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Karlenny Martinez,  
v.  
PPL Electric Utilities  
Corporation

Docket No.:  
F-2023-3043740

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

Friday, March 1, 2024  
Commencing at 10:03 a.m.

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Docket No. F-2023-3043740

Hearing Date: March 1, 2024

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# **PPL ELECTRIC EXHIBIT NO. 1**

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

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

Account Number: [REDACTED] Mail To: KARLENNY MARTINEZ  
 1061 STATE ROUTE 940  
 HAZLE TOWNSHIP PA 18202  
 Requested By: KARLENNY MARTINEZ  
 Extension:

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

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
03/20/2020	BUDGET BILLING		\$120.00								
03/20/2020	Regular Bill	04/13	\$1533.70	\$1413.70	\$276.23	\$327.60	0709/0000	16900A	29	2210	
04/21/2020	BUDGET BILLING		\$120.00								
04/21/2020	Regular Bill	05/12	\$1653.70	\$1533.70	\$253.97	\$461.57	0633/0000	18946A	32	2046	
05/20/2020	BUDGET BILLING		\$135.00								
05/20/2020	Regular Bill	06/10	\$1788.70	\$1653.70	\$127.92	\$454.49	0392/0007	19906A	29	960	
06/19/2020	BUDGET BILLING		\$135.00								
06/19/2020	Regular Bill	07/13	\$1923.70	\$1788.70	\$48.22	\$367.71	0048/0145	20187A	30	281	
07/21/2020	BUDGET BILLING		\$135.00								
07/21/2020	Regular Bill	08/11	\$2058.70	\$1923.70	\$68.60	\$301.31	0000/0343	20656A	32	469	
08/20/2020	BUDGET BILLING		\$157.00								
08/20/2020	Regular Bill	09/10	\$2215.70	\$2058.70	\$56.26	\$200.57	0000/0323	21015A	30	359	
09/21/2020	BUDGET BILLING		\$157.00								
09/21/2020	Regular Bill	10/13	\$2372.70	\$2215.70	\$29.49	\$73.06	0070/0161	21134A	32	119	
10/21/2020	BUDGET BILLING		\$157.00								
10/21/2020	Regular Bill	11/12	\$2529.70	\$2372.70	\$117.28	\$33.34	0244/0015	22041A	30	907	
11/19/2020	BUDGET BILLING		\$173.00								
11/19/2020	Regular Bill	12/10	\$2702.70	\$2529.70	\$103.19	\$-36.47	0468/0005	22822A	29	781	
12/21/2020	BUDGET BILLING		\$173.00								
12/21/2020	Regular Bill	01/11	\$2875.70	\$2702.70	\$138.99	\$-70.48	0877/0000	23922A	32	1100	
01/22/2021	Special Agreement		\$-51.66								
01/22/2021	BUDGET BILLING		\$224.66								
01/22/2021	Regular Bill	02/16	\$3048.70	\$2875.70	\$295.14		1036/0000	26364A	32	2442	
02/23/2021	BUDGET BILLING		\$151.00								
02/23/2021	SPECIAL AGREEMENT - BB SETTLE		\$12.91								
02/23/2021	Regular Bill	03/16	\$3212.61	\$3048.70	\$436.07	\$285.07	1274/0000	30044A	32	3680	
03/24/2021	BUDGET BILLING		\$151.00								
03/24/2021	SPECIAL AGREEMENT - BB SETTLE		\$12.91								
03/24/2021	Regular Bill	04/14	\$3376.52	\$3212.61	\$265.44	\$399.51	0776/0000	32226A	29	2182	
04/23/2021	BUDGET BILLING		\$151.00								
04/23/2021	SPECIAL AGREEMENT - BB SETTLE		\$12.91								
04/23/2021	Regular Bill	05/17	\$3540.43	\$3376.52	\$161.39	\$409.90	0568/0000	33488A	30	1262	
05/18/2021	Payment		\$-220.00								

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	BILLED KW
05/21/2021	Returned Check		\$220.00							
05/27/2021	BUDGET BILLING		\$151.00							
05/27/2021	SPECIAL AGREEMENT - BB SETTLE		\$12.93							
05/27/2021	Regular Bill	06/17	\$3704.36	\$3540.43	\$136.85	\$395.75	0278/0055	34533A	33	1045
06/03/2021	Payment		\$-220.00							
06/18/2021	Payment		\$-219.93							
06/23/2021	BUDGET BILLING		\$151.00							
06/23/2021	Regular Bill	07/14	\$3415.43	\$3264.43	\$90.22	\$334.97	0067/0130	35158A	28	625
07/21/2021	Payment		\$-207.00							
07/23/2021	BUDGET BILLING		\$151.00							
07/23/2021	Regular Bill	08/16	\$3359.43	\$3208.43	\$90.82	\$274.79	0006/0255	35787A	30	629
08/18/2021	Payment		\$-207.00							
08/23/2021	BUDGET BILLING		\$169.00							
08/23/2021	Regular Bill	09/13	\$3321.43	\$3152.43	\$108.50	\$214.29	0002/0244	36568A	31	781
09/15/2021	Payment		\$-207.00							
09/22/2021	BUDGET BILLING		\$169.00							
09/22/2021	Regular Bill	10/13	\$3283.43	\$3114.43	\$67.11	\$112.40	0015/0166	36993A	30	425
10/20/2021	Payment		\$-207.00							
10/21/2021	BUDGET BILLING		\$169.00							
10/21/2021	Late Payment Charge		\$37.82							
10/21/2021	Regular Bill	11/12	\$3283.25	\$3076.43	\$40.57	\$-16.03	0123/0021	37198A	29	205
10/22/2021	Credit		\$-37.82							
11/03/2021	Payment		\$-500.00							
11/19/2021	BUDGET BILLING		\$169.00							
11/19/2021	Regular Bill	12/13	\$2914.43	\$2745.43	\$90.79	\$-94.24	0537/0000	37838A	29	640
12/09/2021	Payment		\$-225.00							
12/21/2021	BUDGET BILLING		\$169.00							
12/21/2021	Regular Bill	01/11	\$2858.43	\$2689.43	\$140.46	\$-122.78	0879/0000	38799A	32	961
01/11/2022	Payment		\$-225.00							
01/24/2022	Special Agreement		\$-49.79							
01/24/2022	BUDGET BILLING		\$218.79							
01/24/2022	Regular Bill	02/14	\$2802.43	\$2633.43	\$341.57		1240/0000	41273A	34	2474
02/15/2022	Payment		\$-175.21							
02/22/2022	BUDGET BILLING		\$164.00							
02/22/2022	SPECIAL AGREEMENT - BB SETTLE		\$12.44							
02/22/2022	Regular Bill	03/15	\$2803.66	\$2627.22	\$495.44	\$331.44	1095/0000	44964A	29	3691

Bill Account: [REDACTED]

Account Activity Statement

Date: 02/22/24

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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
03/14/2022	Payment		\$-232.44								
03/22/2022	BUDGET BILLING		\$164.00								
03/22/2022	SPECIAL AGREEMENT - BB SETTLE		\$12.44								
03/22/2022	Regular Bill	04/12	\$2747.66	\$2571.22	\$346.11	\$513.55	0699/0000	47506A	28		2542
04/07/2022	Payment		\$-232.44								
04/21/2022	BUDGET BILLING		\$164.00								
04/21/2022	SPECIAL AGREEMENT - BB SETTLE		\$12.44								
04/21/2022	Regular Bill	05/12	\$2691.66	\$2515.22	\$322.74	\$672.29	0623/0002	49870A	30		2364
05/09/2022	Payment		\$-232.44								
05/20/2022	BUDGET BILLING		\$198.00								
05/20/2022	SPECIAL AGREEMENT - BB SETTLE		\$12.47								
05/20/2022	Regular Bill	06/13	\$2669.69	\$2459.22	\$180.62	\$654.91	0230/0023	51141A	29		1271
06/13/2022	Payment		\$-266.47								
06/21/2022	BUDGET BILLING		\$198.00								
06/21/2022	Regular Bill	07/12	\$2601.22	\$2403.22	\$92.68	\$549.59	0026/0119	51648A	32		507
07/13/2022	Payment		\$-254.00								
07/21/2022	BUDGET BILLING		\$198.00								
07/21/2022	Regular Bill	08/11	\$2545.22	\$2347.22	\$122.48	\$474.07	0001/0283	52302A	30		654
08/15/2022	Payment		\$-254.00								
08/19/2022	BUDGET BILLING		\$211.00								
08/19/2022	Regular Bill	09/12	\$2502.22	\$2291.22	\$102.67	\$365.74	0000/0304	52836A	29		534
09/15/2022	Payment		\$-267.00								
09/20/2022	BUDGET BILLING		\$211.00								
09/20/2022	Regular Bill	10/11	\$2446.22	\$2235.22	\$109.02	\$263.76	0009/0194	53401A	32		565
10/12/2022	Payment		\$-267.00								
10/19/2022	BUDGET BILLING		\$211.00								
10/19/2022	Regular Bill	11/09	\$2390.22	\$2179.22	\$227.24	\$280.00	0330/0004	54667A	29		1266
11/17/2022	BUDGET BILLING		\$284.00								
11/17/2022	Late Payment Charge		\$29.27								
11/17/2022	Regular Bill	12/08	\$2703.49	\$2390.22	\$323.43	\$319.43	0416/0008	56507A	29		1840
11/18/2022	Credit		\$-29.27								
12/01/2022	Payment		\$-48.00								
12/14/2022	Payment		\$-369.27								
12/22/2022	BUDGET BILLING		\$284.00								
12/22/2022	Regular Bill	01/17	\$2540.95	\$2256.95	\$200.30	\$235.73	1015/0000	57528E	34		1021

Bill Account: [REDACTED]

Account Activity Statement

Date: 02/22/24  
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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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Payment Date	Description	Due Date	Amount	Balance	Account	Code	Rate	Usage
07/09/2023	Payment		\$-340.00					
01/20/2023	BUDGET BILLING		\$1557.00					
01/20/2023	Regular Bill	02/13	\$3757.95	\$2200.95 \$1321.27	0907/0000	64342A	30	
02/17/2023	ELECTRIC SERVICE		\$647.51					
02/17/2023	Regular Bill	03/13	\$4405.46	\$3757.95	0840/0000	67644A	28	3302
03/21/2023	ELECTRIC SERVICE		\$622.62					
03/21/2023	Regular Bill	04/11	\$5028.08	\$4405.46	0923/0000	70816A	32	3172
04/20/2023	ELECTRIC SERVICE		\$389.05					
04/20/2023	Regular Bill	05/11	\$5417.13	\$5028.08	0440/0025	72768A	30	1952
05/19/2023	ELECTRIC SERVICE		\$247.98					
05/19/2023	Regular Bill	06/12	\$5665.11	\$5417.13	0321/0009	73983A	29	1215
06/20/2023	ELECTRIC SERVICE		\$123.11					
06/20/2023	Regular Bill	07/11	\$5788.22	\$5665.11	0087/0057	74595A	32	612
07/20/2023	ELECTRIC SERVICE		\$118.61					
07/20/2023	Regular Bill	08/10	\$5906.83	\$5788.22	0000/0249	75214A	30	619
07/24/2023	Miscellaneous		\$-34.66					
08/18/2023	ELECTRIC SERVICE		\$139.42					
08/18/2023	Regular Bill	09/11	\$6011.59	\$5872.17	0000/0183	75948A	29	734
09/19/2023	ELECTRIC SERVICE		\$123.41					
09/19/2023	Regular Bill	10/10	\$6135.00	\$6011.59	0036/0142	76582A	32	634
10/18/2023	ELECTRIC SERVICE		\$148.08					
10/18/2023	Regular Bill	11/08	\$6283.08	\$6135.00	0240/0011	77361A	29	779
11/16/2023	ELECTRIC SERVICE		\$299.52					
11/16/2023	Regular Bill	12/07	\$6582.60	\$6283.08	0500/0001	79029A	29	1668
12/19/2023	ELECTRIC SERVICE		\$442.53					
12/19/2023	Regular Bill	01/09	\$7025.13	\$6582.60	0872/0000	03347A	33	2604
01/23/2024	ELECTRIC SERVICE		\$545.61					
01/23/2024	Regular Bill	02/13	\$7570.74	\$7025.13	1161/0000	06707A	35	3360
02/21/2024	ELECTRIC SERVICE		\$396.73					
02/21/2024	Regular Bill	03/13	\$7967.47	\$7570.74	0886/0000	09138A	29	2431

# **PPL ELECTRIC EXHIBIT NO. 2**

**Account Contact History**  
**Account:** [REDACTED] **Customer Name:** KARLENNY MARTINEZ  
 From 2/22/2020 to 2/22/2024

Contact Date	Contact Type	Remarks	User
2023-12-26	Winter Collection	Winter Collection Notice	
2023-12-08	Correspondence - General	Template Name Bill Inquiry-Meter Tested OK Created By Eibach Linda M Letter Edited Yes CS Letters ID 5576169	CSLET
2023-12-08	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2023-12-08	Miscellaneous	WATT Generalist - Meter Test-CMO Issued Work Item 4109968 Completed	LINDA M EIBACH
2023-12-08	Miscellaneous	WATT ID 4109968 SENT METER TEST RESULTS TO CUSTOMER ON 12 8 23.	LINDA M EIBACH
2023-12-01	Miscellaneous	Per PUC Formal Complaint CMO issued test meter.. Sent customer results.	HOLLY L HANKERSON
2023-12-01	Miscellaneous	WATT Generalist - Meter Test-CMO Issued Work Item 4109968 Created	HOLLY L HANKERSON
2023-12-01	Change Meter Only Issued	OGC REQUESTED METER CHANGE DUE TO HIGH BILL PUC FORMAL COMPLAINT NO CHARGE Change asap. Tag and box old meter with bill account number and send to SFC-Meter Test-Customer Complaint.	HOLLY L HANKERSON
2023-11-05	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note e163783 Call Type 90 SL AL OUT Comments none	WCT
2023-10-24	SC - PUC Formal Complaint	The customer filed Formal Complaint Docket No. F-2023-3043740- WATT ID 4066303	E02623
2023-10-24	Miscellaneous	WATT CCC Formal Complaint - Bill Dispute High Bill Work Item 4066303 Created	DONNA BARRY
2023-09-26	SC - GRACE EXTENSION	Caller Back Office Ratepayer. SC Status from Open to Closed Cust Rights Given Y Cust Satisfied Y Comments BCS 3913091 DEC CLOSED 09 26 2023 SEE CRS	CUCL143
2023-07-24	Miscellaneous Accounts Receivable Adjustment	Customer received credit line adjustment on bill to correct previous billing error.	CSSDR044
2023-05-25	SC - PUC Informal Complaint	PUC MDIA BCS 3913091	CUCL143
2023-03-25	Miscellaneous	WATT ID 3504253 see notes on account.	LINDA M EIBACH
2023-03-25	Miscellaneous	WATT Generalist - OCA Legislative Work Item 3504253 Completed	LINDA M EIBACH
2023-03-25	Miscellaneous	WATT ID 3504253 see notes on acct	LINDA M EIBACH
2023-03-25	Special Situation	outbound call to cust per legislative complaint. if cust calls please exp 3419 kwh were left off her December bill and added to Jan bill. therefore Dec bill shl have had 4440 kwh and Jan bill 3395 kwh. PLEASE ADV CUST OF PPL RATE INCREASE AND ENCOURAGE HER TO SHOP FOR LOWER RATE on powerswitch website.	LINDA M EIBACH
2023-03-16	Miscellaneous	WATT Generalist - OCA Legislative Work Item 3504253 Created	BRENDA E STOKES
2023-03-08	Correspondence - General	Template Name Master Utility Report Created By VALERIE A DICINDIO Letter Edited No CS Letters ID 5090801	CSLET
2023-03-08	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2023-03-08	Miscellaneous	WATT Generalist - Escalated Call Back - Lehigh Work Item 3227840 Completed	VALERIE A DICINDIO
2023-03-08	Miscellaneous	WATT ID 3227840 esc callback complete	VALERIE A DICINDIO
2023-03-08	High Bill	Caller KARLENNY MARTINEZ Ratepayer User Comments Ing srv daniel 16644 s w karlenny martinez high bill p e 1 20 23 prior low estimate with december bill due to technical issue home profile reviewed usage vs temps energy education on using elec b b heat offered meter test declined gave info on ppl ptc increase 12 1 22 and shopping declined not satisfied	VALERIE A DICINDIO
2023-03-08	WUR Assessment	KARLENNY MARTINEZ Ratepayer. Caller s Concern Billed Amounts. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No. Interested in SO No.	VALERIE A DICINDIO
2023-03-08	Usage Analysis	Caller karlenny martinez Ratepayer Reviewed Bill History Yes Reviewed Daily Hourly Usage Yes Is Usage in line Yes Customer Satisfied No	VALERIE A DICINDIO
2023-02-22	Data Repair	DR REQ10782282 - CD-NXT-COLL-ACTION UPDATE	CSSDR044
2023-02-09	Credit	Caller KARLENNY MARTINEZ Ratepayer. cont 8am-5pm is for EE and sup callback has been issued. She did speak w EE and she was not SAT with explanation and did not wish to be transferred to EE. She refused to provide income to review CAP s. SAT w CAP s offer to review information. No to S O.	JANELLE VASILAKOS
2023-02-09	Credit	Caller KARLENNY MARTINEZ Ratepayer. cont for CB is [REDACTED]. Adv. can review CAP s or trans to EE to review usage concern. She wanted to review usage as she feels it is high and wanted to have meter checked. She disagrees with usage being presented. Adv. she called in 2 8 23 and was adv to call back today and requested sup. Adv. call back today	JANELLE VASILAKOS
2023-02-09	Credit	Caller KARLENNY MARTINEZ Ratepayer User Comments CCI requested Spanish Inter and sup. Used Spanish Inter Deana 20507. CCI because she called yesterday to speak w sup. CCI to review high bill. Adv. that she will receive a call back from a sup watt has been issued and can take 24-48 hrs to receive call back up to 3 business days. I verified phone number	JANELLE VASILAKOS
2023-02-09	WUR Assessment	KARLENNY MARTINEZ Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	JANELLE VASILAKOS
2023-02-09	Financial Statement Added		JANELLE VASILAKOS
2023-02-09	WUR Assessment	KARLENNY MARTINEZ Ratepayer. Caller s Concern Billed Amounts. Position Stated No. Investigation reqd Yes. WUR Required No. Caller s Concern General Information. Position Stated No. Investigation reqd No. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	CHERYL FARRAY

Contact Date	Contact Type	Remarks	User
2023-02-09	Billing	Caller KARLENNY MARTINEZ Ratepayer. as per caller she is SAT or understanding information. ADC at time of call 23.95. 454.94 for 19 days. as per caller all of this is incorrect. And still waiting on a manager call back	CHERYL FARRAY
2023-02-09	Billing	Caller KARLENNY MARTINEZ Ratepayer. account is already showing a CALL BACK FOR A MANAGER FROM FEB 8 2023 advised that she will get a call back.	CHERYL FARRAY
2023-02-09	High Bill	Caller KARLENNY MARTINEZ Ratepayer. as per caller she is not at this address all the time. Temp is set @ 60 so pipes do not freeze. advised that on 2 4 23 usage was 198.1 KWH TEMP outside was 11. As per caller she is turning the heat on and off. advised that a meter test is not free this something	CHERYL FARRAY
2023-02-09	High Bill	Caller KARLENNY MARTINEZ Ratepayer. THE BILL FOR 340.00 was current . this for the amount of 284.00 plus 29.27 in late fees. 29.27 in prior late payment charges this was on bill for 12 22 22.. no late fees will on current bill because of EST bill.	CHERYL FARRAY
2023-02-09	Billing	Caller KARLENNY MARTINEZ Ratepayer. SPANISH RP 17009 CALLING IN ABOUT HIGH BILLING FOR 12 22 22 A CALL BACK WAS PLACE ON FEB 8 FOR A SUP CALL. ADVISED THAT A CB CAN TAKE 24-48 HOURS	CHERYL FARRAY
2023-02-08	Credit	Caller KARLENNY MARTINEZ Ratepayer. for escalated call back and adv supervisor will call back within 3 business days or can call back to s w EE Inter Pabel 16517	NICOLE DENISE ANTHONY
2023-02-08	Credit	Caller KARLENNY MARTINEZ Ratepayer User Comments cci and wants to know why bill is so high adv of 56 install from p a deferred balance of 235.73 from BB and CB amnt 1321.27 rp stated bill can t be that high and wants to have tech check meter adv to s w EE but closed so has to call back Mon-Fri between 8am-5pm rp requested supervisor issued WATT	NICOLE DENISE ANTHONY
2023-02-08	WUR Assessment	KARLENNY MARTINEZ Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	NICOLE DENISE ANTHONY
2023-02-08	Miscellaneous	s w Karlenny Matinez- RP wants to know why bill is so high adv of install from p a deferred balance from BB and CB amnt wants to have tech check meter adv to s w EE but closed so has to call bac requested supervisor	NICOLE DENISE ANTHONY
2023-02-08	Miscellaneous	WATT Generalist - Escalated Call Back - Lehigh Work Item 3227840 Created	NICOLE DENISE ANTHONY
2023-01-21	Data Repair	INC10765324 - Reads Workaround	CSSDR044
2023-01-10	Budget Billing	Caller KARLENNY MARTINEZ Ratepayer User Comments Unenroll RP Karlenny Martinez from BB stopped with NEXT bill. The deferred balance amount of 235.73 is due in full with the next bill. No further concerns Cx sat	LINDA CHOATE
2023-01-10	WUR Assessment	KARLENNY MARTINEZ Ratepayer. Caller s Concern General Information. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	LINDA CHOATE
2023-01-10	Stop Budget Bill	Caller KARLENNY MARTINEZ Ratepayer. BB stopped with NEXT bill. The deferred balance amount of 235.73 is due in full with the next bill. Emailed to kimberly1830@hotmail.com	LINDA CHOATE
2023-01-10	Credit	Caller KARLENNY MARTINEZ Ratepayer User Comments cci bill so high called previously to disconnect budget billing.cx wants more information on high bill transf for further assistance.	ISAIAH NELSON
2023-01-10	WUR Assessment	KARLENNY MARTINEZ Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO Not on Phone.	ISAIAH NELSON
2023-01-09	Correspondence - General	Template Name Master Utility Report Created By NAOMI I ABREU Letter Edited No CS Letters ID 4964867	CSLET
2023-01-09	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2023-01-09	WUR Assessment	KARLENNY MARTINEZ Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No. Interested in SO Not on Phone.	NAOMI I ABREU
2023-01-09	Credit	Caller KARLENNY MARTINEZ Ratepayer User Comments Interpreter ID 15039 Bismar - sw Carlenny Martinez she adv first name is spelled Karlenny - corrected spelling of name - verified it fee of 29.27 was applied to acct on 11 17 - confirmed credit of 29.27 was applied to acct on 11 18 as a 1 time courtesy for lt pymnt fee waiver - call then dropped	NAOMI I ABREU
2023-01-09	Customer Maintained	corrected spelling of 1st name from Carlenny to Karlenny	NAOMI I ABREU
2023-01-09	Call Transfer	Caller CARLENNY MARTINEZ Ratepayer User Comments plus pag installment 56. told cx that the kwh was 1021 and amt was 200.30 cx wants to know why she is paying 284 56 and not 200.30 56 adv she would need to speak with bb. cx wants to have the late pmt charge removed of 29.27 offered to transfer to billing. transferred to bb sop nop. translator id 16765	PRECIOUS NUNES
2023-01-09	WUR Assessment	CARLENNY MARTINEZ Ratepayer. Caller s Concern Account Balance. Position Stated No. Investigation reqd Yes. . WUR Required No. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO Not on Phone.	PRECIOUS NUNES
2023-01-09	Call Transfer	Caller CARLENNY MARTINEZ Ratepayer. ci to being on paga nd that the amt due is high and why she had to make two pmt. told cx that the reason for making two pmts on pag was for the amt tha was defaulted and the amt due. adv that the late pmt charge was added to acc before pag was made. told cx that she is on bb and the bill amt due is bb 284	PRECIOUS NUNES
2023-01-09	IVR Customer Initiated Payment	Scheduled date 1 9 2023 Amount 340.00 User IVR Owner YES. Confirmation Number 23010987	IVR
2022-12-13	IVR Customer Initiated Payment	Scheduled date 12 13 2022 Amount 369.27 User IVR Owner YES. Confirmation Number 22121313	IVR
2022-11-30	IVR Customer Initiated Payment	Scheduled date 11 30 2022 Amount 48.00 User IVR Owner YES. Confirmation Number 22113072	IVR
2022-11-21	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 4909818	CSLET

Contact Date	Contact Type	Remarks	User
2022-11-18	Correspondence - General	Template Name 2022-23 LIHEAP Application Created By Matthews Yazmy Letter Edited No CS Letters ID 4908919	CSLET
2022-11-18	Credit	Caller CARLENNY MARTINEZ Ratepayer. adv that installment is deducted from PDB monthly until its paid in full reviewed PAG Terms adv total bal is 2 703.49 cx req for late fee to be waived adv update total bal 2 674.22 provided LIHEAP 570-459-3834 and ONTRACK 570-826-0510 contact	YAZMYNE MATTHEWS
2022-11-18	Credit	Caller CARLENNY MARTINEZ Ratepayer User Comments Interpreter 16485 Cust called in to get info about PAG adv of missed pmt of 267.00 due on 11 9 22 causing the PAG to default adv that the PAG is set up to pay a monthly installment of 56.00 monthly added to CB adv that installment is deducted from PDB monthly until its paid in full reviewed PAG Ter	YAZMYNE MATTHEWS
2022-11-18	WUR Assessment	CARLENNY MARTINEZ Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	YAZMYNE MATTHEWS
2022-11-18	SC - REFERRAL TO ONTRACK	Referred to Ontrack.	303948
2022-11-18	Added Payment Agreement	CARLENNY MARTINEZ Ratepayer. Agreement Type CU. Cust agrees to PAG terms YES. First payment of 48.00 is due 11 30 2022. Second payment of 369.27 is due on 12 08 2022 . Payment Plan installment amount 56.00. Emailed PAG info to kimberly1830@hotmail.com.	YAZMYNE MATTHEWS
2022-11-18	Credit	CARLENNY MARTINEZ Ratepayer. Offered LIHEAP - Yes Offered OnTrack - Yes . Emailed agency contact info to kimberly1830@hotmail.com .	YAZMYNE MATTHEWS
2022-11-18	Request Credit	waived late fee cx aware only 1 late fee waiver per year	YAZMYNE MATTHEWS
2022-11-16	Winter Collection	Winter Collection Notice	
2022-10-11	IVR Customer Initiated Payment	Scheduled date 10 11 2022 Amount 267.00 User IVR Owner YES. Confirmation Number 22101182	IVR
2022-09-15	IVR Customer Initiated Payment	Scheduled date 9 15 2022 Amount 267.00 User IVR Owner YES. Confirmation Number 22091510	IVR
2022-08-15	IVR Customer Initiated Payment	Scheduled date 8 14 2022 Amount 254.00 User IVR Owner YES. Confirmation Number 22081470	IVR
2022-07-12	IVR Customer Initiated Payment	Scheduled date 7 12 2022 Amount 254.00 User IVR Owner YES. Confirmation Number 22071242	IVR
2022-06-13	IVR Customer Initiated Payment	Scheduled date 6 12 2022 Amount 266.47 User IVR Owner YES. Confirmation Number 22061233	IVR
2022-05-09	IVR Customer Initiated Payment	Scheduled date 5 7 2022 Amount 232.44 User IVR Owner YES. Confirmation Number 22050710	IVR
2022-05-03	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
2022-04-07	IVR Customer Initiated Payment	Scheduled date 4 7 2022 Amount 232.44 User IVR Owner YES. Confirmation Number 22040772	IVR
2022-03-14	IVR Customer Initiated Payment	Scheduled date 3 14 2022 Amount 232.44 User IVR Owner YES. Confirmation Number 22031449	IVR
2022-02-15	IVR Customer Initiated Payment	Scheduled date 2 15 2022 Amount 175.21 User IVR Owner YES. Confirmation Number 22021585	IVR
2022-02-15	Credit	Caller CARLENNY MARTINEZ Ratepayer User Comments Cust hug up phone beforeSO	CAROL HICKS
2022-02-15	WUR Assessment	CARLENNY MARTINEZ Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	CAROL HICKS
2022-02-15	Credit	Caller CARLENNY MARTINEZ Ratepayer. Customer called to make payment cust said she received a call concerning a payment 175.21 when the system asked you to put in amount you need to put in the amount of 175.21	CAROL HICKS
2022-01-18	Other Meter Investigation Completed	Action Taken Field Work Completed	MDT
2022-01-13	Other Meter Investigation Issued	pls deliver ERAP pamphlet.	ERIC S EICHELMAN
2022-01-11	IVR Customer Initiated Payment	Scheduled date 1 11 2022 Amount 225.00 User IVR Owner YES. Confirmation Number 22011191	IVR
2021-12-09	IVR Customer Initiated Payment	Scheduled date 12 9 2021 Amount 225.00 User IVR Owner YES. Confirmation Number 21120955	IVR
2021-11-02	Special Situation	PAYMENTUS_IVR paid 500.00	SELF SERVICE USER
2021-10-25	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 4360291	CSLET
2021-10-22	Credit	Caller CARLENNY MARTINEZ Ratepayer. Caller CARLENNY MARTINEZ Ratepayer. DID a one time GOODWILL adjustment because last said we would remove the 37.82 and she was transfer...	CHERYL FARRAY
2021-10-22	WUR Assessment	CARLENNY MARTINEZ 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.	CHERYL FARRAY
2021-10-22	Request Credit	advised that this is a one time GOODWILL because last said we would remove the charge	CHERYL FARRAY
2021-10-22	WUR Assessment	... tion reqd No. . WUR Required No. Provided PUC No. Interested in SO Not on Phone.	KIM BROWN
2021-10-22	WUR Assessment	CARLENNY MARTINEZ Ratepayer. Caller s Concern General Information. 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 Call Transfer. Position Stated No. Investiga...	KIM BROWN
2021-10-22	SC - RECURRING REFERRAL TO OTRK	Referred to Ontrack.	E186987
2021-10-22	Added Payment Agreement	CARLENNY MARTINEZ Ratepayer. Agreement Type CU. Cust agrees to PAG terms YES. First payment of 36.00 is due 11 02 2021. Second payment of 262.82 is due on 11 12 2021 . Payment Plan installment amount 56.00. Emailed PAG info to kimberly1830@hotmail.com.	KIM BROWN
2021-10-22	Credit	CARLENNY MARTINEZ Ratepayer. Offered LIHEAP - No Customer Declined Offered OnTrack - No Customer Declined . .	KIM BROWN
2021-10-22	Credit	Confirmed service is scheduled for termination on 11 03 2021. Amount is 3 076.43. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	KIM BROWN

Contact Date	Contact Type	Remarks	User
2021-10-22	Billing	Caller CARLENNY MARTINEZ Ratepayer. WANT TO CANCEL BB EXPLAIN CAN GET BACK ON IN THREE MONTHS IF SHE HAVE ELECTRIC HEAT MAY START TO GET COLD BILL WILL INCREASE WILL REMAIN ON PAG FOR 56.00 PLUS BILL STARTING IN DEC Rev 10 22 2021 15 51 DECLINE LOW INCOME PROGRAM WANT TO HAVE LATE FEE REMOVE REP CANT GET INTO CSS	KIM BROWN
2021-10-22	Credit	Confirmed service is scheduled for termination on 11 03 2021. Amount is 3 076.43. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	KIM BROWN
2021-10-22	Billing	Caller CARLENNY MARTINEZ Ratepayer. ACTUAL BILL BILL WAS 40.57 WANT TO KNOW HERE EXTRA MONEY GOING EXPLAIN WAS IN REARER NOW HAVE A CREDIT OF 16.03 EXPLAIN BILL WERE HIGHER IN FEB MARCH AND APRIL BB 151 VS BILLS OVER 200 WANT TO KNOW WHEN PAG STARTED 5 2021 BB STARTED JAN 2020 WANT TO KNOW CAN SHE CANCEL THE BB STAY ON PAG	KIM BROWN
2021-10-22	Billing	Caller CARLENNY MARTINEZ Ratepayer. LATE FEE 37.82 NOT RECEIVING BILLS ON TIME EXPLAIN CAN HAVE LATE FEE REMOVE AS A ONE TIME COURTESY HAVE BILL DUE REMINDER ALERT AND CAN SET UP ONLINE PROFILE WANT TO KNOW WHY BILL CHANGE SHE WAS PAYING 207 EXPLAIN BB CHANGE BASE ON ACTUAL USAGES 169 WANT TO KNOW WANT TO KNOW IF HER ACTUAL BILL WAS 169 NO BB TAKES PLACE OF	KIM BROWN
2021-10-22	Credit	Confirmed service is scheduled for termination on 11 03 2021. Amount is 3 076.43. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	KIM BROWN
2021-10-22	Billing	Caller CARLENNY MARTINEZ Ratepayer. INTERRUPTER 355238 SHE RECEIVE A DISCONNECT NOTICE MADE A PAYMENTN FOR 207.00 EXPLAIN BILL FOR SEPT AND OCT WAS 225 SHE MADE A PAYMENT FOR 207 BOTH MONTHS PAY ASSIST Rev 10 22 2021 14 06 WANT TO KNOW WHY BILL DUE 11 12 262.82 EXPLAIN PAG 56.00 BB 169 WHEN PAG DEFAULTED LATE FEE	KIM BROWN
2021-10-21	LIHEAP	LIHEAP application mailed to the customer	CSLET
2021-10-20	Correspondence - Collections	CUT DATE 2021-11-03 AMOUNT 3 076.43	
2021-10-20	IVR Customer Initiated Payment	Scheduled date 10 20 2021 Amount 207.00 User IVR Owner YES. Confirmation Number 21102005	IVR
2021-09-20	Payment Arrangement Letter Sent	Catch-Up Activation PAG	
2021-09-20	PAG Reactivated	PAYMENT AGREEMENT HAS BEEN REACTIVATED	CUBCL105
2021-09-15	IVR Customer Initiated Payment	Scheduled date 9 15 2021 Amount 207.00 User IVR Owner YES. Confirmation Number 21091501	IVR
2021-08-20	Special Situation	RETURNED MAIL - Bill sent to customer in May June July returned byv USPS Not Deliverable as Addressed. If customer calls please verify mailing address.	CSLET
2021-08-17	Call Transfer	Caller CARLENNY MARTINEZ Ratepayer User Comments cci to inq about making pymnt on acct adv amount 207.00 adv pag includes bb 151.00 plus install pag 56.00 adv bb will be adjusted in three mnths and can increase or decrease based on actual usage sat	MESHAWN BRELAND
2021-08-17	WUR Assessment	CARLENNY MARTINEZ Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	MESHAWN BRELAND
2021-08-17	CSS WEB Interface Payment	Caller CARLENNY MARTINEZ Ratepayer Occupant. Comments Made Payment in the amount of 207.00. Confirmation number was emailed to kimberly1830@hotmail.com.. Confirmation Number 21081722	MESHAWN BRELAND
2021-08-12	Other Meter Investigation Completed	Action Taken Field Work Completed	MDT
2021-08-12	Other Meter Investigation Issued	deliver ERAP pamphlet.	ERIC S EICHELMAN
2021-08-09	Connect/Disconnect	Notification sent to ratepayer. New connect on account [REDACTED] issued by another party but no disconnect from the ratepayer.	IVR
2021-07-26	WEB Paperless Billing Discontinued	Updated Paperless billing from Enrolled to Not Enrolled due to web profile not being activated	SELF SERVICE USER
2021-07-20	Credit	Caller CARLENNY MARTINEZ Ratepayer User Comments s w Carlenny Martinez through interpreter Marilla 186892. adv. cx of amt due on bill 207.00 due 7 14 21 cx pd through me today. adv. cx of bb amt of 156.00 plus install of 56.00. cx has 59 installs left adv bb amt will stay unless quarterly review shows need to adjust. cx sat	ANGELA TEMPLE
2021-07-20	WUR Assessment	CARLENNY MARTINEZ 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. Provided PUC No. Interested in SO Not on Phone.	ANGELA TEMPLE
2021-07-20	CSS WEB Interface Payment	Caller CARLENNY MARTINEZ Ratepayer Occupant. Comments Made Payment in the amount of 207.00. Confirmation number was emailed to kimberly1830@hotmail.com.. Confirmation Number 21072079	ANGELA TEMPLE
2021-07-20	Maintain Bill Account	Caller CARLENNY MARTINEZ Ratepayer updated Paperless billing from Not Enrolled to Enrolled.	ANGELA TEMPLE
2021-07-20	Billing	Caller Back Office Ratepayer. can hear caller SI	KIM BROWN
2021-06-18	Credit	Caller CARLENNY MARTINEZ Ratepayer User Comments CCI w interprter 189215 wanted to check to see if payment was made advised we did get payment and PAG is active	CRYSTAL BROWN
2021-06-18	WUR Assessment	CARLENNY MARTINEZ Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	CRYSTAL BROWN
2021-06-18	IVR Customer Initiated Payment	Scheduled date 6 18 2021 Amount 219.93 User IVR Owner YES. Confirmation Number 21061889	IVR
2021-06-03	Billing	Caller CARLENNY MARTINEZ Ratepayer. BALANCE ACCOUNT NEEDS TO BE CURRENT WANT TO KNOW IF ACCOUNT INFORMATION SAVED FOR FUTURE PAYMENTS YES	KIM BROWN

Contact Date	Contact Type	Remarks	User
2021-06-03	WUR Assessment	CARLENNY MARTINEZ 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.	KIM BROWN
2021-06-03	Billing	Caller CARLENNY MARTINEZ Ratepayer. INTERRUPTER 185757 HAVE A DISCONNECT NOTICE WAS SETUP ON PAG MADE A PAYMENT EXPLAIN PAG WAS SET UP 05 05 TO PAY 220 PAYMENT WAS RETURN FOR FOR NO ACCOUNT ASK FOR ACCOUNT NUMBER ONLY WILL GIVE LAST FOUR PAY ASSIST AGREED TO PAG PROCESS A PAYMENT FOR 220.00 Rev 06 03 2021 14 46 WANT TO SET UP ON ABP CNT HAVE PREV	KIM BROWN
2021-06-03	Changed Payment Agreement	CARLENNY MARTINEZ Ratepayer agrees to payment terms of 220.00 due by 06 09 2021 to reinstate the payment plan. The second payment of 219.93 due on 06 17 2021. Installments of 56.00 are added to each monthly bill until the previous balance is paid in full.	KIM BROWN
2021-06-03	CSS WEB Interface Payment	Caller CARLENNY MARTINEZ Ratepayer. Comments Made Payment in the amount of 220.00. Confirmation number was Emailed to kimberly1830@hotmail.com. Confirmation Number 21060333	KIM BROWN
2021-06-03	Credit	Confirmed service is scheduled for termination on 06 10 2021. Amount is 3 540.43.	KIM BROWN
2021-06-03	Added Payment Agreement	CARLENNY MARTINEZ Ratepayer. Agreement Type CU. Cust agrees to PAG terms YES. First payment of 220.00 is due 06 09 2021. Second payment of 219.93 is due on 06 17 2021. Payment Plan installment amount 56.00.	KIM BROWN
2021-06-03	Credit	Confirmed service is scheduled for termination on 06 10 2021. Amount is 3 540.43. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	KIM BROWN
2021-05-26	Correspondence - Collections	CUT DATE 2021-06-10 AMOUNT 3 540.43	
2021-05-27	Credit	SENT CUSTOMER NOTIFICATION OF RETURNED PAYMENT.	CSLET
2021-05-27	Data Repair	DR_DT_NXT_BILL_3	CSSDR044
2021-05-21	Returned Item	RETURNED ITEM AMOUNT 220.00 DATE OF RETURNED ITEM 2021-05-21 REASON R03 NO ACCT UNABLE TO LOCATE ACCT	CUBAR080
2021-05-17	IVR Customer Initiated Payment	Scheduled date 5 17 2021 Amount 220.00 User IVR Owner YES. Confirmation Number 21051739	IVR
2021-05-11	Reoccurring OnTrack Referral	You were Referred. Reminder call made. Call reminds the customer to check for application and submit back to agency in their county.	CSLET
2021-05-06	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 4120352	CSLET
2021-05-05	Billing	Caller CARLENNY MARTINEZ Ratepayer User Comments Caller CARLENNY MARTINEZ Ratepayer User Comments SPANISH CALL...349517... BALANCE IS 3540.43 CALLER AGREE TO THE NEW PAG AND WILL DO A PAYMENT OF 220.00 ON MAY 18 2021	CHERYL FARRAY
2021-05-05	WUR Assessment	CARLENNY MARTINEZ Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	CHERYL FARRAY
2021-05-05	SC - REFERRAL TO ONTRACK	Referred to Ontrack.	E183897
2021-05-05	Payment Arrangement Letter Sent	Non-Catch-Up Activation PAG	
2021-05-05	Added Payment Agreement	CARLENNY MARTINEZ Ratepayer. Agreement Type NCU. Cust agrees to PAG terms YES. First payment of 220.00 is due 05 18 2021. Future payments beginning with next bill will include installment amount of 56.00. Emailed PAG info to kimberly1830@hotmail.com.	CHERYL FARRAY
2021-05-05	Credit	CARLENNY MARTINEZ Ratepayer. Offered OnTrack - Yes. Emailed agency contact info to kimberly1830@hotmail.com.	CHERYL FARRAY
2021-05-05	Financial Statement Added		CHERYL FARRAY
2021-05-05	Credit	Confirmed service is scheduled for termination on 05 10 2021. Amount is 3 376.52. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	CHERYL FARRAY
2021-05-01	Data Repair	COVID19 Blank KEPT PAG row added to allow NCU for cust	CSSDR044
2021-04-22	Correspondence - Collections	CUT DATE 2021-05-06 AMOUNT 3 376.52	
2021-04-19	Data Repair	Data Repair DR_IR161202A - UPDATE N A TO 671	JEMUEL CASTILLO
2021-03-24	Winter Collection	Winter Collection Notice	
2021-02-24	Winter Collection	Winter Collection Notice	
2021-02-01	Miscellaneous	COVID-19 Pre-term Notice Sent.	CSLET
2021-02-01	Special Situation	COVID-19 Pre-term Notice Sent. Refer to Einstein COVID-19 page for pay assist info. All res customers are eligible for a new non-catch up at this time. Comm accounts - transfer to Small business team	CSLET
2021-01-20	Winter Collection	Winter Collection Notice	
2020-12-21	Winter Collection	Winter Collection Notice	
2020-11-25	Credit - Outbound Call		ISAIAH SHEARIN
2020-11-24	Credit	Caller CARLENNY MARTINEZ Ratepayer User Comments called to find out about her application for Liheap advised application was mailed out on Monday if she hasn t received by next week please call back via interpreter 345520	KARON TALFORD
2020-11-24	WUR Assessment	CARLENNY MARTINEZ Ratepayer. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	KARON TALFORD
2020-11-23	LIHEAP	LIHEAP application mailed to customer	CSLET
2020-11-14	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-11-11	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-11-09	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR

Contact Date	Contact Type	Remarks	User
2020-11-05	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-11-05	Credit - Outbound Call		MICHAEL HOLUB JR
2020-11-05	Credit	Caller CARLENNY MARTINEZ Ratepayer. ob sw rp. RP requested interpreter. Agent was not able to complete call to interpreter. RP agreed to cb in 1 2 hour for Spanish interpreter Agent scheduled. . SAT unclear	MICHAEL HOLUB JR
2020-10-31	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-10-28	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-10-26	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-10-22	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-10-20	Credit - Outbound Call		KARINA STEIN
2020-10-14	Credit - Outbound Call	na	LUIS GIRONDA
2020-10-12	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-10-08	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-10-03	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-09-30	Credit - Outbound Call		JONICIA HAMILTON
2020-09-30	Credit	Caller CARLENNY MARTINEZ Ratepayer. Obc spoke w rp. Adv bal due of 2 732.70 on 10 13. Cust std she was affected by covid adv cust to call back ontrack tomorrow adv consequ interpreter 348071	JONICIA HAMILTON
2020-06-14	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
2020-03-18	Data Repair	DR_IR156011_3 - CD-NXT-COLL-ACTION UPDATE	CSSDR044
2020-03-17	Reoccurring OnTrack Referral	You were Referred. Reminder call made. Call reminds the customer to check for application and submit back to agency in their county.	CSLET
2020-03-11	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 3565696	CSLET
2020-03-10	Credit	Caller CARLENNY MARTINEZ Ratepayer User Comments s i roci353787-adv rp as noted from prev agent rp req sup agent adv sup cb rp std will cb herself adv prev pp defaulted due to miss payments review pp rp understood Rev 03 10 2020 17 49 unsat	DYSHECA WILLIAMS
2020-03-10	WUR Assessment	CARLENNY MARTINEZ Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC Yes.	DYSHECA WILLIAMS
2020-03-10	SC - RECURRING REFERRAL TO OTRK	Referred to Ontrack.	E186720
2020-03-10	Added Payment Agreement	CARLENNY MARTINEZ Ratepayer. Agreement Type CU. Cust agrees to PAG terms NO. First payment of 378.00 is due 03 10 2020. Second payment of 182.34 is due on 03 12 2020 . Payment Plan installment amount 53.00. Emailed PAG info to kimberly1830@hotmail.com.	DYSHECA WILLIAMS
2020-03-10	Credit	CARLENNY MARTINEZ Ratepayer. Offered LIHEAP - Yes Offered Operation HELP - Yes Offered OnTrack - Yes . .	DYSHECA WILLIAMS
2020-03-10	Credit	CARLENNY MARTINEZ Ratepayer. Customer indicated there was no change to financial information.	DYSHECA WILLIAMS
2020-03-10	Financial Statement Added		DYSHECA WILLIAMS
2020-03-10	Changed Payment Agreement	CARLENNY MARTINEZ Ratepayer. Does not agree to PAG terms. Cancelled Agreed payment plan.	DYSHECA WILLIAMS
2020-03-05	Credit	Caller CARLENNY MARTINEZ Ratepayer. Interpreter 353416 assisted.	TERANCE STATON
2020-03-05	Credit	Caller CARLENNY MARTINEZ Ratepayer User Comments Cust never verified if she agreed or not and wanted a sup. Adv could put in a call back for one to reach out to her but she stated she will call back later to talk to one about PAG offered.	TERANCE STATON
2020-03-05	WUR Assessment	CARLENNY MARTINEZ Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC Yes.	TERANCE STATON
2020-03-05	Added Payment Agreement	CARLENNY MARTINEZ Ratepayer. Agreement Type CU. Cust agrees to PAG terms NO. First payment of 378.00 is due 03 05 2020. Second payment of 182.34 is due on 03 12 2020 . Payment Plan installment amount 53.00.	TERANCE STATON
2020-03-05	Credit	CARLENNY MARTINEZ Ratepayer. Offered LIHEAP - No Customer Declined Offered Operation HELP - No Customer Declined . .	TERANCE STATON
2020-03-05	Credit	CARLENNY MARTINEZ Ratepayer. Customer indicated there was no change to financial information.	TERANCE STATON
2020-03-05	Financial Statement Added		TERANCE STATON
2020-03-05	Budget Billing	Caller CARLENNY MARTINEZ Ratepayer. Adv BB was not enrolled when account was set up on 5 21 19. Adv BB was enrolled 2 4 20. Adv BB is not automatically transferred from prev account has to req to sign up for BB.	TERANCE STATON
2020-03-05	Credit	Caller CARLENNY MARTINEZ Ratepayer. Adv since payment was missed bill that was due 2 11 20 showed 1 458.36 however electric charges were 319.87. Adv enrolled in BB on 2 4 20 for 120. Adv electric costs were 291.37 however since on BB had to pay 120 plus 53 install plus 9.34 lpc making total 182.34.	TERANCE STATON
2020-03-05	Credit	Caller CARLENNY MARTINEZ Ratepayer. CCI to see why PAG defaulted. Adv payment of 378.15 was due 2 11 20. adv since payment was missed she had to pay 378 to reactivate PAG then pay 182.34 on 3 12 20. Adv 53 installs will be added to monthly bill to pay off past due balance. Adv initial 174 was asked for bc she missed a payment of 174 which was due 1 9	TERANCE STATON
2020-03-05	Call Transfer	Caller CARLENNY MARTINEZ Ratepayer User Comments call trx to billing to discuss why pag defaulted when cus made first payment Rev 03 05 2020 14 32 INTER353668 IN CONF	NIYA METOYER
2020-03-05	WUR Assessment	CARLENNY MARTINEZ Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	NIYA METOYER

**PPL ELECTRIC EXHIBIT NO. 3**

### Informal Case View

<u>General</u>			
BCS Case No.	3913091	Case Notes	Count : 1 <a href="#">Detail...</a>
CSS Account No.	██████████	Received Date	05/25/2023
CSS Name	KARLENNY MARTINEZ	Due Date	06/23/2023
Name	KARLENNY MARTINEZ	Investigator Name	CASE POOL, BCS
Service Address 1	1061 STATE ROUTE 940	Mailing Address 1	
Service Address 2		Mailing Address 2	
Service City, State Zip	HAZLE TOWNSHIP, PA 18202-	Mailing City, State Zip	, -
PUC Address	1061 STATE RD 940,,HAZELTON,PA,18202-		
Service Class	RESIDENTIAL	Case Origin	TELEPHONE
Phone Number		Prior Case Number	0
Income Level	1	On Track	No
Reason For Contact	BILLING DISPUTES (# 18)		
Customer Position	18 1/2 HIGH BILL DISPUTE. THE CUSTOMER IS DISPUTING THE BILL(S) FROM THE MONTH(S) OF OCT 2022- APR 2023. CUSTOMER HAS BEEN RECEIVING HIGH BILLS EVERY MONTH AND ASKED FOR PPL TO INVESTIGATE. CUSTOMER RECEIVED BILL OF \$1373 AND NEVER RECEIVED BILL THAT HIGH SINCE LIVED THERE AND ONLY LIVES WITH SON. ASKED TO COME AND CHECK METERS AND THEY TOLD CUSTOMER IT WASN'T NECESSARY AND IT'S JUST THE CONSUMPTION. CUSTOMER HAS NOT PAID ANY OF THE BILLS BECAUSE SHE REFUSES TO PAY WHEN SHE BELIEVES THE BILLS ARE INCORRECT. - RELIEF SOUGHT - INVESTIGATE HIGH BILLS. THE CELL PHONE NUMBER ██████████ HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS KIMBERLY1830@HOTMAIL.COM HAS BEEN ALLOWED TO BE SHARED.		
Company Position	05/24/2023 TOLD CUSTOMER THAT IT WAS USAGE IN HOUSEHOLD AND NOTHING THEY COULD DO.		
Related			

Information			
Misc Info			
Heating	Yes	Service	On
Acct Bal Due Date	06/12/2023	Total Account Balance	5665.11
Budget Bill Amount	368.00		
Arrearage	0.00	Reported Income Amount	0.00
Date of Last Customer Contact prior to Complaint		03/25/2023	

<a href="#">Type Assignment</a>	
Case Type	Informal

<a href="#">Category and Section</a>	
Primary Category	High Bill
Secondary Category	
Tertiary Category	
Assign To Section	CCC-

<a href="#">Ownership</a>	
Contact Person	305551 - 305551
Written By	Grubbs, Shannon
Written By Date	05/30/2023

<a href="#">Other Information</a>			
Adults	0	Children	0
Amount Needed to Update Most Recent Payment Arrangement		Universal Service Program	No

[Informal Final Report](#)

Details of the Company's Original Investigation

12/22/2022 - The Company sent the customer an estimated bill. The specific details regarding the estimate are included with the supplemental information attached to this report.

01/09/2023 - The customer, Karlenny Martinez, contacted the Company to discuss the amount of the electric bill. The customer had questions regarding their last payments. The Company explained the payment agreement terms that the customer had at the time of the call as well as the Budget Billing amount. The customer asked about removing late payment charges on the account. The Company agreed and waived the late payment fees.

The call was disconnected. The Company suspended the account for 15 days and sent a utility report (letter attached).

01/10/2023 - The customer contacted the Company to stop budget billing. The Company advised that they will be removed from budget billing beginning with the next bill. The Company advised that the deferred balance of \$235.73 will be due in full in the next bill once the customer is removed from budget billing.

NOTE: Budget Billing is a program that allows customers to pay their average monthly usage amount rather than their actual bill amounts each month. This program helps customers manage their electric bills by eliminating the seasonal usage fluctuations that impact the total cost of the bill. The Company does review Budget Billing accounts every three months and will adjust the monthly budget amount if there is a change in usage or price.

01/20/2023 - The Company sent the customer the monthly bill statement. The usage charges for this bill were \$1,321.27. This amount reflects a total usage of 6814 kWh. This bill statement included the 3300 kWh from the prior bill, which was underestimated. This bill period covered the 30 days from 12/21/2022 to 01/20/2023.

02/08/2023 - The customer contacted the Company to discuss the usage charges on the recent bill. The customer stated that the bill has increased and does not believe their meter is accurate. The Company agent was unable to assist and offered to have someone review the account and call back.

02/09/2023 - The customer contacted the Company to discuss the account. The Company explained that the December bill was estimated. The customer stated that they were not at the address at the time and the temperature in the home was set to 60 degrees. The Company advised that the usage on 02/24/2023 was 198 kWh and the average temperature outside was 11 degrees. The customer asked about having the meter tested. The Company provided the meter testing information and advised there is a fee to have it tested. The Company noted that there is already a call back request for a supervisor to contact the customer and advised it can take up to 3 business days for a call back to be made.

02/17/2023 - The Company sent the customer the monthly bill statement. The usage charges for this bill were \$647.51. This amount reflects a total usage of 3302 kWh. This bill period covered the 28 days from 01/20/2023 to 02/17/2023.

03/08/2023 - The customer contacted the Company to discuss the usage of the bills. The Company explained that the December bill was estimated due to a technical issue. The Company performed a home profile and reviewed the usage against the average temperatures. The Company encouraged the customer to shop for alternate electric generation suppliers. The Company suspended the account for 15 days and sent a utility report

(letter attached).

NOTE: A home profile analysis is an extensive probe the Company offers to assist customers with understanding their bills. The analysis utilizes specific details of the customer's home, such as the number of occupants, the heat source, appliances and insulation, to provide the customer with detailed information on where the electric is being used.

03/21/2023 - The Company sent the customer the monthly bill statement. The usage charges for this bill were \$622.62. This amount reflects a total usage of 3172 kWh. This bill period covered the 32 days from 02/17/2023 to 03/21/2023.

03/25/2023 (Date of last contact) - The Company contacted the customer to discuss the January bill. The Company explained that the December bill was underestimated and the difference was included on the January bill. The Company explained its current Price to Compare and encouraged the customer to shop for an alternate supplier and provided the website.

04/20/2023 - The Company sent the customer the monthly bill statement. The usage charges for this bill were \$389.05. This amount reflects a total usage of 1952 kWh. This bill period covered the 30 days from 03/21/2023 to 04/20/2023.

05/19/2023 - The Company sent the customer the monthly bill statement. The usage charges for this bill were \$247.98. This amount reflects a total usage of 1215 kWh. This bill period covered the 29 days from 04/20/2023 to 05/19/2023.

Company's Final Position to the Customer

The Company contacted the customer on 03/25/2023 to discuss the January bill.

The Company explained that the December bill was underestimated and the difference was included on the January bill.

The Company explained its current Price to Compare and encouraged the customer to shop for an alternate supplier and provided the website.

Details of Company's Investigation after BCS Contact

The Company completed the "Estimate Form," which is included with this report. The form shows the details regarding the estimated bill, as well as the information from the billing month, which was the basis for the estimate. In addition, the Company included details regarding the first bill it sent after it rendered the estimate.

The Company has no record of the customer speaking to an agent regarding this issue after the complaint was filed.

Company's Final Position to BCS

The Company identified a technical system issue, which resulted

in some customers receiving estimated bills.

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

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

The Company estimated the customer's usage based on historical data.

The estimated usage was less than the actual usage.

The additional 3300 kWh from the estimated December month has been placed on the January bill rendered after the estimate. This contributed to the total amount of the bill.

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

The customer's current usage is not out of line with the history at this location.

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 encouraged the customer to shop for an alternate electric generation supplier.

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 has no record of the customer speaking to an agent regarding this issue after the complaint was filed.

The customer's total account balance is \$5,665.11 due on 06/12/2023. This includes the previous balance of \$5,417.13 and the current bill charges of \$247.98. The customer can contact the Company for a payment arrangement, if necessary.

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

[Analysis Information](#)

Justified	Not Analyzed
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**No Analysis Items Found**

Case History	Return to Normal View
Change State	Dismiss

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Opening Pending Mediations Informals Formals Admin

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**Decision Detail**

My Work

Case Search

Reports

General			
BCS Case No.	3913091	CSS Account No.	██████████
Customer Name	KARLENNY MARTINEZ	Investigator Name	CASE POOL, BCS
Address 1	1061 STATE ROUTE 940	Service Class	RESIDENTIAL
Address 2		Case Origin	TELEPHONE
City, State Zip	HAZLE TOWNSHIP , PA 18202	Head Date	09/25/2023
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	5665.11	Closed Date	09/26/2023
Reconnect Amount	0.00	Balance Date	05/30/2023
Special Budget Amount	0.00	Regular Budget Amount	368.00
Arrears Payment Plus	0.00	Final Monthly Payment	0.00
Resolution	DECISION ISSUED: CASE DISMISSED: THE CUSTOMER MAY HAVE THE METER TESTED AND THE COMPANY MAY CHARGE A FEE FOR THE TESTING. THE CUSTOMER&S BILLS FOR THE DISPUTED TIME PERIOD ARE CORRECT AS RENDERED. THE CUSTOMER DID NOT RECEIVE A TERMINATION NOTICE ON THEIR ACCOUNT. THE CUSTOMER MAY CONTACT THE PUC IF THEY ARE IN NEED OF A PAYMENT ARRANGEMENT TO PAY THEIR OUTSTANDING ACCOUNT BALANCE.		
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	<input type="text" value="BCS#3913091 DEC CLOSED 09/26/2023 SEE CRS"/>		
Processed By	305551	Processed Date	9/26/2023 4:37:57 PM

[Return to Case](#)

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# **PPL ELECTRIC EXHIBIT NO. 4**

View Payment Agreement for Account [REDACTED]

Edit Help

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

<b>Current Billing Information</b>	<b>Budget Billing Details</b>
Bill Due Date: 03/13/24	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$7,967.47	Setup BB Amount: \$300.00
<b>Agreement Details</b>	<b>Installment Details</b>
Start Date: 11/18/22	Installment Amount: \$56.00
Agreement Amount: \$2,360.95	Number Of Installments: 69
<b>Initial Payment Details</b>	Remaining Installments: 68
Due Date: 11/30/22	Final Installment Amount: \$5.95
Payment Amount: \$48.00	<b>Customer Offer</b>
Restore Amount: \$48.00	Downpayment Amount: \$0.00
<b>Task List</b>	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //
<b>Special Situation Details</b>	Special Circumstance: [REDACTED]
Special Circumstance: [REDACTED]	Supervisor Discretion: [REDACTED]
Supervisor Discretion: [REDACTED]	

OK Cancel

Outstanding Money... ?

View Payment Agreement for Account [REDACTED]

Edit Help

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

<b>Current Billing Information</b>	<b>Budget Billing Details</b>
Bill Due Date: 03/13/24	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$7,967.47	Setup BB Amount: \$300.00
<b>Agreement Details</b>	<b>Installment Details</b>
Start Date: 10/22/21	Installment Amount: \$56.00
Agreement Amount: \$3,076.43	Number Of Installments: 55
<b>Initial Payment Details</b>	Remaining Installments: 39
Due Date: 11/02/21	Final Installment Amount: \$51.22
Payment Amount: \$36.00	<b>Customer Offer</b>
Restore Amount: \$36.00	Downpayment Amount: \$0.00
<b>Task List</b>	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //

OK Cancel

Outstanding Money... ?

**Special Situation Details**

Special Circumstance: [REDACTED]

Supervisor Discretion: [REDACTED]

View Payment Agreement for Account [REDACTED]

Edit Help

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

<b>Current Billing Information</b>	<b>Budget Billing Details</b>
Bill Due Date: 03/13/24	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$7,967.47	Setup BB Amount: \$300.00
<b>Agreement Details</b>	<b>Installment Details</b>
Start Date: 06/03/21	Installment Amount: \$56.00
Agreement Amount: \$3,540.43	Number Of Installments: 60
<b>Initial Payment Details</b>	Remaining Installments: 56
Due Date: 06/09/21	Final Installment Amount: \$34.43
Payment Amount: \$220.00	<b>Customer Offer</b>
Restore Amount: \$220.00	Downpayment Amount: \$0.00
<b>Task List</b>	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //

OK Cancel

Outstanding Money... ?

**Special Situation Details**

Special Circumstance: [REDACTED]

Supervisor Discretion: [REDACTED]

View Payment Agreement for Account [REDACTED]

Edit Help

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

Current Billing Information		Budget Billing Details	
Bill Due Date:	03/13/24	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$7,967.47	Setup BB Amount:	\$300.00

Agreement Details		Installment Details	
Start Date:	05/05/21	Installment Amount:	\$56.00
Agreement Amount:	\$3,540.43	Number Of Installments:	59
		Remaining Installments:	59
		Final Installment Amount:	\$72.43

Initial Payment Details		Customer Offer	
Due Date:	05/18/21	Downpayment Amount:	\$0.00
Payment Amount:	\$220.00	Downpayment Due Date:	//
		Installment Amount:	\$0.00
		Installment Due Date:	//

Restore Amount: \$220.00

Task List	
<a href="#">Customer Contact...</a>	

OK Cancel

Outstanding Money... ?

Special Situation Details	
Special Circumstance:	
Supervisor Discretion:	

View Payment Agreement for Account [REDACTED]

Edit Help

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

<b>Current Billing Information</b>	<b>Budget Billing Details</b>
Bill Due Date: 03/13/24	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$7,967.47	Setup BB Amount: \$300.00
<b>Agreement Details</b>	<b>Installment Details</b>
Start Date: 04/30/21	Installment Amount: \$1,284.36
Agreement Amount: \$1,284.36	Number Of Installments: 1
<b>Initial Payment Details</b>	Remaining Installments: 1
Due Date: 04/30/21	Final Installment Amount: \$1,284.36
Payment Amount: \$0.00	<b>Customer Offer</b>
Restore Amount:	Downpayment Amount: \$0.00
<b>Task List</b>	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //

OK Cancel

Outstanding Money... ?

**Special Situation Details**

Special Circumstance: [REDACTED]

Supervisor Discretion: [REDACTED]

View Payment Agreement for Account [REDACTED]

Edit Help

Type: **Catch-Up** Status: **Refused**

Current Billing Information		Budget Billing Details	
Bill Due Date:	03/13/24	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$7,967.47	Setup BB Amount:	\$300.00

Agreement Details		Installment Details	
Start Date:	03/10/20	Installment Amount:	\$53.00
Agreement Amount:	\$1,284.36	Number Of Installments:	18
		Remaining Installments:	18
		Final Installment Amount:	\$5.36

Initial Payment Details		Customer Offer	
Due Date:	03/10/20	Downpayment Amount:	\$0.00
Payment Amount:	\$378.00	Downpayment Due Date:	//
		Installment Amount:	\$0.00
		Installment Due Date:	//

Restore Amount: \$378.00

Task List	
<a href="#">Customer Contact...</a>	

OK Cancel

Outstanding Money... ?

Special Situation Details	
Special Circumstance:	
Supervisor Discretion:	

View Payment Agreement for Account [REDACTED]

Edit Help

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

Current Billing Information		Budget Billing Details	
Bill Due Date:	03/13/24	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$7,967.47	Setup BB Amount:	\$300.00

Agreement Details		Installment Details	
Start Date:	03/05/20	Installment Amount:	\$53.00
Agreement Amount:	\$1,284.36	Number Of Installments:	18
		Remaining Installments:	18
		Final Installment Amount:	\$5.36

Initial Payment Details		Customer Offer	
Due Date:	03/05/20	Downpayment Amount:	\$0.00
Payment Amount:	\$378.00	Downpayment Due Date:	//
Restore Amount:	\$378.00	Installment Amount:	\$0.00
		Installment Due Date:	//

Task List

- Customer Contact...

OK Cancel

Outstanding Money... ?

Special Situation Details	
Special Circumstance:	
Supervisor Discretion:	

**PPL ELECTRIC EXHIBIT NO. 5**

Account Number	Meter Number	Date	Total Usage kWh	Average Temperature
		12/21/2022	118.515	27
		12/22/2022	139.488	34
		12/23/2022	142.551	28
		12/24/2022	208.768	5
		12/25/2022	183.368	16
		12/26/2022	178.847	18
		12/27/2022	152.002	25
		12/28/2022	96.19	35
		12/29/2022	104.206	38
		12/30/2022	79.213	47
		12/31/2022	70.623	51
		01/01/2023	96.01	51
		01/02/2023	87.234	46
		01/03/2023	71.731	49
		01/04/2023	71.814	58
		01/05/2023	82.84	50
		01/06/2023	104.244	39
		01/07/2023	113.7	36
		01/08/2023	116.507	33
		01/09/2023	116.229	34
		01/10/2023	98.762	35
		01/11/2023	98.995	36
		01/12/2023	121.574	42
		01/13/2023	105.935	40
		01/14/2023	158.724	25
		01/15/2023	159.246	26
		01/16/2023	157.466	29
		01/17/2023	91.425	34
		01/18/2023	93.12	43
		01/19/2023	94.462	39
		01/20/2023	101.807	39
		01/21/2023	137.02	33
		01/22/2023	97.171	34
		01/23/2023	146.204	34
		01/24/2023	170.675	33
		01/25/2023	118.767	33
		01/26/2023	147.023	38
		01/27/2023	115.449	33
		01/28/2023	119.38	40
		01/29/2023	92.556	42
		01/30/2023	117.751	42
		01/31/2023	117.849	28
		02/01/2023	140.373	25
		02/02/2023	127.002	26
		02/03/2023	147.725	16
		02/04/2023	198.184	11
		02/05/2023	131.373	34
		02/06/2023	127.624	37
		02/07/2023	123.938	32
		02/08/2023	91.957	40
		02/09/2023	107.273	43
		02/10/2023	89.652	48
		02/11/2023	128.625	34
		02/12/2023	111.428	36
		02/13/2023	97.731	40
		02/14/2023	76.279	42
		02/15/2023	66.084	55

	02/16/2023	54.826	54
	02/17/2023	72.712	43
	02/18/2023	140.074	31
	02/19/2023	94.89	41
	02/20/2023	65.345	45
	02/21/2023	76.092	40
	02/22/2023	78.955	33
	02/23/2023	92.178	45
	02/24/2023	113.231	36
	02/25/2023	118.049	24
	02/26/2023	106.18	36
	02/27/2023	94.527	34
	02/28/2023	102.4	36
	03/01/2023	70.89	39
	03/02/2023	68.76	45
	03/03/2023	112.915	37
	03/04/2023	102.449	38
	03/05/2023	100.706	40
	03/06/2023	84.165	40
	03/07/2023	124.592	33
	03/08/2023	137.053	32
	03/09/2023	109.773	34
	03/10/2023	121.57	34
	03/11/2023	127.268	32
	03/12/2023	113.178	35
	03/13/2023	109.05	37
	03/14/2023	132.228	30
	03/15/2023	142.942	33
	03/16/2023	111.168	42
	03/17/2023	61.623	47
	03/18/2023	55.152	39
	03/19/2023	67.339	29
	03/20/2023	64.876	37
	03/21/2023	108.75	45
	03/22/2023	47.511	52
	03/23/2023	63.495	52
	03/24/2023	68.258	43
	03/25/2023	103.733	41
	03/26/2023	74.95	49
	03/27/2023	80.17	46
	03/28/2023	88.339	41
	03/29/2023	78.475	42
	03/30/2023	118.306	33
	03/31/2023	92.575	40
	04/01/2023	63.77	56
	04/02/2023	104.511	38
	04/03/2023	78.965	48
	04/04/2023	43.015	62
	04/05/2023	31.395	60
	04/06/2023	46.825	60
	04/07/2023	81.528	45
	04/08/2023	94.893	40
	04/09/2023	70.308	44
	04/10/2023	57.832	50
	04/11/2023	35.382	58
	04/12/2023	52.55	70
	04/13/2023	17.546	74
	04/14/2023	29.625	75

	04/15/2023	26.598	66
	04/16/2023	25.036	65
	04/17/2023	39.701	55
	04/18/2023	89.127	43
	04/19/2023	39.028	49
	04/20/2023	51.013	58
	04/21/2023	25.706	69
	04/22/2023	18.264	61
	04/23/2023	52.532	51
	04/24/2023	58.039	46
	04/25/2023	49.312	44
	04/26/2023	45.906	46
	04/27/2023	52.87	51
	04/28/2023	31.651	50
	04/29/2023	24.613	51
	04/30/2023	71.789	53
	05/01/2023	64.232	48
	05/02/2023	44.406	46
	05/03/2023	86.234	45
	05/04/2023	52.067	49
	05/05/2023	54.03	50
	05/06/2023	58.52	54
	05/07/2023	41.745	58
	05/08/2023	45.387	62
	05/09/2023	13.501	57
	05/10/2023	30.941	56
	05/11/2023	25.485	62
	05/12/2023	16.825	68
	05/13/2023	18.713	67
	05/14/2023	27.756	57
	05/15/2023	20.864	56
	05/16/2023	39.415	61
	05/17/2023	60.753	51
	05/18/2023	32.376	51
	05/19/2023	19.804	60

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 NO. 6**

From	To	Source	KWH Delivered	KWH Delivered Usage	KWH Received	KWH Received Usage	Pk KW 1P	Pk KW 1P Usage	Tot KWH	Tot KWH Usage	Status	Reading Sequence	Bill Account	Meter Number
01/23/2024	02/21/2024	Regular	9138	2431	0	0	11.6	11.6			Billed	3240		
12/19/2023	01/23/2024	Regular	6707	3360	0	0	14.5	14.5			Billed	3230		
12/05/2023	12/19/2023	Regular	3347	1037	0	0	12.5	12.5			Billed	3220		
	12/05/2023	CMO - In	2310	0	0	0	0	0				3210		
11/16/2023	12/05/2023	CMO - Out	80596	1567	0	0	0	0			Billed	3200		
	12/05/2023	Work (SO)	2310	0	0	0	0	0			Posted	3190		
	12/05/2023	Work (SO)	80596	0	0	0	0	0			Posted	3180		
10/18/2023	11/16/2023	Regular	79029	1668	0	0	11.4	11.4			Billed	3170		
09/19/2023	10/18/2023	Regular	77361	779	0	0	10.2	10.2			Billed	3160		
08/18/2023	09/19/2023	Regular	76582	634	0	0	6.4	6.4			Billed	3150		
07/20/2023	08/18/2023	Regular	75948	734	0	0	7.3	7.3			Billed	3140		
06/20/2023	07/20/2023	Regular	75214	619	0	0	6.6	6.6			Billed	3130		
05/19/2023	06/20/2023	Regular	74595	612	0	0	9.8	9.8			Billed	3120		
04/20/2023	05/19/2023	Regular	73983	1215	0	0	11.3	11.3			Billed	3110		
03/21/2023	04/20/2023	Regular	72768	1952	0	0	11	11			Billed	3100		
02/17/2023	03/21/2023	Regular	70816	3172	0	0	12.1	12.1			Billed	3090		
01/20/2023	02/17/2023	Regular	67644	3302	0	0	14.4	14.4			Billed	3080		
12/21/2022	01/24/2023	Estimate	60002	2474	0	0	13.6	13.6			Memo	3060		
12/21/2022	01/20/2023	Regular	64342	6814	0	0	13.1	13.1			Billed	3070		
11/17/2022	12/21/2022	Forced Est	57528	1021	0	0	13.1	13.1			Billed	3050		
10/19/2022	11/17/2022	Regular	56507	1840	0	0	13.1	13.1			Billed	3040		
09/20/2022	10/19/2022	Regular	54667	1266	0	0	12.8	12.8			Billed	3030		
08/19/2022	09/20/2022	Regular	53401	565	0	0	6.9	6.9			Billed	3020		
07/21/2022	08/19/2022	Regular	52836	534	0	0	6.2	6.2			Billed	3010		
06/21/2022	07/21/2022	Regular	52302	654	0	0	8	8			Billed	3000		
05/20/2022	06/21/2022	Regular	51648	507	0	0	7	7			Billed	2990		
04/21/2022	05/20/2022	Regular	51141	1271	0	0	10.4	10.4			Billed	2980		
03/22/2022	04/21/2022	Regular	49870	2364	0	0	13.7	13.7			Billed	2970		
02/22/2022	03/22/2022	Regular	47506	2542	0	0	12.4	12.4			Billed	2960		
01/24/2022	02/22/2022	Regular	44964	3691	0	0	14.4	14.4			Billed	2950		
12/21/2021	01/24/2022	Regular	41273	2474	0	0	13.6	13.6			Billed	2940		
11/19/2021	12/21/2021	Regular	38799	961	0	0	13.1	13.1			Billed	2930		
10/21/2021	11/19/2021	Regular	37838	640	0	0	13	13			Billed	2920		
09/22/2021	10/21/2021	Regular	37198	205	0	0	9.8	9.8			Billed	2910		
08/23/2021	09/22/2021	Regular	36993	425	0	0	6.8	6.8			Billed	2900		
07/23/2021	08/23/2021	Regular	36568	781	0	0	7.4	7.4			Billed	2890		
06/23/2021	07/23/2021	Regular	35787	629	0	0	5.8	5.8			Billed	2880		
05/26/2021	06/23/2021	Regular	35158	625	0	0	10.8	10.8			Billed	2870		
04/23/2021	05/26/2021	Regular	34533	1045	0	0	12.3	12.3			Billed	2860		
03/24/2021	04/23/2021	Regular	33488	1262	0	0	13.3	13.3			Billed	2850		
02/23/2021	03/24/2021	Regular	32226	2182	0	0	16.1	16.1			Billed	2840		
01/22/2021	02/23/2021	Regular	30044	3680	0	0	14.7	14.7			Billed	2830		
12/21/2020	01/22/2021	Regular	26364	2442	0	0	15.5	15.5			Billed	2820		
11/19/2020	12/21/2020	Regular	23922	1100	0	0	11.7	11.7			Billed	2810		
10/21/2020	11/19/2020	Regular	22822	781	0	0	12.2	12.2			Billed	2800		
09/21/2020	10/21/2020	Regular	22041	907	0	0	12	12			Billed	2790		
08/20/2020	09/21/2020	Regular	21134	119	0	0	5	5			Billed	2780		
07/21/2020	08/20/2020	Regular	21015	359	0	0	7	7			Billed	2770		
06/19/2020	07/21/2020	Regular	20656	469	0	0	6.2	6.2			Billed	2760		
05/20/2020	06/19/2020	Regular	20187	281	0	0	7.8	7.8			Billed	2750		
04/21/2020	05/20/2020	Regular	19906	960	0	0	9.4	9.4			Billed	2740		
03/20/2020	04/21/2020	Regular	18946	2046	0	0	6.1	6.1			Billed	2730		
02/20/2020	03/20/2020	Regular	16900	2210	0	0	12.2	12.2			Billed	2720		
01/21/2020	02/20/2020	Regular	14690	2339	0	0	6.8	6.8			Billed	2710		

**PPL ELECTRIC EXHIBIT NO. 7**

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



KARLENNY MARTINEZ  
1061 STATE ROUTE 940  
HAZLE TOWNSHIP, PA 18202

December 8, 2023

**Bill Account Number:** [REDACTED]

Dear KARLENNY MARTINEZ:

On 10/24/2023, you contacted us about the amount of your bill for electric use through 10/18/2023.

At that time, we asked you questions about the size of your home, the number of residents, heating, air conditioning, and appliances, to better understand your usage.

We also confirmed this bill was based on actual electric use and verified the meter data.

You still had some concerns with the amount of the bill, so 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 12/06/2023, and have included the results with this letter. Our test confirmed that your meter was accurately recording your electric use and your bill is correct.

If you'd like to monitor your daily usage, you can do so on our website. Sign into your online account at [pplelectric.com](http://pplelectric.com) or create a new one in three easy steps. This can help you track trends or spikes in your electric use and find ways to save energy.

We have enclosed a statement of your account as a reference. Your account balance is \$6,582.60 and will become past due on 12/24/2023.

If you're unable to pay your full account balance by the due date, we can set up a payment arrangement to spread the cost out over time. It's easy and quick to set up a payment arrangement online at [pplelectric.com/billhelp](http://pplelectric.com/billhelp), over our automated system or by speaking with a representative at 1-800-342-5775.

You can also make payments at [plelectric.com](http://plelectric.com), at an authorized bill payment center, or mail a check to PPL Electric Utilities, P.O. Box 25239, Lehigh Valley, PA, 18002-5239.

Thank you for being a valued customer.

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](http://pawpowerswitch.com) for options to shop for another generation supplier  
Visit [ppllectric.com](http://ppllectric.com) to see your daily and hourly usage to help find ways to conserve

## Metering Support Laboratory

### Laboratory Test Results

Customer Name: Karlenny Martinez  
Customer Billing Account: [REDACTED]  
Meter Manufacturer: Landis and Gyr  
Meter Serial Number: [REDACTED]  
Meter Test Date: 12/6/2023

Meter Test Results:  
- Full Load Test: 99.99%  
- Light Load Test: 100.04%  
- Average Accuracy: 100.00%

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 [REDACTED] were obtained using a WECO Model 4150 test system with serial number [REDACTED].

Additional testing notes: Initial Comments: corroded terminals

Certified:  
Joseph Chunko  
Supervising Engineer, Metering Support

PPL Electric Utilities

Account Activity Statement

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

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

Account Number:

[REDACTED]

Mail To:

KARLENNY MARTINEZ  
1061 STATE ROUTE 940  
HAZLE TOWNSHIP, PA 18202

Service Address:

KARLENNY MARTINEZ  
1061 STATE ROUTE 940  
HAZLE TOWNSHIP, PA 18202

Payment Agreement:

Installment: 0

Balance: 0

Date/Time Retrieved:

12/8/2023 11:09 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
11/19/2021	BUDGET BILLING		\$169.00	\$0.00	\$0.00	\$0.00			0	0	0
11/19/2021	Regular Bill	12/13	\$2,914.43	\$2,745.43	\$90.79	\$-94.24	0537/0000	37838A	29	640	0
12/9/2021	Payment		\$-225.00	\$0.00	\$0.00	\$0.00			0	0	0
12/21/2021	BUDGET BILLING		\$169.00	\$0.00	\$0.00	\$0.00			0	0	0
12/21/2021	Regular Bill	01/11	\$2,858.43	\$2,689.43	\$140.46	\$-122.78	0879/0000	38799A	32	961	0
1/11/2022	Payment		\$-225.00	\$0.00	\$0.00	\$0.00			0	0	0
1/24/2022	Special Agreement		\$-49.79	\$0.00	\$0.00	\$0.00			0	0	0
1/24/2022	BUDGET BILLING		\$218.79	\$0.00	\$0.00	\$0.00			0	0	0
1/24/2022	Regular Bill	02/14	\$2,802.43	\$2,633.43	\$341.57	\$0.00	1240/0000	41273A	34	2474	0
2/15/2022	Payment		\$-175.21	\$0.00	\$0.00	\$0.00			0	0	0
2/22/2022	BUDGET BILLING		\$164.00	\$0.00	\$0.00	\$0.00			0	0	0
2/22/2022	SPECIAL AGREEMENT - BB SETTLE		\$12.44	\$0.00	\$0.00	\$0.00			0	0	0
2/22/2022	Regular Bill	03/15	\$2,803.66	\$2,627.22	\$495.44	\$331.44	1095/0000	44964A	29	3691	0
3/14/2022	Payment		\$-232.44	\$0.00	\$0.00	\$0.00			0	0	0
3/22/2022	BUDGET BILLING		\$164.00	\$0.00	\$0.00	\$0.00			0	0	0
3/22/2022	SPECIAL AGREEMENT - BB SETTLE		\$12.44	\$0.00	\$0.00	\$0.00			0	0	0
3/22/2022	Regular Bill	04/12	\$2,747.66	\$2,571.22	\$346.11	\$513.55	0699/0000	47506A	28	2542	0
4/7/2022	Payment		\$-232.44	\$0.00	\$0.00	\$0.00			0	0	0
4/21/2022	BUDGET BILLING		\$164.00	\$0.00	\$0.00	\$0.00			0	0	0
4/21/2022	SPECIAL AGREEMENT - BB SETTLE		\$12.44	\$0.00	\$0.00	\$0.00			0	0	0
4/21/2022	Regular Bill	05/12	\$2,691.66	\$2,515.22	\$322.74	\$672.29	0623/0002	49870A	30	2364	0
5/9/2022	Payment		\$-232.44	\$0.00	\$0.00	\$0.00			0	0	0
5/20/2022	BUDGET BILLING		\$198.00	\$0.00	\$0.00	\$0.00			0	0	0
5/20/2022	SPECIAL AGREEMENT - BB SETTLE		\$12.47	\$0.00	\$0.00	\$0.00			0	0	0
5/20/2022	Regular Bill	06/13	\$2,669.69	\$2,459.22	\$180.62	\$654.91	0230/0023	51141A	29	1271	0

**PPL Electric Utilities**

<b>Date</b>	<b>Transaction Type</b>	<b>Due Date</b>	<b>Transaction Amount</b>	<b>Balance Forward</b>	<b>Actual Billed</b>	<b>Deferred Balance</b>	<b>Deg Day H/C</b>	<b>RDG Type</b>	<b>Days Used</b>	<b>KWH</b>	<b>Billed KW</b>
6/13/2022	Payment		\$-266.47	\$0.00	\$0.00	\$0.00			0	0	0
6/21/2022	BUDGET BILLING		\$198.00	\$0.00	\$0.00	\$0.00			0	0	0
6/21/2022	Regular Bill	07/12	\$2,601.22	\$2,403.22	\$92.68	\$549.59	0026/0119	51648A	32	507	0
7/13/2022	Payment		\$-254.00	\$0.00	\$0.00	\$0.00			0	0	0
7/21/2022	BUDGET BILLING		\$198.00	\$0.00	\$0.00	\$0.00			0	0	0
7/21/2022	Regular Bill	08/11	\$2,545.22	\$2,347.22	\$122.48	\$474.07	0001/0283	52302A	30	654	0
8/15/2022	Payment		\$-254.00	\$0.00	\$0.00	\$0.00			0	0	0
8/19/2022	BUDGET BILLING		\$211.00	\$0.00	\$0.00	\$0.00			0	0	0
8/19/2022	Regular Bill	09/12	\$2,502.22	\$2,291.22	\$102.67	\$365.74	0000/0304	52836A	29	534	0
9/15/2022	Payment		\$-267.00	\$0.00	\$0.00	\$0.00			0	0	0
9/20/2022	BUDGET BILLING		\$211.00	\$0.00	\$0.00	\$0.00			0	0	0
9/20/2022	Regular Bill	10/11	\$2,446.22	\$2,235.22	\$109.02	\$263.76	0009/0194	53401A	32	565	0
10/12/2022	Payment		\$-267.00	\$0.00	\$0.00	\$0.00			0	0	0
10/19/2022	BUDGET BILLING		\$211.00	\$0.00	\$0.00	\$0.00			0	0	0
10/19/2022	Regular Bill	11/09	\$2,390.22	\$2,179.22	\$227.24	\$280.00	0330/0004	54667A	29	1266	0
11/17/2022	BUDGET BILLING		\$284.00	\$0.00	\$0.00	\$0.00			0	0	0
11/17/2022	Late Payment Charge		\$29.27	\$0.00	\$0.00	\$0.00			0	0	0
11/17/2022	Regular Bill	12/08	\$2,703.49	\$2,390.22	\$323.43	\$319.43	0416/0008	56507A	29	1840	0
11/18/2022	Credit		\$-29.27	\$0.00	\$0.00	\$0.00			0	0	0
12/1/2022	Payment		\$-48.00	\$0.00	\$0.00	\$0.00			0	0	0
12/14/2022	Payment		\$-369.27	\$0.00	\$0.00	\$0.00			0	0	0
12/22/2022	BUDGET BILLING		\$284.00	\$0.00	\$0.00	\$0.00			0	0	0
12/22/2022	Regular Bill	01/17	\$2,540.95	\$2,256.95	\$200.30	\$235.73	1015/0000	57528E	34	1021	0
1/9/2023	Payment		\$-340.00	\$0.00	\$0.00	\$0.00			0	0	0
1/20/2023	BUDGET BILLING		\$1,557.00	\$0.00	\$0.00	\$0.00			0	0	0
1/20/2023	Regular Bill	02/13	\$3,757.95	\$2,200.95	\$1,321.27	\$0.00	0907/0000	64342A	30	6814	0
2/17/2023	ELECTRIC SERVICE		\$647.51	\$0.00	\$0.00	\$0.00			0	0	0
2/17/2023	Regular Bill	03/13	\$4,405.46	\$3,757.95	\$0.00	\$0.00	0840/0000	67644A	28	3302	0
3/21/2023	ELECTRIC SERVICE		\$622.62	\$0.00	\$0.00	\$0.00			0	0	0
3/21/2023	Regular Bill	04/11	\$5,028.08	\$4,405.46	\$0.00	\$0.00	0923/0000	70816A	32	3172	0

**PPL Electric Utilities**

<b>Date</b>	<b>Transaction Type</b>	<b>Due Date</b>	<b>Transaction Amount</b>	<b>Balance Forward</b>	<b>Actual Billed</b>	<b>Deferred Balance</b>	<b>Deg Day H/C</b>	<b>RDG Type</b>	<b>Days Used</b>	<b>KWH</b>	<b>Billed KW</b>
4/20/2023	ELECTRIC SERVICE		\$389.05	\$0.00	\$0.00	\$0.00			0	0	0
4/20/2023	Regular Bill	05/11	\$5,417.13	\$5,028.08	\$0.00	\$0.00	0440/0025	72768A	30	1952	0
5/19/2023	ELECTRIC SERVICE		\$247.98	\$0.00	\$0.00	\$0.00			0	0	0
5/19/2023	Regular Bill	06/12	\$5,665.11	\$5,417.13	\$0.00	\$0.00	0321/0009	73983A	29	1215	0
6/20/2023	ELECTRIC SERVICE		\$123.11	\$0.00	\$0.00	\$0.00			0	0	0
6/20/2023	Regular Bill	07/11	\$5,788.22	\$5,665.11	\$0.00	\$0.00	0087/0057	74595A	32	612	0
7/20/2023	ELECTRIC SERVICE		\$118.61	\$0.00	\$0.00	\$0.00			0	0	0
7/20/2023	Regular Bill	08/10	\$5,906.83	\$5,788.22	\$0.00	\$0.00	0000/0249	75214A	30	619	0
7/24/2023	Miscellaneous		\$-34.66	\$0.00	\$0.00	\$0.00			0	0	0
8/18/2023	ELECTRIC SERVICE		\$139.42	\$0.00	\$0.00	\$0.00			0	0	0
8/18/2023	Regular Bill	09/11	\$6,011.59	\$5,872.17	\$0.00	\$0.00	0000/0183	75948A	29	734	0
9/19/2023	ELECTRIC SERVICE		\$123.41	\$0.00	\$0.00	\$0.00			0	0	0
9/19/2023	Regular Bill	10/10	\$6,135.00	\$6,011.59	\$0.00	\$0.00	0036/0142	76582A	32	634	0
10/18/2023	ELECTRIC SERVICE		\$148.08	\$0.00	\$0.00	\$0.00			0	0	0
10/18/2023	Regular Bill	11/08	\$6,283.08	\$6,135.00	\$0.00	\$0.00	0240/0011	77361A	29	779	0
11/16/2023	ELECTRIC SERVICE		\$299.52	\$0.00	\$0.00	\$0.00			0	0	0
11/16/2023	Regular Bill	12/07	\$6,582.60	\$6,283.08	\$0.00	\$0.00	0500/0001	79029A	29	1668	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).