insulation
- Weather-stripping, caulking and door sweeps
- Heating system evaluation

For more information or to apply over the phone, please contact PPL at 1-888-232-6302.

You can also apply for WRAP online at www.pplelectric.com/wrap

PPL ELECTRIC

Exhibit 7

Customer Name: Jessie Williams-Epps

Account # [REDACTED]

LEAP Case #464966

Service Provided	Installed Date
Appliance Monitoring	9/7/23
Full Cost Audit w/ Blower Door	9/7/23
Combustion Appliance Zone Test	9/7/23
Blower Door Test	10/10/23

Measure Installed	Quantity	Installed Date
LED 2.3W globe	7	9/7/23
LED 8W	8	9/7/23
Air Conditioner Timer	1	10/10/23
Basic Dryer Pipe	1	10/10/23
Connect Duct to Hood (Bath Fan)	1	10/11/23
Exhaust Fans Replace/Install	1	10/11/23
Carbon Monoxide Detector	2	9/7/23
Replace Vent Hose for Bath Fan	2	10/10/23
Air Sealing – Foam Seams & Cracks	300 Lin Ft	10/10/23
Attic Acc/No Stairs	1	10/10/23
Attic Damming	1	10/10/23
Attic – Open Blow – R 19	1232 Sq Ft	10/10/23
Attic – Recessed Lighting Boxing	2	10/10/23
Attic Vent – Add Soffit Vent	2	10/10/23
Caulking Doors	17 Lin Ft	10/10/23
Door Sweep – Install	1	10/10/23
Weatherstrip – Exterior Door	17 Lin Ft	10/10/23
Caulking – Windows	250 Lin Ft	10/10/23
HVAC – Duct Work Insulation	1	10/10/23

PPL ELECTRIC

Exhibit 8

November 27, 2023

ENERGY AUDIT REPORT

Customer Information:

Jessie Epps
7056 Vista Dr
Tobyhanna, PA 18466

Energy Auditor: Andrew Castles

Introduction:

The Pennsylvania Utility Commission and PPL Electric Utilities requested that MT Weatherization assist Jesse Epps because she had abnormally high electric usage at her residence. MT Weatherization dispatched a Building Performance Institute (BPI) Certified Energy Auditor, Andrew Castles, to the residence in August 2023. The customer's highest previous average electric bill was ~ \$500, with a ~ \$1700 peak spike in January 2023.

Observations/Assessment:

1. The home was built in the year ~ 2000.
2. Home is all electric except for a vented propane wall heater.
3. Customer stated that electric heat pump was installed in 2000; however, the system manufacture date is 2006. Unfortunately, her husband passed away in 2016 and the customer stated that no owner maintenance was done on the HVAC since his passing.
4. Customer stated that the heat pump was serviced at some point since her husband's passing, but the HVAC technicians only looked at the outdoor unit and did not do any work inside of the home.
5. Customer stated that at some point since her husband's passing, she noticed that the thermostat was set to "Emergency Heat" and running solely on electric resistive back-up (she switched the thermostat back to normal "HEAT" when she noticed).
6. An electrician checked her meter on 2/27/2023 and requested that PPL replace it. PPL replaced the meter ~2-3 weeks after the electrician's request.
7. The home was built on a concrete slab and there is evidence of air infiltration at first floor baseboards.



November 27, 2023

8. Attic:

- a. HVAC unit is in attic and includes insulated flex duct and uninsulated trunks.
- b. Fiberglass batt insulation is existing (~R-19 value after de-rating).
- c. No visible air sealing work was completed in the recent past.
- d. Existing soffit ventilation is present.
- e. The area is partially floored for access to HVAC unit.
- f. Bathroom exhaust fans are vented loosely to the soffit.
- g. ~ 3' x 3' access hatch with no existing insulation or air sealing measures is present.

9. HVAC:

- a. Trane system has manufactured date of 7/2006.
- b. The filter is 20"x22"x1" and is located at unit in attic (extremely dirty filter observed).

10. General:

- a. Windows & doors were original to the house and require spot air sealing (replacement would not yield a good ROI).
- b. Walls likely contain existing insulation.
- c. Appliances:
 - i. Recommended replacement of main refrigerator (manufactured in 1999).
 - ii. Recommended replacing the existing 80-gallon water heater with a smaller more efficient unit.
 - iii. Recommended that the customer stop using multiple mini-fridge appliances throughout home.

11. Air infiltration:

- a. ~ 68° F outdoor temperature.
- b. 2150cfm₅₀ – approximately 6.3 air changes per hour.
- c. Attic zonal diagnostics – -48.3pa (optimal reading is -50pa).

November 27, 2023

Recommendations:

1. Customer should apply for the PPL WRAP Program.
2. A certified HVAC technician should perform a cleaning and assessment of the existing electric heat pump unit.
3. Add attic insulation to a R-49 value and install air sealing measures (include blower door guided air sealing techniques to ensure reduction of air exchange into/out of the residence).
4. Replace 80-gallon water heater with a smaller and more efficient unit.
5. Replace main refrigerator with *Energy Star* rated model
6. Discontinue usage of mini-refrigerators around home.

Conclusion:

The home requires additional insulation in the attic and other minor weatherization work throughout. Although overall air infiltration readings were acceptable for a home of this age, there are air sealing opportunities. Auditor's hypothesis on the root cause of the higher bills was due to the heat pump running with a dirty air filter and solely on "emergency back-up" setting. Even after the customer changed the thermostat setting from "Emergency Heat" to "Heat," the dirty filter was likely causing the system to work much harder and automatically switching back to the "Emergency Heat" function.

Pictures:

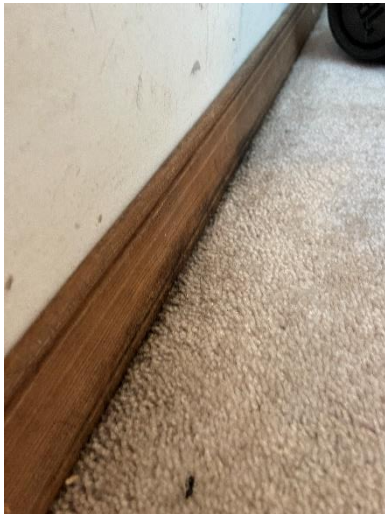


HVAC filter in attic – extremely dirty filter has not been changed since ~2016

November 27, 2023



Unsealed top plate in attic



Dirty carpet at first floor baseboard –
likely caused by “Stack Effect” air
infiltration

PPL ELECTRIC

Exhibit 9

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



JESSIE WILLIAMS-EPPS
7056 VISTA DR
TOBYHANNA, PA 18466

May 31, 2022

Bill Account Number: 04652-56017

Dear JESSIE WILLIAMS-EPPS:

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.

TREHAB, Inc.
100 4th Street Suite 20
Honesdale, PA 18431
570-253-8941
PPLOnTrack@trehab.org

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



JESSIE WILLIAMS-EPPS
7056 VISTA DR
TOBYHANNA, PA 18466

May 19, 2022

Bill Account Number: 04652-56017

Dear JESSIE WILLIAMS-EPPS:

PPL has referred you for possible enrollment in OnTrack, which is a special payment program. Please act promptly! Apply online today at www.pplelectric.com/ontrack.

Or you may answer all the questions on the enclosed application that apply to your household and be sure to:

- Include proof of income for everyone in your home;
- Return the application within 14 days of the date of this letter; and
- Use the enclosed envelope to return your application.

In the meantime, you will need to make your PPL payments to avoid a shut-off.

If you are eligible, an OnTrack agency will contact you about your OnTrack payment amount. Your OnTrack payment is due by the date on the first OnTrack bill. Please keep your OnTrack agreement in a safe place for future reference.

Your proof of income for everyone in your home is very important! You must submit your most recent pay stubs for the last 30 days or eligibility letters (from Social Security, unemployment, etc.). If you are self-employed, submit your most recent tax return information. You cannot be enrolled in OnTrack without this information.

If you have any questions, please contact the OnTrack agency listed on the back of the application.

Sincerely,

PPL Electric Utilities

Esta carta está disponible en español. Llame por favor a su representante de la agencia si usted prefiere una carta en español.

Instructions for Completing Application PPL OnTrack Payment Program	
1.	List your name as it appears on your electric bill. Enter your PPL bill account number, daytime phone number and alternate phone number (if applicable). Include an email address (if applicable). Tell us how you would like to receive information regarding this OnTrack application
2.	Check the box for the Employment Status for head of household member.
3.	Provide Name, Age, Source of Income and Amount for each household member. If a household member does not have income, please check the No Income box. Attach copies of all household proof of income to this application. (Example: pay stub, eligibility letter, income tax return)
4.	Free weatherization may be available for you! Provide basic information about your property and we will review for eligibility.
5.	List the amount you pay for mortgage, rent, or subsidized/Section 8 housing. Select type and amount paid for primary source of heat and list amount of monthly expenses.
6.	Sign and date application.
Remember to attach copies of all household proof of income to this application.	

If you currently have an electric supplier, you will be required to cancel your contract with the supplier to qualify for OnTrack.

1. Customer Information	2. Employment Status for head of household
Customer Name <u>JESSIE WILLIAMS-EPPS</u> Bill Account # <u>04652-56017</u> Daytime Phone () _____ Alternate Phone () _____	<input type="checkbox"/> Full-Time (35 or more hours/week) <input type="checkbox"/> Part-Time (34 or less hours/week) <input type="checkbox"/> Unemployed (currently not employed) <input type="checkbox"/> Retired <input type="checkbox"/> Homemaker <input type="checkbox"/> Student <input type="checkbox"/> Other

Send my enrollment information to: My U.S. Mailbox My Email →

3. Members in Household - List and include copies of *all* monthly sources of household income

First Name _____	Last Name _____	Age _____	<input type="checkbox"/> No Income
Gross Salary \$ _____	Public Assistance \$ _____	Pension/SS \$ _____	SSI/SSD \$ _____
Unemployment \$ _____	Worker's Comp/Disability \$ _____	Child Support \$ _____	Other \$ _____
First Name _____	Last Name _____	Age _____	<input type="checkbox"/> No Income
Gross Salary \$ _____	Public Assistance \$ _____	Pension/SS \$ _____	SSI/SSD \$ _____
Unemployment \$ _____	Worker's Comp/Disability \$ _____	Child Support \$ _____	Other \$ _____
First Name _____	Last Name _____	Age _____	<input type="checkbox"/> No Income
Gross Salary \$ _____	Public Assistance \$ _____	Pension/SS \$ _____	SSI/SSD \$ _____
Unemployment \$ _____	Worker's Comp/Disability \$ _____	Child Support \$ _____	Other \$ _____
First Name _____	Last Name _____	Age _____	<input type="checkbox"/> No Income
Gross Salary \$ _____	Public Assistance \$ _____	Pension/SS \$ _____	SSI/SSD \$ _____
Unemployment \$ _____	Worker's Comp/Disability \$ _____	Child Support \$ _____	Other \$ _____

If there are additional members in your household, please list their name, age and income sources on a separate sheet of paper.

4. Premise Information - all fields required for free weatherization	5. Monthly Expenses
----------------------------------------------------------------------	---------------------

Type of Structure Apartment Row Home Single
 Mobile Home Townhouse

Year Home was Built _____ I don't know

Electric Water Heater Yes No

If you rent, provide the following:

Landlord Name _____

Landlord Address _____

Landlord Phone () _____

Landlord Email _____

Mortgage or Rent \$ _____

Section 8 / Subsidized Yes No

Water / Sewer \$ _____

Food \$ _____

Basic Phone \$ _____

PPL Electric \$ _____

Only check the box if the expense is the primary heat source:

Gas - \$ _____ Coal - \$ _____

Oil - \$ _____ Wood - \$ _____

Propane - \$ _____

Electric Heat -

6. Submit Your Application

1. Sign and date this application.
2. Mail application and **all items listed on envelope flap** in the enclosed self-addressed envelope.

I affirm that all information on this application is true and complete. I am aware that I can be penalized for making false statements.

Sign Here (in ink) _____

Date _____

_____ cancellation fee.

Please fold to ensure the return address below is visible in envelope window

Mail to:

TREHAB, Inc.
Attention - OnTrack Program
100 4th Street Suite 20
Honesdale, PA 18431

Phone: 570-253-8941
Fax: 570-253-0945
Email: PPLOnTrack@trehab.org

PPL ELECTRIC

Exhibit 10

Account Number	Meter Number	Multiplier	Manufacturer	Date	Delivered Read	Total Usage kWh	Demand KW	Peak kWh	Off Peak kWh
465256017	300486704	1	Siemens	03/31/2023	50445	288.735	25.02		
465256017	300486704	1	Siemens	03/30/2023	50072	372.508	24.77		
465256017	300486704	1	Siemens	03/29/2023	49787	285.806	23.05		
465256017	300486704	1	Siemens	03/28/2023		111.881			
465256017	300966998	1	Siemens	03/27/2023	9240	194.023	25.1		
465256017	300966998	1	Siemens	03/26/2023	9111	128.703	25.1		
465256017	300966998	1	Siemens	03/25/2023	8840	270.782	25.1		
465256017	300966998	1	Siemens	03/24/2023	8762	78.576	25.1		
465256017	300966998	1	Siemens	03/23/2023	8715	46.305	25.1		
465256017	300966998	1	Siemens	03/22/2023	8660	55.708	25.1		
465256017	300966998	1	Siemens	03/21/2023	8392	267.307	25.1		
465256017	300966998	1	Siemens	03/20/2023	8037	354.92	0		
465256017	300966998	1	Siemens	03/19/2023	7496	541.317	24.59		
465256017	300966998	1	Siemens	03/18/2023	7271	224.628	24.59		
465256017	300966998	1	Siemens	03/17/2023	7148	123.226	24.59		
465256017	300966998	1	Siemens	03/16/2023	6817	331.256	28.56		
465256017	300966998	1	Siemens	03/15/2023	6361	455.807	28.56		
465256017	300966998	1	Siemens	03/14/2023	5908	452.91	28.56		
465256017	300966998	1	Siemens	03/13/2023	5639	269.335	28.56		
465256017	300966998	1	Siemens	03/12/2023	5318	320.577	28.56		
465256017	300966998	1	Siemens	03/11/2023	5000	318.546	28.56		
465256017	300966998	1	Siemens	03/10/2023	4740	259.671	28.56		
465256017	300966998	1	Siemens	03/09/2023	4511	228.801	28.56		
465256017	300966998	1	Siemens	03/08/2023	4226	285.712	26.89		
465256017	300966998	1	Siemens	03/07/2023	3961	264.49	26.89		
465256017	300966998	1	Siemens	03/06/2023	3719	242.601	26.89		
465256017	300966998	1	Siemens	03/05/2023	3510	208.841	26.89		
465256017	300966998	1	Siemens	03/04/2023	3246	263.358	26.89		
465256017	300966998	1	Siemens	03/03/2023	3002	244.061	26.89		
465256017	300966998	1	Siemens	03/02/2023	2814	188.489	26.89		
465256017	300966998	1	Siemens	03/01/2023	2584	230.135	26.89		
465256017	300966998	1	Siemens	02/28/2023	2310	273.302	26.89		
465256017	300966998	1	Siemens	02/27/2023	2069	241.821	26.89		
465256017	300966998	1	Siemens	02/26/2023	1853	215.739	26.89		
465256017	300966998	1	Siemens	02/25/2023	1517	335.456	25.35		
465256017	300966998	1	Siemens	02/24/2023	1283	234.195	25.35		
465256017	300966998	1	Siemens	02/23/2023	1088	195.614	25.35		
465256017	300966998	1	Siemens	02/22/2023	800	287.788	25.35		

Account Number	Meter Number	Multiplier	Manufacturer	Date	Delivered Read	Total Usage kWh	Demand KW	Peak kWh	Off Peak kWh
465256017	300966998	1	Siemens	02/21/2023	563	236.464	25.35		
465256017	300966998	1	Siemens	02/20/2023	401	161.951	25.35		
465256017	300966998	1	Siemens	02/19/2023	186	214.959	25.35		
465256017	300966998	1	Siemens	02/18/2023	99917	269.067	25.35		
465256017	300966998	1	Siemens	02/17/2023	99760	157.796	25.35		
465256017	300966998	1	Siemens	02/16/2023	99683	76.898	0		
465256017	300966998	1	Siemens	02/15/2023	99567	115.886	25.35		
465256017	300966998	1	Siemens	02/14/2023	99366	200.637	26.88		
465256017	300966998	1	Siemens	02/13/2023	99169	196.795	26.88		
465256017	300966998	1	Siemens	02/12/2023	98925	244.205	26.88		
465256017	300966998	1	Siemens	02/11/2023	98673	251.985	26.88		
465256017	300966998	1	Siemens	02/10/2023	98546	127.095	26.88		
465256017	300966998	1	Siemens	02/09/2023	98364	182.394	26.88		
465256017	300966998	1	Siemens	02/08/2023	98167	196.932	26.88		
465256017	300966998	1	Siemens	02/07/2023	97867	299.267	26.88		
465256017	300966998	1	Siemens	02/06/2023	97617	250.627	26.88		
465256017	300966998	1	Siemens	02/05/2023	97326	290.712	26.88		
465256017	300966998	1	Siemens	02/04/2023	96897	429.247	26.88		
465256017	300966998	1	Siemens	02/03/2023	96449	448.128	26.88		
465256017	300966998	1	Siemens	02/02/2023	96115	333.896	25.46		
465256017	300966998	1	Siemens	02/01/2023	95787	328.287	25.46		
465256017	300966998	1	Siemens	01/31/2023	95501	285.045	25.46		
465256017	300966998	1	Siemens	01/30/2023	95333	168.283	25.46		
465256017	300966998	1	Siemens	01/29/2023	95102	231.677	25.46		
465256017	300966998	1	Siemens	01/28/2023	94869	232.381	25.46		
465256017	300966998	1	Siemens	01/27/2023	94573	296.106	25.46		
465256017	300966998	1	Siemens	01/26/2023	94300	272.604	25.46		
465256017	300966998	1	Siemens	01/25/2023	93994	306.691	25.46		
465256017	300966998	1	Siemens	01/24/2023	93687	307.053	25.46		
465256017	300966998	1	Siemens	01/23/2023	93413	274.148	25.46		
465256017	300966998	1	Siemens	01/22/2023	93157	255.294	25.46		
465256017	300966998	1	Siemens	01/21/2023	92864	292.789	25.46		
465256017	300966998	1	Siemens	01/20/2023	92608	256.366	0		
465256017	300966998	1	Siemens	01/19/2023	92372	236.273	24.06		
465256017	300966998	1	Siemens	01/18/2023	92212	160.197	24.06		
465256017	300966998	1	Siemens	01/17/2023	91976	235.421	28.1		
465256017	300966998	1	Siemens	01/16/2023	91675	300.982	28.1		
465256017	300966998	1	Siemens	01/15/2023	91367	307.757	28.1		

Account Number	Meter Number	Multiplier	Manufacturer	Date	Delivered Read	Total Usage kWh	Demand KW	Peak kWh	Off Peak kWh
465256017	300966998	1	Siemens	01/14/2023	91024	343.74	28.1		
465256017	300966998	1	Siemens	01/13/2023	90842	181.536	28.1		
465256017	300966998	1	Siemens	01/12/2023	90641	201.533	28.1		
465256017	300966998	1	Siemens	01/11/2023	90392	248.838	28.1		
465256017	300966998	1	Siemens	01/10/2023	90129	263.284	28.1		
465256017	300966998	1	Siemens	01/09/2023	89890	238.715	28.1		
465256017	300966998	1	Siemens	01/08/2023	89625	264.606	28.1		
465256017	300966998	1	Siemens	01/07/2023	89349	276.314	28.1		
465256017	300966998	1	Siemens	01/06/2023	89134	215.164	28.1		
465256017	300966998	1	Siemens	01/05/2023	89049	84.59	28.1		
465256017	300966998	1	Siemens	01/04/2023	89004	45.341	28.1		
465256017	300966998	1	Siemens	01/03/2023	88922	81.452	28.1		
465256017	300966998	1	Siemens	01/02/2023	88794	128.481	28.1		
465256017	300966998	1	Siemens	01/01/2023	88665	128.819	28.1		
465256017	300966998	1	Siemens	12/31/2022	88589	76.406	28.1		
465256017	300966998	1	Siemens	12/30/2022	88462	126.663	28.1		
465256017	300966998	1	Siemens	12/29/2022	88243	219.342	28.1		
465256017	300966998	1	Siemens	12/28/2022	88008	234.762	28.1		
465256017	300966998	1	Siemens	12/27/2022	87650	357.857	28.1		
465256017	300966998	1	Siemens	12/26/2022	87256	393.576	28.1		
465256017	300966998	1	Siemens	12/25/2022	86801	455.838	26.04		
465256017	300966998	1	Siemens	12/24/2022	86277	523.808	26.04		
465256017	300966998	1	Siemens	12/23/2022	85940	337.21	24.44		
465256017	300966998	1	Siemens	12/22/2022	85727	212.287	23.13		
465256017	300966998	1	Siemens	12/21/2022	85521	206.697	23.13		
465256017	300966998	1	Siemens	12/20/2022	85290	230.929	23.13		
465256017	300966998	1	Siemens	12/19/2022	85044	245.77	22.43		
465256017	300966998	1	Siemens	12/18/2022	84800	243.902	22.43		
465256017	300966998	1	Siemens	12/17/2022	84584	216.21	22.43		
465256017	300966998	1	Siemens	12/16/2022	84413	170.996	0		
465256017	300966998	1	Siemens	12/15/2022	84165	247.931	21.99		
465256017	300966998	1	Siemens	12/14/2022	83945	219.551	25.58		
465256017	300966998	1	Siemens	12/13/2022	83696	249.758	25.58		
465256017	300966998	1	Siemens	12/12/2022	83473	222.627	25.58		
465256017	300966998	1	Siemens	12/11/2022	83250	222.914	25.58		
465256017	300966998	1	Siemens	12/10/2022	83029	220.92	25.58		
465256017	300966998	1	Siemens	12/09/2022	82819	210.016	25.58		
465256017	300966998	1	Siemens	12/08/2022	82667	151.82	25.58		

Account Number	Meter Number	Multiplier	Manufacturer	Date	Delivered Read	Total Usage kWh	Demand KW	Peak kWh	Off Peak kWh
465256017	300966998	1	Siemens	12/07/2022	82587	80.111	25.58		
465256017	300966998	1	Siemens	12/06/2022	82468	118.913	25.58		
465256017	300966998	1	Siemens	12/05/2022	82275	193.739	25.58		
465256017	300966998	1	Siemens	12/04/2022	82087	187.119	25.58		
465256017	300966998	1	Siemens	12/03/2022	81985	102.097	25.58		
465256017	300966998	1	Siemens	12/02/2022	81782	203.418	25.58		
465256017	300966998	1	Siemens	12/01/2022	81572	209.45	25.58		

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.

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 11

Account Number	Billed	Days in bill	Total KWh Used	Avg kWh/day	Electricity costs	Avg. Temperature
465256017	11/14/2023	31	2490	80	\$431.20	50
465256017	10/16/2023	29	671	23	\$127.43	60
465256017	09/15/2023	30	618	21	\$118.58	72
465256017	08/16/2023	29	608	21	\$115.86	73
465256017	07/18/2023	32	792	25	\$144.81	73
465256017	07/13/2023	30	849	28	\$154.04	64
465256017	07/07/2023	29	2000	69	\$341.75	55
465256017	06/27/2023	32	5109	160	\$849.11	50
465256017	03/20/2023	30	7451	248	\$1,231.31	39
465256017	02/16/2023	28	7390	264	\$1,437.01	36
465256017	01/20/2023	34	8031	236	\$1,747.18	35
465256017	12/16/2022	30	5499	183	\$1,191.75	37
465256017	11/16/2022	31	1957	63	\$433.75	52
465256017	10/18/2022	29	1145	39	\$260.04	58
465256017	09/19/2022	30	598	20	\$141.95	72
465256017	08/18/2022	29	610	21	\$143.42	77
465256017	07/21/2022	32	697	22	\$146.84	76
465256017	06/21/2022	30	629	21	\$106.25	68
465256017	05/23/2022	29	1530	53	\$236.43	55
465256017	04/21/2022	32	3245	101	\$484.33	47
465256017	03/22/2022	29	4497	155	\$548.44	38
465256017	02/22/2022	28	5157	184	\$626.62	27
465256017	01/24/2022	34	3984	117	\$488.05	33
465256017	12/21/2021	30	2300	77	\$289.47	39
465256017	11/19/2021	29	1307	45	\$171.57	49
465256017	10/21/2021	31	846	27	\$117.37	63
465256017	09/22/2021	30	861	29	\$119.93	72
465256017	08/23/2021	29	576	20	\$86.10	73
465256017	07/23/2021	32	691	22	\$99.74	74
465256017	06/23/2021	30	680	23	\$98.50	68
465256017	05/24/2021	29	951	33	\$130.63	57
465256017	04/23/2021	32	1222	38	\$162.49	51
465256017	03/24/2021	29	3303	114	\$408.73	36
465256017	02/23/2021	30	1996	67	\$253.68	28
465256017	01/22/2021	34	2661	78	\$312.06	33
465256017	12/21/2020	30	2030	68	\$236.50	40
465256017	11/19/2020	31	1395	45	\$167.55	51

Business Use

Account Number	Billed	Days in bill	Total KWh Used	Avg kWh/day	Electricity costs	Avg. Temperature
465256017	10/21/2020	30	956	32	\$119.95	58
465256017	09/21/2020	30	704	23	\$92.67	70
465256017	08/20/2020	32	699	22	\$92.12	77
465256017	07/21/2020	30	732	24	\$95.80	75
465256017	06/19/2020	32	728	23	\$95.89	67
465256017	05/20/2020	29	1096	38	\$158.38	46
465256017	04/17/2020	30	1558	52	\$348.85	50
465256017	03/18/2020	32	1844	58	\$411.55	41
465256017	02/18/2020	29	1793	62	\$346.91	36
465256017	01/17/2020	31	1866	60	\$316.16	38
465256017	12/18/2019	32	2284	71	\$282.81	39
465256017	11/15/2019	29	1544	53	\$180.64	49

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 unauthoriz

ed use is prohibited.

Business Use

PPL ELECTRIC

Exhibit 12

*** Account Information ***

*** Current Account Status ***

Account Number:
 Requested By:
 JESSIE WILLIAMS-EPPS
 (570)894-4205 Extension:

Mail To:
 JESSIE WILLIAMS-EPPS
 7056 VISTA DR
 TOBYHANNA PA 18466

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
01/14/2020	Late Payment Charge		\$1.41								
01/14/2020	Late Payment Charge		\$2.12								
01/17/2020	ELECTRIC SERVICE		\$92.07								
01/17/2020	CleanSky Energy		\$224.09								
01/17/2020	Regular Bill	02/10	\$602.50	\$282.81			0880/0000	23468A	31	1866	
01/20/2020	Payment		\$-282.81								
02/18/2020	Payment		\$-319.69								
02/18/2020	ELECTRIC SERVICE		\$90.39								
02/18/2020	CleanSky Energy		\$256.52								
02/18/2020	Regular Bill	03/10	\$346.91				0862/0000	25261A	29	1793	
03/17/2020	Payment		\$-346.91								
03/18/2020	ELECTRIC SERVICE		\$92.49								
03/18/2020	CleanSky Energy		\$319.06								
03/18/2020	Regular Bill	04/08	\$411.55				0780/0000	27105A	32	1844	
04/06/2020	Payment		\$-200.00								
04/17/2020	ELECTRIC SERVICE		\$78.35								
04/17/2020	CleanSky Energy		\$270.50								
04/17/2020	Regular Bill	05/11	\$560.40	\$211.55			0474/0000	28663A	30	1558	
04/27/2020	Payment		\$-70.00								
04/27/2020	Payment		\$-150.00								
05/11/2020	Payment		\$-340.40								
05/20/2020	ELECTRIC SERVICE		\$49.50								
05/20/2020	ELECTRIC SERVICE		\$10.60								
05/20/2020	DIRECT ENERGY SERVICES		\$62.00								
05/20/2020	CleanSky Energy		\$36.28								
05/20/2020	Regular Bill	06/10	\$158.38				0097/0000	288720	29	1096	
06/08/2020	Payment		\$-158.38								
06/19/2020	ELECTRIC SERVICE		\$45.00								
06/19/2020	DIRECT ENERGY SERVICES		\$50.89								
06/19/2020	Regular Bill	07/13	\$95.89				0059/0124	30487A	32	728	
07/07/2020	Payment		\$-95.89								
07/21/2020	ELECTRIC SERVICE		\$44.63								
07/21/2020	DIRECT ENERGY SERVICES		\$51.17								
07/21/2020	Regular Bill	08/11	\$95.80				0000/0308	31219A	30	732	

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	BILLED KW
08/03/2020	Payment		\$-95.80							
08/20/2020	ELECTRIC SERVICE		\$43.26							
08/20/2020	DIRECT ENERGY SERVICES		\$48.86							
08/20/2020	Regular Bill	09/10	\$92.12				0000/0398	31918A	32	699
08/31/2020	Payment		\$-92.12							
09/21/2020	ELECTRIC SERVICE		\$43.46							
09/21/2020	DIRECT ENERGY SERVICES		\$49.21							
09/21/2020	Regular Bill	10/13	\$92.67				0019/0188	32622A	30	704
10/12/2020	Payment		\$-92.67							
10/21/2020	ELECTRIC SERVICE		\$53.13							
10/21/2020	DIRECT ENERGY SERVICES		\$66.82							
10/21/2020	Regular Bill	11/12	\$119.95				0241/0017	33578A	30	956
11/09/2020	Payment		\$-119.95							
11/19/2020	ELECTRIC SERVICE		\$70.04							
11/19/2020	DIRECT ENERGY SERVICES		\$97.51							
11/19/2020	Regular Bill	12/10	\$167.55				0436/0000	34973A	31	1395
12/07/2020	Payment		\$-167.55							
12/21/2020	ELECTRIC SERVICE		\$94.60							
12/21/2020	DIRECT ENERGY SERVICES		\$141.90							
12/21/2020	Regular Bill	01/11	\$236.50				0784/0000	37003A	30	2030
01/04/2021	Payment		\$-236.50							
01/22/2021	ELECTRIC SERVICE		\$125.43							
01/22/2021	DIRECT ENERGY SERVICES		\$186.63							
01/22/2021	Regular Bill	02/16	\$312.06				1123/0000	39664A	34	2661
02/02/2021	Payment		\$-312.06							
02/23/2021	ELECTRIC SERVICE		\$98.19							
02/23/2021	DIRECT ENERGY SERVICES		\$155.49							
02/23/2021	Regular Bill	03/16	\$253.68				1154/0000	41660A	30	1996
03/01/2021	Payment		\$-253.68							
03/24/2021	ELECTRIC SERVICE		\$151.43							
03/24/2021	DIRECT ENERGY SERVICES		\$257.30							
03/24/2021	Regular Bill	04/14	\$408.73				0868/0000	44963A	29	3303
04/05/2021	Payment		\$-200.00							
04/05/2021	Payment		\$-208.73							
04/23/2021	ELECTRIC SERVICE		\$67.30							
04/23/2021	DIRECT ENERGY SERVICES		\$95.19							
04/23/2021	Regular Bill	05/17	\$162.49				0475/0000	46185A	32	1222
05/12/2021	Payment		\$-162.49							

Bill Account: [REDACTED]

Account Activity Statement

Date: 01/12/24

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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
05/24/2021	ELECTRIC SERVICE		\$56.55								
05/24/2021	DIRECT ENERGY SERVICES		\$74.08								
05/24/2021	Regular Bill	06/14	\$130.63				0261/0017	47136A	29	951	
06/04/2021	Payment		\$-130.63								
06/23/2021	ELECTRIC SERVICE		\$45.53								
06/23/2021	DIRECT ENERGY SERVICES		\$52.97								
06/23/2021	Regular Bill	07/14	\$98.50				0056/0154	47816A	30	680	
07/13/2021	Payment		\$-98.50								
07/23/2021	ELECTRIC SERVICE		\$45.91								
07/23/2021	DIRECT ENERGY SERVICES		\$53.83								
07/23/2021	Regular Bill	08/16	\$99.74				0006/0315	48507A	32	691	
08/03/2021	Payment		\$-99.74								
08/23/2021	ELECTRIC SERVICE		\$41.23								
08/23/2021	DIRECT ENERGY SERVICES		\$44.87								
08/23/2021	Regular Bill	09/13	\$86.10				0002/0255	49083A	29	576	
08/26/2021	Payment		\$-86.10								
09/22/2021	ELECTRIC SERVICE		\$52.86								
09/22/2021	DIRECT ENERGY SERVICES		\$67.07								
09/22/2021	Regular Bill	10/13	\$119.93				0007/0222	49944A	30	861	
10/01/2021	Payment		\$-119.93								
10/21/2021	ELECTRIC SERVICE		\$51.47								
10/21/2021	DIRECT ENERGY SERVICES		\$65.90								
10/21/2021	Regular Bill	11/12	\$117.37				0099/0045	50790A	31	846	
11/02/2021	Payment		\$-117.37								
11/19/2021	ELECTRIC SERVICE		\$69.75								
11/19/2021	DIRECT ENERGY SERVICES		\$101.82								
11/19/2021	Regular Bill	12/13	\$171.57				0478/0000	52097A	29	1307	
12/01/2021	Payment		\$-171.57								
12/21/2021	ELECTRIC SERVICE		\$110.30								
12/21/2021	DIRECT ENERGY SERVICES		\$179.17								
12/21/2021	Regular Bill	01/11	\$289.47				0800/0000	54397A	30	2300	
01/03/2022	Payment		\$-289.47								

*** Account Information ***

*** Current Account Status ***

Account Number: XXXXXXXXXX
 Mail To:
 JESSIE WILLIAMS-EPPS
 7056 VISTA DR
 TOBYHANNA PA 18466
 Requested By:
 JESSIE WILLIAMS-EPPS
 (570)894-4205 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
01/24/2022	ELECTRIC SERVICE		\$177.70								
01/24/2022	DIRECT ENERGY SERVICES		\$310.35								
01/24/2022	Regular Bill	02/14	\$488.05				1119/0000	58381A	34	3984	
02/14/2022	Payment		\$-200.00								
02/22/2022	ELECTRIC SERVICE		\$224.89								
02/22/2022	DIRECT ENERGY SERVICES		\$401.73								
02/22/2022	Regular Bill	03/15	\$914.67	\$288.05			1110/0000	63538A	28	5157	
02/24/2022	Payment		\$-150.00								
02/25/2022	Payment		\$-300.00								
03/10/2022	Payment		\$-200.00								
03/22/2022	ELECTRIC SERVICE		\$198.12								
03/22/2022	DIRECT ENERGY SERVICES		\$350.32								
03/22/2022	Late Payment Charge		\$3.31								
03/22/2022	Regular Bill	04/12	\$816.42	\$264.67			0796/0000	68035A	29	4497	
03/28/2022	Payment		\$-264.00								
04/01/2022	Payment		\$-150.00								
04/21/2022	ELECTRIC SERVICE		\$147.17								
04/21/2022	DIRECT ENERGY SERVICES		\$337.16								
04/21/2022	Regular Bill	05/12	\$886.75	\$402.42			0588/0001	71280A	32	3245	
04/22/2022	Payment		\$-400.00								
04/25/2022	Payment		\$-2.42								
05/23/2022	Payment		\$-484.33								
05/23/2022	ELECTRIC SERVICE		\$77.46								
05/23/2022	DIRECT ENERGY SERVICES		\$158.97								
05/23/2022	Regular Bill	06/13	\$236.43				0306/0010	72810A	29	1530	
06/14/2022	Payment		\$-236.43								
06/21/2022	ELECTRIC SERVICE		\$40.90								
06/21/2022	DIRECT ENERGY SERVICES		\$65.35								
06/21/2022	Regular Bill	07/12	\$106.25				0020/0116	73439A	30	629	
07/06/2022	Payment		\$-106.25								
07/21/2022	ELECTRIC SERVICE		\$4.46								
07/21/2022	ELECTRIC SERVICE		\$54.85								

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	BILLED KW
07/21/2022	ELECTRIC SERVICE		\$7.59							
07/21/2022	ELECTRIC SERVICE		\$13.23							
07/21/2022	SmartEnergy Holdings		\$10.88							
07/21/2022	SmartEnergy Holdings		\$43.78							
07/21/2022	DIRECT ENERGY SERVICES		\$12.05							
07/21/2022	Regular Bill	08/11	\$146.84				0003/0065	737750	32	697
08/10/2022	Payment		\$-146.84							
08/18/2022	ELECTRIC SERVICE		\$39.72							
08/18/2022	SmartEnergy Holdings		\$103.70							
08/18/2022	Regular Bill	09/08	\$143.42				0000/0370	74746A	29	610
09/07/2022	Payment		\$-143.42							
09/19/2022	ELECTRIC SERVICE		\$40.29							
09/19/2022	SmartEnergy Holdings		\$101.66							
09/19/2022	Regular Bill	10/11	\$141.95				0002/0220	75344A	30	598
10/11/2022	Payment		\$-141.95							
10/18/2022	ELECTRIC SERVICE		\$65.39							
10/18/2022	SmartEnergy Holdings		\$194.65							
10/18/2022	Regular Bill	11/08	\$260.04				0238/0017	76489A	29	1145
11/09/2022	Payment		\$-200.00							
11/15/2022	Late Payment Charge		\$0.75							
11/16/2022	ELECTRIC SERVICE		\$101.06							
11/16/2022	SmartEnergy Holdings		\$332.69							
11/16/2022	Regular Bill	12/07	\$494.54	\$60.04			0410/0005	78446A	31	1957
11/23/2022	Payment		\$-60.03							
12/07/2022	Payment		\$-145.00							
12/14/2022	Payment		\$-145.00							
12/16/2022	ELECTRIC SERVICE		\$256.92							
12/16/2022	SmartEnergy Holdings		\$934.83							
12/16/2022	Regular Bill	01/09	\$1336.26	\$144.51			0872/0000	83945A	30	5499
12/21/2022	Payment		\$-144.51							
01/03/2023	Payment		\$-1191.75							
01/20/2023	ELECTRIC SERVICE		\$381.91							
01/20/2023	SmartEnergy Holdings		\$1365.27							
01/20/2023	Regular Bill	02/13	\$1747.18				1051/0000	91976A	34	8031
02/07/2023	Payment		\$-300.00							
02/16/2023	BUDGET BILLING		\$506.00							
02/16/2023	Regular Bill	03/09	\$1953.18	\$1447.18	\$1437.01	\$931.01	0391/0000	99366A	28	3251
03/09/2023	Payment		\$-300.00							

Bill Account: [REDACTED]

Account Activity Statement

Date: 01/12/24
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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
Page 6 of 7											
03/20/2023	BUDGET BILLING		\$506.00								
03/20/2023	Regular Bill	04/10	\$2159.18	\$1653.18	\$1231.31	\$1656.32	0808/0000	06817A	30	7451	
04/10/2023	Payment		\$-300.00								
04/21/2023	BUDGET BILLING		\$506.00								
04/21/2023	Canceled Bill	05/15	\$2365.18	\$1859.18	\$1324.08	\$2474.40	0550/0017	14837E	35	8020	
05/15/2023	Payment		\$-300.00								
05/23/2023	Late Payment Charge		\$18.99								
05/23/2023	Late Payment Charge		\$6.84								
05/24/2023	BUDGET BILLING		\$765.00								
05/24/2023	Canceled Bill	06/14	\$2856.01	\$2065.18	\$831.93	\$2541.33	0280/0006	19841E	28	5004	
06/13/2023	Credit		\$-6.84								
06/13/2023	Credit		\$-18.99								
06/13/2023	Payment		\$-300.00								
06/27/2023	Regular Bill	07/18	\$2530.18	\$1739.35					32		
07/07/2023	Regular Bill	07/31	\$2530.18	\$2530.18					29		
07/13/2023	BUDGET BILLING		\$765.00								
07/13/2023	Regular Bill	08/03	\$3295.18	\$2530.18	\$154.04	\$965.22	0078/0042	54935A	30	849	
07/14/2023	Payment		\$-300.00								
07/18/2023	BUDGET BILLING		\$765.00								
07/18/2023	Regular Bill	08/08	\$3760.18	\$2230.18	\$144.81	\$345.03	0002/0261	55727A	32	792	
08/07/2023	Payment		\$-300.00								
08/15/2023	Late Payment Charge		\$0.33								
08/15/2023	Late Payment Charge		\$7.23								
08/16/2023	BUDGET BILLING		\$711.00								
08/16/2023	Regular Bill	09/06	\$4178.74	\$3460.18	\$115.86	\$-250.11	0000/0248	56335A	29	608	
09/08/2023	Payment		\$-300.00								
09/12/2023	Late Payment Charge		\$12.37								
09/12/2023	Late Payment Charge		\$0.42								
09/15/2023	BUDGET BILLING		\$711.00								
09/15/2023	Regular Bill	10/10	\$4602.53	\$3878.74	\$118.58	\$-842.53	0003/0205	56953A	30	618	
10/02/2023	Payment		\$-118.58								
10/04/2023	Credit		\$-0.42								
10/04/2023	Credit		\$-7.23								
10/04/2023	Credit		\$-12.37								
10/04/2023	Credit		\$-0.33								
10/16/2023	Budget Bill Settlement		\$-715.10								

Bill Account: XXXXXXXXXX

Account Activity Statement

Date: 01/12/24
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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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10/16/2023	BUDGET BILLING							
10/16/2023	Regular Bill	11/06	\$3748.50	\$3748.50	\$127.43	0169/0012	57624A	29
								671
10/17/2023	Late Payment Charge		\$10.82					
10/17/2023	Late Payment Charge		\$0.34					
11/01/2023	Payment		\$-127.43					
11/14/2023	ELECTRIC SERVICE		\$137.63					
11/14/2023	Constellation (6)		\$293.57					
11/14/2023	Late Payment Charge		\$0.01					
11/14/2023	Late Payment Charge		\$9.55					
11/14/2023	Regular Bill	12/05	\$4072.99	\$3621.07		0495/0000	60114A	31
								2490
12/07/2023	Payment		\$-300.00					
12/15/2023	ELECTRIC SERVICE		\$136.75					
12/15/2023	ELECTRIC SERVICE		\$75.75					
12/15/2023	Inspire		\$37.33					
12/15/2023	Constellation (6)		\$308.08					
12/15/2023	Regular Bill	01/08	\$4330.90	\$3772.99		0395/0000	64128A	31
								4014
12/27/2023	Payment		\$-557.91					

PPL ELECTRIC

Exhibit 13

Account Contact History
Account: [REDACTED] **Customer Name: JESSIE WILLIAMS-EPPS**
 From 1/12/2020 to 1/12/2024

Contact Date	Contact Type	Remarks	User
2023-12-27	Billing	Caller JESSIE WILLIAMS-EPPS Ratepayer User Comments sw r p Jessie cb 557.91 usage 11 13-12 14 otp 557.91 confirm 23122724 confirm open puc confirmed 300.00 payment 300.00 processed 12 7 confirmed Inspire eggs charged 37.33 usage 11 30-12 14 and Constellation 308.08 usage 11 13-11 30 SAT	KHYRIA VIRESLANGFORD
2023-12-27	WUR Assessment	JESSIE WILLIAMS-EPPS Ratepayer. Caller s Concern Payment Assistance. 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.	KHYRIA VIRESLANGFORD
2023-12-27	CSS WEB Interface Payment	Caller JESSIE WILLIAMS-EPPS Ratepayer Occupant. Comments Made Payment in the amount of 557.91. Confirmation number was read.. Confirmation Number 23122724	KHYRIA VIRESLANGFORD
2023-12-06	Special Situation	PAYMENTUS IVR paid 300.00	SELF SERVICE USER
2023-12-06	Credit	Caller JESSIE WILLIAMS-EPPS Ratepayer. CX SAYS THAT SHE WILL PAY THE BAL ON 12 27 2023 CX ADV OF 2.50 FEE CHARGE AND PPL ACCOUNT NO Accounts with an open PUC Formal Informal or Mediation are not eligible for Payment Assistance CX TRANSFER TO PAYMENTUS	LETHISA DEMAS
2023-12-06	Credit	Caller JESSIE WILLIAMS-EPPS Ratepayer User Comments CCI JESSIE WILLIAMS- EPPS RP . CX PAYING WITH HER CHASE DEBIT CARD. CX MAKE PAYMENT OF 300.00. CX SAYS THAT SHE HAS A COURT CASE. BEFORE JUDGE. BAL DUE 4072.99. THE BILL FOR THIS MONTH IS 431.20 CX IS PAYING THREE HUNDRED OF THE AMT. CX WILL HAVE BAL OF 131.20. CX SAYS THAT SHE WILL PAY THE BAL ON	LETHISA DEMAS
2023-12-06	WUR Assessment	JESSIE WILLIAMS-EPPS 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 No.	LETHISA DEMAS
2023-11-30	SC - PUC Formal Complaint	The customer filed Formal Complaint Docket No. C-2023-3041068- WATT ID 3821788	E70471
2023-11-30	SC - PUC Formal Complaint	updated to hold total balance for PUC dispute. will enter new suspend	E70471
2023-11-30	SC - PUC Formal Complaint	updated to hold total balance for PUC dispute.	E70471
2023-11-27	Cust Choice 1 Bill	Supplier added on 2023-11-30 - Inspire	
2023-11-27	Batch Enrollment		
2023-11-16	Winter Collection	Winter Collection Notice	
2023-11-16	Data Repair	IR174619a DR FOR WINTER COLLECTIONS	CSSDR044
2023-11-01	Credit	Caller JESSIE WILLIAMS-EPPS Ratepayer. cust understood.	AURA RINCONES
2023-11-01	Credit	Caller JESSIE WILLIAMS-EPPS Ratepayer User Comments cci bc she keep receiving calls saying her service going to get shut off. info cx she on a PUC Complaint. adv cx to made pymnts and acct. info cx service not going to be shut off. info cx we still waiting to hear from PUC. cx want to made a pymnt of 127.43 with checking acct. cust not SAT	AURA RINCONES
2023-11-01	WUR Assessment	JESSIE WILLIAMS-EPPS Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No. Interested in SO No.	AURA RINCONES
2023-11-01	CSS WEB Interface Payment	Caller JESSIE WILLIAMS-EPPS Ratepayer Occupant. Comments Made Payment in the amount of 127.43. Confirmation number was read.. Confirmation Number 23110168	AURA RINCONES
2023-10-27	3-day call - Ratepayer	CUBCL024	CUBCL024
2023-10-24	Miscellaneous	Caller JESSIE WILLIAMS-EPPS Ratepayer User Comments adv cust just pay her current bill to protect her service for any termination since her acc was on a puc formal cust hang up 1st before asses sat	JOHNBENEDICT BELEN
2023-10-24	WUR Assessment	JESSIE WILLIAMS-EPPS Ratepayer. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	JOHNBENEDICT BELEN
2023-10-23	Correspondence - Collections	CUT DATE 2023-11-06 AMOUNT 892.49	
2023-10-04	Request Credit	per PUC FORMAL ... cancel lpc 0.33	HOLLY L HANKERSON
2023-10-04	Request Credit	per PUC FORMAL ... cancel lpc 0.42	HOLLY L HANKERSON
2023-10-04	Request Credit	per PUC FORMAL ... cancel lpc 7.23	HOLLY L HANKERSON
2023-10-04	Request Credit	per PUC FORMAL ... cancel lpc 12.37	HOLLY L HANKERSON
2023-10-04	PUC/Formal	Caller Back Office Ratepayer. PUC FORMAL - Telephonic Mediation call 10 am- 12 10pm .. No agreement no settlement.. Cancel late payment charges. Mediator will forward for hearing.	HOLLY L HANKERSON
2023-10-02	IVR Customer Initiated Payment	Scheduled date 10 2 2023 Amount 118.58 User IVR Owner YES. Confirmation Number 23100226	IVR
2023-09-22	PUC/Formal	Caller JESSIE WILLIAMS-EPPS Ratepayer User Comments stop budg discuss Dec Jan usage says never had bill over 500. reminded mst shows accurate. states 23yrs old 80 gal wtr htr replaces with 50 gal wtr htr on 8 30 23 I mention this may have been issue bills high doesn t agree. OK pay cur bill amts. Confirm will off pag no matter PUC outcome. Satis.	HOLLY L HANKERSON

Contact Date	Contact Type	Remarks	User
2023-09-22	WUR Assessment	JESSIE WILLIAMS-EPPS Ratepayer. Caller s Concern Billed Amounts. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern General Information. 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 No.	HOLLY L HANKERSON
2023-09-22	Stop Budget Bill	Working PUC Formal . . Outbound 10 50am . s w Mrs Epps stop budget effective next bill issued.. Currently has credit 842.53 to apply balance.. Customer understood satis.	HOLLY L HANKERSON
2023-09-19	Correspondence - Collections	CUT DATE 2023-10-03 AMOUNT 1 022.73	
2023-09-07	IVR Customer Initiated Payment	Scheduled date 9 7 2023 Amount 300.00 User IVR Owner YES. Confirmation Number 23090730	IVR
2023-08-25	Correspondence - General	Template Name WRAP case assigned to contractor letter Created By Reynolds Zachary J Letter Edited No CS Letters ID 5397618	CSLET
2023-08-07	Call Transfer	Caller JESSIE WILLIAMS-EPPS Ratepayer User Comments Customer called in regarding WRAP program after inspection on home. Transferred to EE.	JOELLA HAYNES
2023-08-07	WUR Assessment	JESSIE WILLIAMS-EPPS Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO No.	JOELLA HAYNES
2023-08-07	IVR Customer Initiated Payment	Scheduled date 8 7 2023 Amount 300.00 User IVR Owner YES. Confirmation Number 23080793	IVR
2023-07-14	IVR Customer Initiated Payment	Scheduled date 7 14 2023 Amount 300.00 User IVR Owner YES. Confirmation Number 23071454	IVR
2023-07-12	Correspondence - General	Template Name Delayed Billing Created By Kime Jacqueline Letter Edited No CS Letters ID 5254449	CSLET
2023-07-12	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2023-07-12	Miscellaneous	WATT Regional Ops - SOF Order Does Not Exist in C1 Work Item 3545011 Completed	JACQUELINE KIME
2023-07-07	Miscellaneous	WATT No Bill - No Bill Residential Work Item 3881359 Created	CSS
2023-06-27	Miscellaneous	WATT No Bill - No Bill Residential Work Item 3867674 Created	CSS
2023-06-21	Miscellaneous	WATT No Bill - No Bill Residential Work Item 3859975 Created	CSS
2023-06-15	Data Repair	Suspended Meter to Prevent Multi Primary.	CSSDR044
2023-06-13	Miscellaneous	WATT No Bill - No Bill Residential Work Item 3845457 Created	CSS
2023-06-13	Billing	Working watt 3545011 per sup. Canceled estimated bills. Posted 3-28 CMO. Billed to 5-16. Entered actual reading to bill period ending 6-15. Sent delayed billing letter. Recategorized watt to back to bus - shopping.	JACQUELINE KIME
2023-06-13	Cancel/Only Service	Canceled estimated bill periods ending 5-18 and 4-20 to post 3-28 CMO.	JACQUELINE KIME
2023-06-13	Request Credit	Removed LPC.	JACQUELINE KIME
2023-06-13	Request Credit	Removed LPC.	JACQUELINE KIME
2023-06-12	IVR Customer Initiated Payment	Scheduled date 6 12 2023 Amount 300.00 User IVR Owner YES. Confirmation Number 23061202	IVR
2023-06-02	PUC/Formal	Caller JESSIE WILLIAMS-EPPS Ratepayer. confirmed received mtr test 100 accurate. discuss bill from Electrician w notes.. Says elec went straight to mtr told register use as if a business then told cust call company ask have mtr check.. Nobody went thru home try determine where coming from. told will receive corr May bill.. Response form to OGC.	HOLLY L HANKERSON
2023-06-01	SC - PUC Formal Complaint	The customer filed Formal Complaint Docket No. C-2023-3041068- WATT ID 3821788	E02623
2023-06-01	Miscellaneous	WATT CCC Formal Complaint - Bill Dispute High Bill Work Item 3821788 Created	APRIL TOU
2023-05-18	Miscellaneous	WATT Generalist - Bill Account Maintenance Work Item 3788174 Completed	MELANIE MERTIS
2023-05-18	Miscellaneous	WATT ID 3788174 updated alt phone number	MELANIE MERTIS
2023-05-18	Maintain Bill Account	Caller Back Office Ratepayer updated alternate phone from 212-304-2104 to alternate phone 570-262-2330.	MELANIE MERTIS
2023-05-18	Maintain Bill Account	Caller Back Office Ratepayer updated alternate phone from 570-262-2330 to alternate phone 570-262-2330.	MELANIE MERTIS
2023-05-17	Miscellaneous	WATT Generalist - Bill Account Maintenance Work Item 3788174 Created	REP
2023-05-17	Credit	s w rp-stated filed with PUC and is waiting for results Submitted by Debbie S Agency TREHAB	SELF SERVICE USER
2023-05-15	IVR Customer Initiated Payment	Scheduled date 5 15 2023 Amount 300.00 User IVR Owner YES. Confirmation Number 23051570	IVR
2023-04-11	SC - GRACE EXTENSION	Caller Back Office Ratepayer. SC Status from Open to Closed Cust Rights Given Y Cust Satisfied Y Comments BCS 3885115 DEC CLOSED 4 11 2023 BILLS ISSUED ON ACTUAL METER READS AND CONSIDERED CORRECT AS ISSUED. COMPANY TESTED METER ON 3 30 23 AT 100.02 . METER ACCURATE IN ACCORDANCE WITH REGULATIONS.	CUCL143
2023-04-10	Credit	Caller JESSIE WILLIAMS-EPPS Ratepayer User Comments cx ci made a payment of 300.00 with bank acct info	LALANDRA WILLIAMS
2023-04-10	WUR Assessment	JESSIE WILLIAMS-EPPS Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	LALANDRA WILLIAMS
2023-04-10	CSS WEB Interface Payment	Caller JESSIE WILLIAMS-EPPS Ratepayer Occupant. Comments Made Payment in the amount of 300.00. Confirmation number was read.. Confirmation Number 23041017	LALANDRA WILLIAMS
2023-04-05	Correspondence - General	Template Name Bill Inquiry-Meter Tested OK Created By Eibach Linda M Letter Edited Yes CS Letters ID 5129392	CSLET
2023-04-05	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2023-04-05	Miscellaneous	WATT Generalist - Meter Test-CMO Issued Work Item 3533407 Completed	LINDA M EIBACH
2023-04-05	Miscellaneous	WATT ID 3533407 Meter test results sent to customer on 4 5 23.	LINDA M EIBACH
2023-03-29	Miscellaneous	WATT Regional Ops - SOF Order Does Not Exist in C1 Work Item 3545011 Created	CSS

Contact Date	Contact Type	Remarks	User
2023-03-27	Change Meter Only Issued	Customer requested meter test. Tag and box old meter with bill account . Send to SFC-Meter Test-Customer Complaint	BILLIE J MCHALE
2023-03-27	Change Service Only Voided	this was issued as a change svc order. Will reissue as a cmo	BILLIE J MCHALE
2023-03-24	Miscellaneous	RECEIVED 35 METER TEST FEE. ISSUED CMO	WENDY M MERKEL
2023-03-24	Miscellaneous	WATT Generalist - Meter Test-CMO Issued Work Item 3533407 Created	WENDY M MERKEL
2023-03-24	Change Service Only Issued	Customer requested meter test. Tag and box old meter with bill account . Send to SFC-Meter Test-Customer Complaint	WENDY M MERKEL
2023-03-20	Correspondence - General	Template Name Master Utility Report Created By KATHLEEN MCANDREW Letter Edited No CS Letters ID 5105132	CSLET
2023-03-20	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2023-03-20	Billing	Caller JESSIE WILLIAMS-EPPS Ratepayer User Comments customer called regarding usage - the usage is higher than normal customer did have an electrician out to check the electric - customer states that the electrician states that the meter is faulty - did an only profile - gave information regarding the meter test	KATHLEEN MCANDREW
2023-03-20	WUR Assessment	JESSIE WILLIAMS-EPPS Ratepayer. Caller s Concern Billed Amounts. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No. Interested in SO No.	KATHLEEN MCANDREW
2023-03-20	Usage Analysis	Caller JESSIE WILLIAMS-EPPS Ratepayer Reviewed Bill History Yes Reviewed Daily Hourly Usage Yes Is Usage in line No Customer Satisfied No	KATHLEEN MCANDREW
2023-03-19	Call Transfer	Caller JESSIE WILLIAMS-EPPS Ratepayer. cci stated spk w prev rep to have meter checked due to high bill adv cx to CB m f 8am-5pm spk w EE	ERICA HOLBERT
2023-03-09	Credit	Caller Back Office Ratepayer. please call customer on cell number 570-262-2330	CHERYL FARRAY
2023-03-09	Meter	Caller Back Office Ratepayer. because usage is showing KWH that would be used for a large building. ADC 41.14 AT TIME OF CALL THIS IS VERY HIGH. customer already has a call into the PUC. will have a manager to review this account.	CHERYL FARRAY
2023-03-09	Meter	Caller Back Office Ratepayer User Comments as per caller she had aELEC to come and check her home and meter. Caller has notes. TECH told her that the meter us not running correctly off balance light flashing and that the meter number on the meter is not match matching the meter number on her bill. and that she would needed her meter change.	CHERYL FARRAY
2023-03-09	WUR Assessment	... ed PUC No.	CHERYL FARRAY
2023-03-09	WUR Assessment	Back Office Ratepayer. Caller s Concern Suppliers - General Inquiries. Position Stated Yes. Sat No. WUR Required No. Caller s Concern Bill Presentation Issue. Position Stated No. Investigation reqd Yes. . WUR Required No. Caller s Concern Investigation into Prior Concern. Position Stated No. Investigation reqd Yes. . WUR Required No. Provid ...	CHERYL FARRAY
2023-03-09	SC - HIGH BILL COMPLAINT	Caller Back Office Ratepayer. bill are very price and kwh	E183897
2023-03-09	Credit - Payment Made	Caller JESSIE WILLIAMS-EPPS Ratepayer User Comments Sw rp stated would like to make payment made OTP of 300.00 rp stated did not get call back for meter check adv call back scheduled to set up meter check no other help needed. SAT	WYATT ANGSTADT
2023-03-09	WUR Assessment	JESSIE WILLIAMS-EPPS Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	WYATT ANGSTADT
2023-03-09	CSS WEB Interface Payment	Caller JESSIE WILLIAMS-EPPS Ratepayer Occupant. Comments Made Payment in the amount of 300.00. Confirmation number was read.. Confirmation Number 23030906	WYATT ANGSTADT
2023-03-06	Billing	Caller JESSIE WILLIAMS-EPPS Ratepayer User Comments cx wants meter check	MICHAEL SCOTT
2023-03-06	WUR Assessment	JESSIE WILLIAMS-EPPS Ratepayer. Caller s Concern Billed Amounts. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	MICHAEL SCOTT
2023-02-27	Credit	Caller JESSIE WILLIAMS-EPPS Ratepayer User Comments called in because a electrician came out and stated theirs a problem with customer meter. customer wants a tech to come out to look at meter. I was able to submit a callback request form. Customer satisfied	REYNETTA PHILLIPS
2023-02-27	WUR Assessment	JESSIE WILLIAMS-EPPS Ratepayer. Caller s Concern General Information. 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 No.	REYNETTA PHILLIPS
2023-02-27	Billing	Caller JESSIE WILLIAMS-EPPS Ratepayer User Comments called in high amount of billings.	ANNALYN ANDRADE
2023-02-27	WUR Assessment	JESSIE WILLIAMS-EPPS Ratepayer. Caller s Concern Billed Amounts. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO No.	ANNALYN ANDRADE
2023-02-27	Connect/Disconnect	Caller JESSIE WILLIAMS-EPPS Ratepayer User Comments called in high amount of billings.	ANNALYN ANDRADE
2023-02-27	WUR Assessment	JESSIE WILLIAMS-EPPS Ratepayer. Caller s Concern Billed Amounts. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO No.	ANNALYN ANDRADE
2023-02-24	WEB Maintain Bill Account	Updated email address from UnKnown to jessielee432198@gmail.com.	SELF SERVICE USER
2023-02-21	Bill Comparison	Caller JESSIE WILLIAMS-EPPS Ratepayer. She wants her meter checked.	E159849
2023-02-17	Special Situation	HIGH BILL ALERT	SUPP_HB

Contact Date	Contact Type	Remarks	User
2023-02-07	IVR Customer Initiated Payment	Scheduled date 2 7 2023 Amount 300.00 User IVR Owner YES. Confirmation Number 23020772	IVR
2023-02-04	Data Repair	DR_REQ10782282 - CD-NXT-COLL-ACTION UPDATE	CSSDR044
2023-02-02	Data Repair	DR_REQ10782282 - CD-NXT-COLL-ACTION UPDATE	CSSDR044
2023-01-30	Cust Choice 1 Bill	Supplier added on 2023-02-02 - Constellation 6	
2023-01-30	Batch Enrollment		
2023-01-30	SC - PUC Informal Complaint	PUC MDIA BCS 3885115	CUCL143
2023-01-26	Credit	s w rp-over income for OnTrack and OpHelp grant She will set up p a and call back Submitted by Debbie Swendsen Agency TREHAB	SELF SERVICE USER
2023-01-26	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note OMS_CSS.services.contacts.privcontacts.notification_PPL_CUSTOMER_CONTACT_VIEWPublishDocument USER_NAME Call Type 01 AMI Power Down Event Comments none	MTR
2023-01-26	Correspondence - General	Template Name WRAP Referral Created By Miller Ann M Letter Edited No CS Letters ID 4987272	CSLET
2023-01-26	Correspondence - General	Template Name WRAP Referral Created By Miller Ann M Letter Edited No CS Letters ID 4987268	CSLET
2023-01-25	Budget Billing	Caller Back Office Ratepayer. called JESSIE back to discuss setting up BB at 506.00-YES will add explnd how program wrks. advsd then when gets next bill can call us to set up PAG sore past due bal then - also gave to call for help with OP HELP. emailed kristen KELly to see if pss elig fr CARES	GRISELLE M HAHN
2023-01-25	Correspondence - Budget Billing	bbstcsr.doc	
2023-01-25	Start Budget Billing	Caller Back Office Ratepayer.Enrolled with Historical Usage amount of 506.00 beginning with next bill. Emailed to jessielee432198@gmail.com	GRISELLE M HAHN
2023-01-25	Bill Comparison	Caller JESSIE WILLIAMS-EPPS Ratepayer. CONT serviced. home is all electric heat- i advsd per bill analyzer curr usage STILL showing using 46 A DAY at this time-says keeps thermostat at 68degrees no space heters-avds to pay what can on bill after 02-13 can call if needs pag . satsfd	GRISELLE M HAHN
2023-01-25	Bill Comparison	Caller JESSIE WILLIAMS-EPPS Ratepayer User Comments d high bill-her usage normally is high in winter. but higher than even prev yers- rate is .17 syas swtched to Clean Eergy at 15.1 per kwh- i dvdsd PPL s rate is 14.6 so wil pay more wait call them to cancel tht too then have Godson shop for cheaper supplier. also sugg have heat pump CONT	GRISELLE M HAHN
2023-01-25	WUR Assessment	JESSIE WILLIAMS-EPPS Ratepayer. Caller s Concern Billed Amounts. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	GRISELLE M HAHN
2023-01-25	Credit	JESSIE WILLIAMS-EPPS Ratepayer. Gross monthly income provided exceeds requirements for assistance programs.	GRISELLE M HAHN
2023-01-25	Financial Statement Added		GRISELLE M HAHN
2023-01-24	WUR Assessment	JESSIE WILLIAMS-EPPS Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO No.	LEAH KENNY
2023-01-24	Call Transfer	Caller JESSIE WILLIAMS-EPPS Ratepayer. NOTE - rp needs to speak w e e was told would be trans to new construction wam is not who she needs e e is closed per trans usage for this mo last are way over usage in past. asked rp to cb tomorrow.	LEAH KENNY
2023-01-24	Correspondence - General	Template Name Master Utility Report Created By JAYDEN LYONS Letter Edited No CS Letters ID 4984677	CSLET
2023-01-24	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2023-01-24	Credit	Caller JESSIE WILLIAMS-EPPS Ratepayer User Comments cx call about bill being high- 1747.18 cx mention payment made last time inform 1336.26 was last pay cx want someone check meter offered low income program cx hung up	JAYDEN LYONS
2023-01-24	WUR Assessment	JESSIE WILLIAMS-EPPS Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat No. WUR Required Yes. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No. Interested in SO No.	JAYDEN LYONS
2023-01-24	Credit	JESSIE WILLIAMS-EPPS Ratepayer. Customer indicated there was no change to financial information.	JAYDEN LYONS
2023-01-24	Financial Statement Added		JAYDEN LYONS
2023-01-21	Special Situation	HIGH BILL ALERT	SUPP_HB
2023-01-18	Data Repair	INC10765324 - Reads Workaround	CSSDR044
2023-01-03	IVR Customer Initiated Payment	Scheduled date 1 3 2023 Amount 1 191.75 User IVR Owner YES. Confirmation Number 23010392	IVR
2022-12-20	IVR Customer Initiated Payment	Caller IVR Ratepayer. Comments Made Payment in the amount of 144.51. Confirmation number was Read. Confirmation Number 22122184	IVR
2022-12-19	Special Situation	HIGH BILL ALERT	SUPP_HB
2022-12-17	Special Situation	HIGH BILL ALERT	SUPP_HB
2022-12-14	IVR Customer Initiated Payment	Scheduled date 12 14 2022 Amount 145.00 User IVR Owner YES. Confirmation Number 22121429	IVR
2022-12-07	Credit	Caller JESSIE WILLIAMS-EPPS Ratepayer User Comments cci asked for someone to speak with someone from US called to make a pymt plan wanted to make 3 installments of 145 to pay off bill cx already pd 145.00 today created collection arrangement cx sat	JOSHUA HARRY

Contact Date	Contact Type	Remarks	User
2022-12-07	WUR Assessment	JESSIE WILLIAMS-EPPS Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	JOSHUA HARRY
2022-12-07	Issued Collection Arrangement	JESSIE WILLIAMS-EPPS Ratepayer. Comments Customer agrees to terms 145.00 due on 12 07 2022. 145.00 due on 12 14 2022. 144.51 due on 12 21 2022.	JOSHUA HARRY
2022-12-07	Credit	Caller JESSIE WILLIAMS-EPPS Ratepayer User Comments cci to make arrangement to make 3 payments. Cx she want to pay 145.00 12 7 2022 12 14 2022 and 12 21 2022. Cx adv we can take payment today and arrange CA.	VICTORIA SOOKNANAN
2022-12-07	WUR Assessment	JESSIE WILLIAMS-EPPS Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. 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.	VICTORIA SOOKNANAN
2022-12-07	CSS WEB Interface Payment	Caller JESSIE WILLIAMS-EPPS Ratepayer Occupant. Comments Made Payment in the amount of 145.00. Confirmation number was read.. Confirmation Number 22120739	VICTORIA SOOKNANAN
2022-12-07	Financial Statement Added		TISHARRA CLARKE
2022-11-23	IVR Customer Initiated Payment	Scheduled date 11 23 2022 Amount 60.03 User IVR Owner YES. Confirmation Number 22112319	IVR
2022-11-17	Special Situation	HIGH BILL ALERT	SUPP_HB
2022-11-09	IVR Customer Initiated Payment	Scheduled date 11 9 2022 Amount 200.00 User IVR Owner YES. Confirmation Number 22110934	IVR
2022-10-19	Special Situation	HIGH BILL ALERT	SUPP_HB
2022-10-11	Credit	Caller JESSIE WILLIAMS-EPPS Ratepayer User Comments sat was assessed	PRECIOUS NUNES
2022-10-11	WUR Assessment	JESSIE WILLIAMS-EPPS Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	PRECIOUS NUNES
2022-10-11	CSS WEB Interface Payment	Caller JESSIE WILLIAMS-EPPS Ratepayer Occupant. Comments Made Payment in the amount of 141.95. Confirmation number was read.. Confirmation Number 22101116	PRECIOUS NUNES
2022-09-20	Special Situation	HIGH BILL ALERT	SUPP_HB
2022-09-06	IVR Customer Initiated Payment	Scheduled date 9 6 2022 Amount 143.42 User IVR Owner YES. Confirmation Number 22090665	IVR
2022-08-19	Special Situation	HIGH BILL ALERT	SUPP_HB
2022-08-10	IVR Customer Initiated Payment	Scheduled date 8 10 2022 Amount 146.84 User IVR Owner YES. Confirmation Number 22081074	IVR
2022-07-22	Special Situation	HIGH BILL ALERT	SUPP_HB
2022-07-22	Special Situation	HIGH BILL ALERT	SUPP_HB
2022-07-19	Correspondence - General	Template Name WRAP Referral Created By Schall Donna J Letter Edited No CS Letters ID 4725438	CSLET
2022-07-11	Cust Choice 1 Bill	Supplier added on 2022-07-14 - SmartEnergy Holdings	
2022-07-11	Batch Enrollment		
2022-07-06	Billing	Caller JESSIE WILLIAMS-EPPS Ratepayer User Comments Confirmed payment made yesterday of 106.25. Paid yesterday at 3 44 PM. Satisfied.	MICHELE LUONGO
2022-07-06	WUR Assessment	JESSIE WILLIAMS-EPPS Ratepayer. Caller s Concern Billing Payment - WUR will be sent. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	MICHELE LUONGO
2022-07-05	IVR Customer Initiated Payment	Scheduled date 7 5 2022 Amount 106.25 User IVR Owner YES. Confirmation Number 22070506	IVR
2022-06-28	Customer Choice Drop	Supplier dropped on 2022-07-01 - SmartEnergy Holdings	
2022-06-28	Batch Enrollment		
2022-06-20	Miscellaneous	Caller JESSIE WILLIAMS-EPPS Ratepayer. JESSIE WILLIAMS-EPPS interested in WRAP application line closed for holiday. Sending application in the mail and advised she can also call back to start application over the phone on another day.	MARY BETH KASHUBA
2022-06-20	WRAP Program Referral	JESSIE WILLIAMS-EPPS interested in WRAP please send application.	MARY BETH KASHUBA
2022-06-17	Cust Choice 1 Bill	Supplier added on 2022-06-22 - SmartEnergy Holdings	
2022-06-17	Batch Enrollment		
2022-06-14	IVR Customer Initiated Payment	Scheduled date 6 14 2022 Amount 236.43 User IVR Owner YES. Confirmation Number 22061455	IVR
2022-05-31	Correspondence - General	Template Name OnTrack Application Rejection Letter New Created By pjordan@trehab.org Letter Edited No CS Letters ID 4650971	CSLET
2022-05-31	OnTrack - Ineligible	Payment assistance app rejected. Rp over income for OT. No OpHelp funds approved at this time. Submitted by Patricia J Agency TREHAB	SELF SERVICE USER
2022-05-31	OnTrack - Ineligible	OnTrack application Rejected. Reason Household is over the federal poverty income guidelines. Agency TREHAB Inc.. Agency user Patricia J	SELF SERVICE USER
2022-05-31	Financial Statement Added		PJORDAN@
2022-05-31	OnTrack Customer	OnTrack application submitted by PJORDAN@TREHAB.ORG Source Rep	SELF SERVICE USER
2022-05-23	IVR Customer Initiated Payment	Scheduled date 5 21 2022 Amount 484.33 User IVR Owner YES. Confirmation Number 22052109	IVR
2022-05-19	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 4637132	CSLET
2022-05-18	High Bill	Caller JESSIE WILLIAMS-EPPS Ratepayer. concerned about high bills reviewed last 5 mos adv daily temp number of bill cycle days and electric heated home can affect bill amt also supplier rate can affect bill	CYNTHIA BOGER
2022-05-18	Call Transfer	Caller JESSIE WILLIAMS-EPPS Ratepayer User Comments concerned about high bills reviewed last 5 mos adv daily temp number of bill cycle days and electric heated home can affect bill amt bif 484.33	CYNTHIA BOGER

Contact Date	Contact Type	Remarks	User
2022-05-18	WUR Assessment	... Yes. Sat Yes. WUR Required No. Provided PUC No.	CYNTHIA BOGER
2022-05-18	WUR Assessment	JESSIE WILLIAMS-EPPS Ratepayer. Caller s Concern Billed Amounts. Position Stated Yes. Sat Yes. WUR Required No. 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. Caller s Concern Suppliers - General Inquiries. Position Stated ...	CYNTHIA BOGER
2022-05-18	Choice Inquiry	Caller Back Office Ratepayer. adv current egs is Direct Energy Services .103900 per kwh SOP 7 off ppl ptc for 12 mos with no ecf adv of ppl ptc increase on june 1st from 0.08941 to .12366 per kwh wants to shop but not good on computers gave number 1-888-782-3228 puc fact line for suppliers	CYNTHIA BOGER
2022-05-18	SC - REFERRAL TO ONTRACK	Caller JESSIE WILLIAMS-EPPS Ratepayer. Referred to Ontrack.	303955
2022-05-18	Credit	JESSIE WILLIAMS-EPPS Ratepayer. Offered OnTrack - Yes . Emailed agency contact info to jessielee432198@gmail.com	CYNTHIA BOGER
2022-05-18	Call Transfer	JESSIE WILLIAMS-EPPS Ratepayer. Customer transferred to apply for OnTrack.	CYNTHIA BOGER
2022-05-18	Issued Collection Arrangement	JESSIE WILLIAMS-EPPS Ratepayer. Comments Customer agrees to terms 484.33 due on 06 03 2022.	CYNTHIA BOGER
2022-05-18	Financial Statement Added		CYNTHIA BOGER
2022-05-13	Credit	Caller JESSIE WILLIAMS-EPPS Ratepayer User Comments cci and states she wanted to set up a collection for bill due of 484.33 but I advised that she would need to call back on Tuesday of next week to give the collection she is in now time to complete and then make another collection agreement for 484.33 to be paid when she gets her check on 5-26-22.	AMY BROWN
2022-05-13	WUR Assessment	JESSIE WILLIAMS-EPPS Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	AMY BROWN
2022-04-25	Credit	Caller JESSIE WILLIAMS-EPPS Ratepayer User Comments provided cx. with bal of 486.75 Due May 12 prev. bal 2.42	NICOLA BLOUNT
2022-04-25	WUR Assessment	JESSIE WILLIAMS-EPPS Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	NICOLA BLOUNT
2022-04-25	CSS WEB Interface Payment	Caller JESSIE WILLIAMS-EPPS Ratepayer. Comments Made Payment in the amount of 2.42. Confirmation number was Read. Confirmation Number 22042571	NICOLA BLOUNT
2022-04-22	IVR Customer Initiated Payment	Scheduled date 4 22 2022 Amount 400.00 User IVR Owner YES. Confirmation Number 22042219	IVR
2022-04-01	Credit	Caller JESSIE WILLIAMS-EPPS Ratepayer User Comments cci bc she recv d call that she had a shut off notice - informed that there isn t a shut off notice on acct just a PBD of 0.67 - set up CA to protect acct - took pymnt for 150	MELISSA PATTEN
2022-04-01	WUR Assessment	JESSIE WILLIAMS-EPPS Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	MELISSA PATTEN
2022-04-01	CSS WEB Interface Payment	Caller JESSIE WILLIAMS-EPPS Ratepayer Occupant. Comments Made Payment in the amount of 150.00. Confirmation number was read.. Confirmation Number 22040168	MELISSA PATTEN
2022-04-01	Issued Collection Arrangement	JESSIE WILLIAMS-EPPS Ratepayer. Comments Customer agrees to terms 150.00 due on 04 01 2022. 150.00 due on 04 25 2022. 252.42 due on 05 13 2022.	MELISSA PATTEN
2022-03-25	IVR Customer Initiated Payment	Scheduled date 3 25 2022 Amount 264.00 User IVR Owner YES. Confirmation Number 22032541	IVR
2022-03-12	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note OMS_CSS.services.contacts.privcontacts notification_PPL_CUSTOMER_CONTACT_VIEWPublishDocument USER_NAME Call Type 01 AMI Power Down Event Comments none	MTR
2022-03-10	IVR Customer Initiated Payment	Scheduled date 3 10 2022 Amount 200.00 User IVR Owner YES. Confirmation Number 22031060	IVR
2022-02-24	IVR Customer Initiated Payment	Caller IVR Ratepayer. Comments Made Payment in the amount of 300.00. Confirmation number was Read. Confirmation Number 22022410	IVR
2022-02-24	IVR Customer Initiated Payment	Scheduled date 2 24 2022 Amount 150.00 User IVR Owner YES. Confirmation Number 22022488	IVR
2022-02-14	Credit	Caller JESSIE WILLIAMS-EPPS Ratepayer. CCI bill is to high issued collection arrangement into 3 installemtns 1st payment of 200.00 on 2 14 second of 150.00 on 2 22 3rd installment of 138.50 due on 3 1 Rev 02 14 2022 10 01 Cust made 200.00 payment	VALERIE LEONE
2022-02-14	WUR Assessment	JESSIE WILLIAMS-EPPS Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	VALERIE LEONE
2022-02-14	CSS WEB Interface Payment	Caller JESSIE WILLIAMS-EPPS Ratepayer Occupant. Comments Made Payment in the amount of 200.00. Confirmation number was emailed to jessielee432198@gmail.com.. Confirmation Number 22021474	VALERIE LEONE
2022-02-14	WUR Assessment	JESSIE WILLIAMS-EPPS Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	VALERIE LEONE
2022-02-14	Issued Collection Arrangement	JESSIE WILLIAMS-EPPS Ratepayer. Comments Customer agrees to terms 200.00 due on 02 14 2022. 150.00 due on 02 22 2022. 138.05 due on 03 01 2022.	VALERIE LEONE
2022-01-03	IVR Customer Initiated Payment	Scheduled date 1 3 2022 Amount 289.47 User IVR Owner YES. Confirmation Number 22010333	IVR
2021-12-01	IVR Customer Initiated Payment	Scheduled date 12 1 2021 Amount 171.57 User IVR Owner YES. Confirmation Number 21120151	IVR
2021-11-01	IVR Customer Initiated Payment	Scheduled date 11 1 2021 Amount 117.37 User IVR Owner YES. Confirmation Number 21110129	IVR
2021-10-21	LIHEAP	LIHEAP application mailed to the customer	CSLET

Contact Date	Contact Type	Remarks	User
2021-10-01	IVR Customer Initiated Payment	Scheduled date 10 1 2021 Amount 119.93 User IVR Owner YES. Confirmation Number 21100129	IVR
2021-08-26	IVR Customer Initiated Payment	Scheduled date 8 26 2021 Amount 86.10 User IVR Owner YES. Confirmation Number 21082611	IVR
2021-08-19	WUR Assessment	JESSIE WILLIAMS-EPPS Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	NICOLE PAGE
2021-08-19	Credit	Caller JESSIE WILLIAMS-EPPS Ratepayer User Comments adv cust of 0 balance due and nest meter reading on 9 21	NICOLE PAGE
2021-08-02	IVR Customer Initiated Payment	Scheduled date 8 2 2021 Amount 99.74 User IVR Owner YES. Confirmation Number 21080254	IVR
2021-07-13	IVR Customer Initiated Payment	Scheduled date 7 13 2021 Amount 98.50 User IVR Owner YES. Confirmation Number 21071358	IVR
2021-07-09	Miscellaneous	Caller JESSIE WILLIAMS-EPPS Ratepayer User Comments needs copy of any 2 bills from 2020..sent activity statement.sat	JANICE L IRELAND
2021-07-09	WUR Assessment	JESSIE WILLIAMS-EPPS 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.	JANICE L IRELAND
2021-07-09	Request Account Activity Statement		JANICE L IRELAND
2021-06-04	IVR Customer Initiated Payment	Scheduled date 6 4 2021 Amount 130.63 User IVR Owner YES. Confirmation Number 21060485	IVR
2021-05-12	IVR Customer Initiated Payment	Scheduled date 5 12 2021 Amount 162.49 User IVR Owner YES. Confirmation Number 21051271	IVR
2021-04-30	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note OMS_CSS.services.contacts.privcontacts notification_PPL_CUSTOMER_CONTACT_VIEWPublishDocument USER_NAME Call Type 01 AMI Power Down Event Comments none	MTR
2021-04-05	Credit	Caller JESSIE WILLIAMS-EPPS Ratepayer User Comments cci wants to know what period of time bill is from adv 2 23-3 24 adv nxt read 4 22 processed pymt 208.73	ALEELA WARREN
2021-04-05	WUR Assessment	JESSIE WILLIAMS-EPPS Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	ALEELA WARREN
2021-04-05	CSS WEB Interface Payment	Caller JESSIE WILLIAMS-EPPS Ratepayer Occupant. Comments Made Payment in the amount of 208.73. Confirmation number was emailed to jessielee432198@gmail.com.. Confirmation Number 21040575	ALEELA WARREN
2021-04-05	WUR Assessment	JESSIE WILLIAMS-EPPS Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	ALEELA WARREN
2021-04-05	IVR Customer Initiated Payment	Scheduled date 4 2 2021 Amount 200.00 User IVR Owner YES. Confirmation Number 21040242	IVR
2021-04-05	Issued Collection Arrangement	IVR Ratepayer. Comments Customer agrees to terms 408.73 due on 05 14 2021.	IVR
2021-02-26	IVR Customer Initiated Payment	Scheduled date 2 26 2021 Amount 253.68 User IVR Owner YES. Confirmation Number 21022693	IVR
2021-02-02	IVR Customer Initiated Payment	Scheduled date 2 2 2021 Amount 312.06 User IVR Owner YES. Confirmation Number 21020238	IVR
2021-01-04	IVR Customer Initiated Payment	Scheduled date 1 1 2021 Amount 236.50 User IVR Owner YES. Confirmation Number 21010165	IVR
2020-12-07	IVR Payment Confirmation Letter	IVR EFT Payment Confirmation Letter generated 2020-12-07	CL2PPRA
2020-12-07	IVR Customer Initiated Payment	Scheduled date 12 7 2020 Amount 167.55 User IVR Owner YES. Confirmation Number 20120710	IVR
2020-11-23	LIHEAP	LIHEAP application mailed to customer	CSLET
2020-11-09	IVR Customer Initiated Payment	IVR Payment 119.95 Confirmation Number 20110720	IVR
2020-10-12	IVR Customer Initiated Payment	IVR Payment 92.67 Confirmation Number 20101020	IVR
2020-08-31	IVR Customer Initiated Payment	IVR Payment 92.12 Confirmation Number 20083004	IVR
2020-08-03	IVR Customer Initiated Payment	IVR Payment 95.80 Confirmation Number 20080100	IVR
2020-07-06	WUR Assessment	JESSIE WILLIAMS-EPPS Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	JANIE CAMPO
2020-07-06	CSS WEB Interface Payment	Caller JESSIE WILLIAMS-EPPS Ratepayer. Comments Made Payment in the amount of 95.89. Confirmation number was Emailed to jessielee432198@gmail.com. Confirmation Number 20070672	JANIE CAMPO
2020-06-08	IVR Customer Initiated Payment	IVR Payment 158.38 Confirmation Number 20060683	IVR
2020-05-21	Special Situation	HIGH BILL ALERT	SUPP HB
2020-05-11	Credit	Caller JESSIE WILLIAMS-EPPS Ratepayer User Comments sw rp jessie wanted to know what mo her payments went too. last payment of 150 70 200 went to 2 18 to 3 18 bill of 411.55. current bill from 3 18 to 4 17 is 348.85 had over pd prior bill so only need pay 340.40. cust req statement. new supplier will be on next bill effective 4 20 sat yes	LEAH KENNY
2020-05-11	WUR Assessment	... sent. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	LEAH KENNY
2020-05-11	WUR Assessment	JESSIE WILLIAMS-EPPS 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. Caller s Concern Suppliers - General Inquiries. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Miscellaneous - WUR will NOT be ...	LEAH KENNY
2020-05-11	Correspondence - General	Template Name Statement of Account - No Dispute Created By Kenny Leah Letter Edited No CS Letters ID 3621483	CSLET
2020-05-11	CSS WEB Interface Payment	Caller JESSIE WILLIAMS-EPPS Ratepayer Occupant. Comments Made Payment in the amount of 340.40. Confirmation number was read.. Confirmation Number 20051120	LEAH KENNY
2020-05-11	Credit	Caller Back Office Ratepayer. transferred to billing for assttance	BRIAN BENTON

Contact Date	Contact Type	Remarks	User
2020-04-25	Credit	Caller JESSIE WILLIAMS-EPPS Ratepayer User Comments Cld in ref to pymnt md on acct due to bal not updating. I informed 1st pymnt was 200.00 4 6 220 and schduled pymnt of 150.00 4 24 2020 and 70.00 4 25 2020. Informed it can take 24 48 hrs to update and bal 140.00 due 5 11 2020. SAT	KEYA JEFFERSON
2020-04-25	WUR Assessment	JESSIE WILLIAMS-EPPS Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	KEYA JEFFERSON
2020-04-27	IVR Customer Initiated Payment	IVR Payment 70.00 Confirmation Number 20042583	IVR
2020-04-24	IVR Customer Initiated Payment	IVR Payment 150.00 Confirmation Number 20042461	IVR
2020-04-18	Special Situation	HIGH BILL ALERT	SUPP_HB
2020-04-15	Cust Choice 1 Bill	Supplier added on 2020-04-20 - Direct Energy Services	
2020-04-15	Batch Enrollment		
2020-04-06	Credit	Caller JESSIE WILLIAMS-EPPS Ratepayer User Comments cci PAG Customer agrees to terms 200.00 due on 04 06 2020. 150.00 due on 04 24 2020. 61.55 due on 04 30 2020.	ROMONA DUFFY
2020-04-06	WUR Assessment	JESSIE WILLIAMS-EPPS Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	ROMONA DUFFY
2020-04-06	CSS WEB Interface Payment	Caller JESSIE WILLIAMS-EPPS Ratepayer Occupant. Comments Made Payment in the amount of 200.00. Confirmation number was read.. Confirmation Number 20040604	ROMONA DUFFY
2020-04-06	Issued Collection Arrangement	JESSIE WILLIAMS-EPPS Ratepayer. Comments Customer agrees to terms 200.00 due on 04 06 2020. 150.00 due on 04 24 2020. 61.55 due on 04 30 2020.	ROMONA DUFFY
2020-03-19	Special Situation	HIGH BILL ALERT	SUPP_HB
2020-03-16	IVR Customer Initiated Payment	IVR Payment 346.91 Confirmation Number 20031672	IVR
2020-03-16	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-02-19	Special Situation	HIGH BILL ALERT	SUPP_HB
2020-02-14	WUR Assessment	JESSIE WILLIAMS-EPPS Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	VERLA NAKAAHIKI-BATIS
2020-02-14	CSS WEB Interface Payment	Caller JESSIE WILLIAMS-EPPS Ratepayer. Comments Made Payment in the amount of 319.69. Confirmation number was Read. Confirmation Number 20021466	VERLA NAKAAHIKI-BATIS
2020-02-14	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-02-12	LIHEAP	LIHEAP application mailed	CSLET
2020-02-11	WUR Assessment	JESSIE WILLIAMS-EPPS Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	VIANCA MOFFETT
2020-02-11	Credit	Caller JESSIE WILLIAMS-EPPS Ratepayer User Comments CCI REGARDING PYMTS MADE ON ACCT ...ADV OF PYMTS MADE AND BAL REFLECTS 319.69 WHICH IS BILL DUE 2 10 AND LAST PYMT MADE WAS 282.81 PAID 01 20...SAT	VIANCA MOFFETT
2020-02-11	Credit	Caller JESSIE WILLIAMS-EPPS Ratepayer User Comments Transferred to billing	HOLLAND GREEN
2020-02-11	WUR Assessment	JESSIE WILLIAMS-EPPS Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	HOLLAND GREEN
2020-02-10	Winter Collection	Winter Collection Notice	
2020-01-20	IVR Customer Initiated Payment	IVR Payment 282.81 Confirmation Number 20011885	IVR
2020-01-15	Issued Collection Arrangement	Caller agrees to terms of Collection Arrangement 286.34 due 01 18 2020	IVR
2020-01-14	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR