

COMMONWEALTH OF PENNSYLVANIA
(Public Utility Commission)

-----*
CHARISA BENSINGER :
Complainant, : Case No.:
vs. : F-2023-3042674
PPL ELECTRIC UTILITIES :
CORPORATION :
Respondent. :
-----*

Pages 38 through 101 TELEPHONIC HEARING
Judge's Chambers
Commonwealth Keystone Bldg.
400 North Street
Harrisburg, PA 17120

Monday, March 18, 2024
Met, pursuant to notice, at 10:00 a.m.

BEFORE: THE HONORABLE GAIL M. CHIODO
Administrative Law Judge

INDEX TO EXHIBITS
Docket No.: F-2023-3042674
Hearing Date: March 18, 2024

EXHIBIT INDEX

EXHIBITS	FOR IDENTIFICATION	IN EVIDENCE
PECO'S EXHIBITS		
NUMBER:		
1 (Account Activity)		
3 (Payment Agreements)	53	54
4 (Complainant's prior BCS case	56	57
5 (Meter testing form letter)	59	61
6 (Usage Detail)		
7 (OnTrack program correspondence)	62	63
8 (WRAP program follow-up letter)	64	69
11 (Account Contact History)	47	48

PPL ELECTRIC

Exhibit 1

*** Account Information ***

*** Current Account Status ***

Account Number: 97470-36021
 Mail To: CHARISA BENSINGER
 2066 MUSTANG COVE
 AUBURN PA 17922
 Requested By: CHARISA BENSINGER
 Extension:

Payment Agreement
 Installment: \$49.00 Balance: \$1703.59
 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
11/27/2019	Payment		\$-80.00								
12/09/2019	OTRK Arrearage Credit		\$-127.57								
12/09/2019	OnTrack Credit		\$-268.29								
12/09/2019	ELECTRIC SERVICE		\$348.29								
12/09/2019	Regular Bill	12/30	\$764.12	\$604.12			0945/0000	15681A	32	2807	
12/27/2019	Payment		\$-80.00								
01/07/2020	OTRK Arrearage Credit		\$-127.57								
01/09/2020	OnTrack Credit		\$-286.87								
01/09/2020	ELECTRIC SERVICE		\$366.87								
01/09/2020	Regular Bill	01/30	\$508.98	\$428.98			1007/0000	18688A	31	3007	
01/27/2020	Payment		\$-80.00								
02/06/2020	OTRK Arrearage Credit		\$-127.57								
02/07/2020	OnTrack Credit		\$-220.63								
02/07/2020	ELECTRIC SERVICE		\$300.63								
02/07/2020	Regular Bill	03/02	\$381.41	\$301.41			0938/0000	21106A	29	2418	
02/21/2020	Payment		\$-80.00								
03/09/2020	OTRK Arrearage Credit		\$-127.57								
03/10/2020	OnTrack Credit		\$-272.34								
03/10/2020	ELECTRIC SERVICE		\$352.34								
03/10/2020	Regular Bill	03/31	\$253.84	\$173.84			0947/0000	23964A	32	2858	
03/27/2020	Payment		\$-80.00								
04/01/2020	Payment		\$-80.00								
04/07/2020	OTRK Arrearage Credit		\$-93.84								
04/08/2020	OnTrack Credit		\$-182.68								
04/08/2020	ELECTRIC SERVICE		\$257.68								
04/08/2020	Regular Bill	04/29	\$75.00				0560/0000	26043A	29	2079	
04/17/2020	Payment		\$-75.00								
05/08/2020	OnTrack Credit		\$-161.18								
05/08/2020	ELECTRIC SERVICE		\$236.18								
05/08/2020	Regular Bill	06/01	\$75.00				0522/0003	27935A	30	1892	
06/01/2020	Payment		\$-75.00								

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	BILLED KW
06/09/2020	ELECTRIC SERVICE		\$157.48							
06/09/2020	Regular Bill	06/30	\$157.48				0178/0082	29163A	32	1228
07/01/2020	Payment		\$-157.48							
07/09/2020	ELECTRIC SERVICE		\$88.40							
07/09/2020	Regular Bill	07/30	\$88.40				0009/0248	29809A	30	646
08/03/2020	Payment		\$-88.40							
08/10/2020	ELECTRIC SERVICE		\$111.25							
08/10/2020	Regular Bill	08/31	\$111.25				0000/0385	30661A	32	852
08/20/2020	Payment		\$-111.25							
09/09/2020	ELECTRIC SERVICE		\$97.75							
09/09/2020	Regular Bill	09/30	\$97.75				0000/0261	31392A	30	731
09/21/2020	Payment		\$-97.75							
10/09/2020	ELECTRIC SERVICE		\$98.61							
10/09/2020	Regular Bill	11/02	\$98.61				0200/0035	32131A	30	739
10/22/2020	Payment		\$-98.61							
11/09/2020	ELECTRIC SERVICE		\$167.42							
11/09/2020	Regular Bill	11/30	\$167.42				0432/0007	33488A	31	1357
11/30/2020	Payment		\$-167.42							
12/09/2020	ELECTRIC SERVICE		\$181.84							
12/09/2020	Regular Bill	12/30	\$181.84				0704/0000	34973A	30	1485
12/28/2020	Payment		\$-181.84							
01/11/2021	ELECTRIC SERVICE		\$118.16							
01/11/2021	Regular Bill	02/01	\$118.16				1117/0000	35861A	33	888
01/26/2021	Payment		\$-118.16							
02/10/2021	ELECTRIC SERVICE		\$123.73							
02/10/2021	Regular Bill	03/03	\$123.73				1099/0000	36799A	30	938
02/22/2021	Payment		\$-123.73							
03/12/2021	ELECTRIC SERVICE		\$154.83							
03/12/2021	Regular Bill	04/05	\$154.83				1008/0000	38010A	30	1211
03/19/2021	Payment		\$-154.83							
04/13/2021	ELECTRIC SERVICE		\$225.50							
04/13/2021	Regular Bill	05/04	\$225.50				0565/0000	39837A	32	1827
05/03/2021	Payment		\$-225.50							
05/12/2021	ELECTRIC SERVICE		\$158.27							

Bill Account: [REDACTED]

Account Activity Statement

Date: 11/16/23

Page: 3

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
05/12/2021	Regular Bill	06/02	\$158.27				0369/0004	41070A	29		
06/11/2021	ELECTRIC SERVICE		\$125.46								
06/11/2021	Regular Bill	07/06	\$283.73	\$158.27			0110/0127	42008A	30	938	
06/16/2021	Payment		\$-283.73								
07/13/2021	ELECTRIC SERVICE		\$118.39								
07/13/2021	Regular Bill	08/03	\$118.39				0009/0236	42874A	32	866	
07/27/2021	Payment		\$-118.39								
08/11/2021	ELECTRIC SERVICE		\$104.19								
08/11/2021	Regular Bill	09/01	\$104.19				0000/0236	43618A	29	744	
08/18/2021	Payment		\$-104.19								
09/10/2021	ELECTRIC SERVICE		\$108.50								
09/10/2021	Regular Bill	10/04	\$108.50				0006/0228	44399A	30	781	
09/20/2021	Payment		\$-108.50								
10/11/2021	ELECTRIC SERVICE		\$104.44								
10/11/2021	Regular Bill	11/01	\$104.44				0080/0065	45149A	31	750	
10/22/2021	Payment		\$-104.44								
11/09/2021	ELECTRIC SERVICE		\$161.24								
11/09/2021	Regular Bill	11/30	\$161.24				0388/0004	46395A	29	1246	
11/29/2021	Payment		\$-161.24								
12/09/2021	ELECTRIC SERVICE		\$191.42								
12/09/2021	Regular Bill	12/30	\$191.42				0806/0000	47828A	30	1433	
12/20/2021	Payment		\$-91.42								
12/28/2021	Payment		\$-100.00								
01/11/2022	ELECTRIC SERVICE		\$188.11								
01/11/2022	Regular Bill	02/01	\$188.11				1011/0000	49114A	33	1286	
01/25/2022	Payment		\$-188.11								
02/09/2022	ELECTRIC SERVICE		\$221.34								
02/09/2022	Regular Bill	03/02	\$221.34				1274/0000	50696A	29	1582	
02/22/2022	Payment		\$-221.34								
03/10/2022	ELECTRIC SERVICE		\$182.35								
03/10/2022	Regular Bill	03/31	\$182.35				0899/0000	51978A	29	1282	
04/01/2022	Payment		\$-182.35								
04/08/2022	ELECTRIC SERVICE		\$222.41								
04/08/2022	Regular Bill	05/02	\$222.41				0645/0000	53569A	29	1591	

Bill Account: [REDACTED]

Account Activity Statement

Date: 11/16/23
Page: 4

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
------	------------------	----------	--------------------	-----------------	---------------	------------------	-------------	----------	-----------	-----	-----------

04/10/2023	ELECTRIC SERVICE		\$279.23							
04/10/2023	Regular Bill	05/01	\$1259.73	\$968.39			0716/0000	68098A	32	1378
05/09/2023	ELECTRIC SERVICE		\$280.31							
05/09/2023	Late Payment Charge		\$15.50							
05/09/2023	Late Payment Charge		\$0.25							
05/09/2023	Regular Bill	05/30	\$1555.79	\$1259.73			0317/0020	69482A	29	1384
06/06/2023	Late Payment Charge		\$0.44							
06/06/2023	Late Payment Charge		\$19.00							
06/08/2023	ELECTRIC SERVICE		\$216.68							
06/08/2023	Regular Bill	06/29	\$1791.91	\$1555.79			0111/0052	70571A	30	1089
06/21/2023	Payment		\$-250.00							
07/10/2023	ELECTRIC SERVICE		\$209.83							
07/10/2023	Regular Bill	07/31	\$1751.74	\$1541.91			0025/0198	71737A	32	1166
08/08/2023	ELECTRIC SERVICE		\$195.70							
08/08/2023	Regular Bill	08/29	\$1947.44	\$1751.74			0000/0238	72812A	29	1075
08/17/2023	Payment		\$-195.70							
09/07/2023	BUDGET BILLING		\$247.00							
09/07/2023	Regular Bill	09/28	\$1998.74	\$1751.74	\$189.50	\$-57.50	0002/0197	73834A	30	1022
09/22/2023	Payment		\$-189.50							
10/06/2023	BUDGET BILLING		\$247.00							
10/06/2023	Regular Bill	10/30	\$2056.24	\$1809.24	\$154.56	\$-149.94	0085/0059	45603A	29	817
10/24/2023	Payment		\$-100.00							
10/31/2023	Payment		\$-54.56							
11/06/2023	BUDGET BILLING		\$247.00							
11/06/2023	Regular Bill	11/27	\$2148.68	\$1901.68	\$233.57	\$-163.37	0429/0006	46884A	31	1281

PPL ELECTRIC

Exhibit 3

Maintain Payment Agreement for Account [REDACTED]

Edit Help

Type : PUC Non-Catch-Up Status: Active

Current Billing Information		Budget Billing Details	
Bill Due Date:	11/27/23	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$2,148.68	Current BB Amount:	\$247.00

Agreement Details		Installment Details	
Start Date:	08/21/23	Installment Amount:	\$49.00
Agreement Amount:	\$1,751.74	Number Of Installments:	35
		Remaining Installments:	35
		Final Installment Amount:	\$37.59

Initial Payment Details		Customer Offer	
Due Date:	08/30/23	Downpayment Amount:	\$0.00
Payment Amount:	\$48.15	Downpayment Due Date:	//
		Installment Amount:	\$0.00
		Installment Due Date:	//

Restore Amount: \$394.00

Task List	
Customer Contact...	

OK Cancel

Outstanding Money... ?

Special Situation Details	
Special Circumstance:	
Supervisor Discretion:	

View Payment Agreement for Account [REDACTED]

Edit Help

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

Current Billing Information		Budget Billing Details	
Bill Due Date:	11/27/23	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$2,148.68	Current BB Amount:	\$247.00

Agreement Details		Installment Details	
Start Date:	07/03/23	Installment Amount:	\$72.00
Agreement Amount:	\$1,541.91	Number Of Installments:	17
		Remaining Installments:	17
		Final Installment Amount:	\$81.91

Initial Payment Details		Customer Offer	
Due Date:	07/10/23	Downpayment Amount:	\$0.00
Payment Amount:	\$308.00	Downpayment Due Date:	//
Restore Amount:	\$308.00	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 4

Mediation Case View

General			
BCS Case No.	3926035	Case Notes	Count : 0 Detail...
CSS Account No.	[REDACTED]	Received Date	07/20/2023
CSS Name	CHARISA BENSINGER	Due Date	08/18/2023
PUC Name	CHARISA BENSINGER	Investigator Name	CASE POOL, BCS
Service Address 1	[REDACTED]	Mailing Address 1	
Service Address 2		Mailing Address 2	
Service City, State Zip	[REDACTED]	Mailing City, State Zip	, -
PUC Address	[REDACTED]		
Service Class	RESIDENTIAL	Case Origin	TELEPHONE
Phone Number		Prior Case Number	0
Income Level	2	On Track	No
Reason For Contact	ON - PAR NEEDED (# 61)		
Customer Position			
Company Position	07/19/2023 PAY 500.00 TO AVOID TERMINATION		
Related Information	63 & PAYMENT ARRANGEMENT REQUEST WITH DISPUTE. CUSTOMER IS DISPUTING BALANCE. CUSTOMER STATES THAT PPL OVERCHARGED HER AT THE BEGINNING OF 2023 TO PRESENT. - RELIEF SOUGHT - - RELIEF SOUGHT - PUC PAR - RELIEF SOUGHT - BILLING INVESIGATION. THE CELL PHONE NUMBER [REDACTED] HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS [REDACTED] HAS BEEN ALLOWED TO BE SHARED.		
Misc Info			
Heating	Yes	Service	On
Acct Bal Due Date	07/31/2023	Total Account Balance	1751.74

Budget Bill Amount	243.00	Termination Date	
Arrearage	1700.00	Reported Income Amount	0.00
Date of Last Customer Contact prior to Complaint			

Type Assignment

Case Type	Mediation
Mediation Type	Abbreviated

Ownership

Contact Person	E154505 - Bell,Kelly A
----------------	------------------------

Income Fields

Total Gross Income	6256.00	Employment Income	3956.00
DPW	0.00	Social Security	0.00
Unemployment Comp	0.00	Disability	0.00
Pension		Other	2300.00
Date Info Obtained	07/03/2023		

Other Information

Adults	2	Children	4
Amount Needed to Update Most Recent Payment Arrangement	0.00	Universal Service Program	No

Final Report

Did the customer accurately state the company position?	Yes
What did the company tell the customer?	
Dispute Information	NONE
Company	

Final Position	
CAP Amount (OnTrack)	0.00

[Prior Agreement Information](#)

Type	Date	Balance	Income Level	Terms
Settlement	7/3/2023	\$1,541.91	2	\$308.00 by 7/10/2023, then monthly bills + \$72.00 beg next bill due date. Adults 2, Children 4.
Catch Up	8/20/2018	\$1,933.08	1	\$298.00 by 8/20/2018, then monthly bills + \$74.00 beg next bill due date. Adults 2, Children 2.
Settlement	7/2/2018	\$1,995.08	1	\$286.00 by 7/9/2018, then monthly bills + \$74.00 beg next bill due date. Adults 2, Children 2.
Catch Up	3/23/2018	\$2,064.56	2	\$672.00 by 3/23/2018, then monthly bills + \$73.00 beg next bill due date. Adults 1, Children 2.
Catch Up	1/31/2018	\$2,142.14	2	\$677.00 by 1/31/2018, then monthly bills + \$73.00 beg next bill due date. Adults 1, Children 2.
Catch Up	8/11/2017	\$2,031.31	2	\$304.00 by 8/20/2017, then monthly bills + \$46.00 beg next bill due date. Adults 1, Children 2.
PUC	3/23/2017	\$1,627.73	2	LEVEL 2, BB 277.00 + 46.00 = 323.00 BEGINNING APRIL 2017.
Settlement	1/16/2017	\$639.00	2	\$272.00 by 2/1/2017, then monthly bills + \$33.00 beg next bill

			due date. Adults 1, Children 0.
--	--	--	------------------------------------

[Payment Information](#)

Date	Amount	Payment Method/Status
6/21/2023	250.00	
12/27/2022	269.99	
12/14/2022	273.66	
11/28/2022	143.12	
9/14/2022	136.85	
8/30/2022	145.00	
8/9/2022	140.67	
6/16/2022	110.51	
6/7/2022	233.82	
5/16/2022	222.41	
4/1/2022	182.35	
2/22/2022	221.34	
1/25/2022	188.11	
12/28/2021	100.00	
12/20/2021	91.42	
11/29/2021	161.24	
10/22/2021	104.44	
9/20/2021	108.50	
8/18/2021	104.19	

[Analysis Information](#)

Justified	Not Analyzed
No Analysis Items Found	

Case History	Attachments
Return to Normal View	Change State
Dismiss	

Opening Pending (1) Mediations Informals Formals Admin

- Home
- My Work
- Case Search
- Reports

Decision Detail

General			
BCS Case No.	3926035	CSS Account No.	██████████
Customer Name	CHARISA BENSINGER	Investigator Name	CASE POOL, BCS
Address 1	██████████	Service Class	RESIDENTIAL
Address 2		Case Origin	TELEPHONE
City, State Zip	██████████	Head Date	07/28/2023
Service Restore Amount		Current Monthly Payment	
Service Continue Amount		Service Continue Date	
Decision Issue	Yes	Ending Monthly Payment	
Chapter		Oral/Written	Written
Section Rule		Violation	NO
Total Balance	1751.74	Closed Date	07/28/2023
Reconnect Amount	0.00	Balance Date	07/28/2023
Special Budget Amount	292.00	Regular Budget Amount	243.00
Arrears Payment Plus	49.00	Final Monthly Payment	
Resolution	LEVEL 2, BB 243.00 + 49.00 = 292.00 BEGINNING AUGUST 2023.		
Terms	AUGUST 2023 BILL DUE DATE		
Letter Description			

Action Required Options			
Action Required	<input type="radio"/> Yes <input type="radio"/> No		
WorkQ Category	<input type="text" value=""/>		
Sub Category	<input type="text" value=""/>		
Up Front		Up Front	

Amount	<input type="text"/>	Due Date	<input type="text"/>
Bill Type	<input type="text" value=""/>		
Plus Amount	<input type="text"/>		
Beginning Date	<input type="text"/>		
Write-Off Amount	<input type="text"/>		
Comments	<div style="border: 1px solid gray; height: 60px; width: 100%;"></div>		
Processed By	SYSTEM	Processed Date	7/28/2023 8:00:07 PM

[Return to Case](#)

PPL ELECTRIC

Exhibit 5

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



CHARISA BENSINGER
2066 MUSTANG COVE
AUBURN, PA 17922

September 22, 2023

Bill Account Number: [REDACTED]

Dear CHARISA BENSINGER:

On 09/08/2023, you contacted us about the amount of your bill for electric use through 08/17/2023.

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 09/19/2023, 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 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 \$1,998.74 and will become past due on 10/08/2023.

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, over our automated system or by speaking with a representative at 1-800-342-5775.

You can also make payments at 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 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: Charisa Bensinger
Customer Billing Account: [REDACTED]
Meter Manufacturer: Landis and Gyr
Meter Serial Number: [REDACTED]
Meter Test Date: 9/19/2023

Meter Test Results:
- Full Load Test: 100.01%
- Light Load Test: 100.05%
- 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 [REDACTED] were obtained using a WECO Model 4150 test system with serial number [REDACTED].

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:
CHARISA BENSINGER
2066 MUSTANG COVE
AUBURN, PA 17922

Service Address:
CHARISA BENSINGER
2066 MUSTANG COVE
AUBURN, PA 17922

Payment Agreement:

Installment: 49

Balance: 1703.59

Date/Time Retrieved:
9/22/2023 9:19 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
9/10/2021	ELECTRIC SERVICE		\$108.50	\$0.00	\$0.00	\$0.00			0	0	0
9/10/2021	Regular Bill	10/04	\$108.50	\$0.00	\$0.00	\$0.00	0006/0228	44399A	30	781	0
9/20/2021	Payment		\$-108.50	\$0.00	\$0.00	\$0.00			0	0	0
10/11/2021	ELECTRIC SERVICE		\$104.44	\$0.00	\$0.00	\$0.00			0	0	0
10/11/2021	Regular Bill	11/01	\$104.44	\$0.00	\$0.00	\$0.00	0080/0065	45149A	31	750	0
10/22/2021	Payment		\$-104.44	\$0.00	\$0.00	\$0.00			0	0	0
11/9/2021	ELECTRIC SERVICE		\$161.24	\$0.00	\$0.00	\$0.00			0	0	0
11/9/2021	Regular Bill	11/30	\$161.24	\$0.00	\$0.00	\$0.00	0388/0004	46395A	29	1246	0
11/29/2021	Payment		\$-161.24	\$0.00	\$0.00	\$0.00			0	0	0
12/9/2021	ELECTRIC SERVICE		\$191.42	\$0.00	\$0.00	\$0.00			0	0	0
12/9/2021	Regular Bill	12/30	\$191.42	\$0.00	\$0.00	\$0.00	0806/0000	47828A	30	1433	0
12/20/2021	Payment		\$-91.42	\$0.00	\$0.00	\$0.00			0	0	0
12/28/2021	Payment		\$-100.00	\$0.00	\$0.00	\$0.00			0	0	0
1/11/2022	ELECTRIC SERVICE		\$188.11	\$0.00	\$0.00	\$0.00			0	0	0
1/11/2022	Regular Bill	02/01	\$188.11	\$0.00	\$0.00	\$0.00	1011/0000	49114A	33	1286	0
1/25/2022	Payment		\$-188.11	\$0.00	\$0.00	\$0.00			0	0	0
2/9/2022	ELECTRIC SERVICE		\$221.34	\$0.00	\$0.00	\$0.00			0	0	0
2/9/2022	Regular Bill	03/02	\$221.34	\$0.00	\$0.00	\$0.00	1274/0000	50696A	29	1582	0
2/22/2022	Payment		\$-221.34	\$0.00	\$0.00	\$0.00			0	0	0
3/10/2022	ELECTRIC SERVICE		\$182.35	\$0.00	\$0.00	\$0.00			0	0	0
3/10/2022	Regular Bill	03/31	\$182.35	\$0.00	\$0.00	\$0.00	0899/0000	51978A	29	1282	0
4/1/2022	Payment		\$-182.35	\$0.00	\$0.00	\$0.00			0	0	0
4/8/2022	ELECTRIC SERVICE		\$222.41	\$0.00	\$0.00	\$0.00			0	0	0
4/8/2022	Regular Bill	05/02	\$222.41	\$0.00	\$0.00	\$0.00	0645/0000	53569A	29	1591	0
5/10/2022	ELECTRIC SERVICE		\$231.04	\$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
5/10/2022	Late Payment Charge		\$2.78	\$0.00	\$0.00	\$0.00			0	0	0
5/10/2022	Regular Bill	05/31	\$456.23	\$222.41	\$0.00	\$0.00	0436/0000	55228A	32	1659	0
5/16/2022	Payment		\$-222.41	\$0.00	\$0.00	\$0.00			0	0	0
6/7/2022	Payment		\$-233.82	\$0.00	\$0.00	\$0.00			0	0	0
6/9/2022	ELECTRIC SERVICE		\$110.51	\$0.00	\$0.00	\$0.00			0	0	0
6/9/2022	Regular Bill	06/30	\$110.51	\$0.00	\$0.00	\$0.00	0037/0094	55906A	30	678	0
6/16/2022	Payment		\$-110.51	\$0.00	\$0.00	\$0.00			0	0	0
7/11/2022	ELECTRIC SERVICE		\$140.67	\$0.00	\$0.00	\$0.00			0	0	0
7/11/2022	Regular Bill	08/01	\$140.67	\$0.00	\$0.00	\$0.00	0004/0236	56670A	32	764	0
8/9/2022	Payment		\$-140.67	\$0.00	\$0.00	\$0.00			0	0	0
8/9/2022	ELECTRIC SERVICE		\$145.33	\$0.00	\$0.00	\$0.00			0	0	0
8/9/2022	Regular Bill	08/30	\$145.33	\$0.00	\$0.00	\$0.00	0000/0349	57464A	29	794	0
8/30/2022	Payment		\$-145.00	\$0.00	\$0.00	\$0.00			0	0	0
9/8/2022	ELECTRIC SERVICE		\$136.52	\$0.00	\$0.00	\$0.00			0	0	0
9/8/2022	Regular Bill	09/29	\$136.85	\$0.33	\$0.00	\$0.00	0000/0212	58200A	30	736	0
9/14/2022	Payment		\$-136.85	\$0.00	\$0.00	\$0.00			0	0	0
10/7/2022	ELECTRIC SERVICE		\$143.12	\$0.00	\$0.00	\$0.00			0	0	0
10/7/2022	Regular Bill	10/31	\$143.12	\$0.00	\$0.00	\$0.00	0162/0036	58964A	29	764	0
11/7/2022	ELECTRIC SERVICE		\$273.66	\$0.00	\$0.00	\$0.00			0	0	0
11/7/2022	Regular Bill	11/28	\$416.78	\$143.12	\$0.00	\$0.00	0409/0007	60507A	31	1543	0
11/9/2022	Late Payment Charge		\$1.79	\$0.00	\$0.00	\$0.00			0	0	0
11/28/2022	Payment		\$-143.12	\$0.00	\$0.00	\$0.00			0	0	0
12/6/2022	Late Payment Charge		\$3.42	\$0.00	\$0.00	\$0.00			0	0	0
12/7/2022	ELECTRIC SERVICE		\$264.78	\$0.00	\$0.00	\$0.00			0	0	0
12/7/2022	Regular Bill	12/28	\$543.65	\$273.66	\$0.00	\$0.00	0775/0000	61952A	30	1445	0
12/14/2022	Payment		\$-273.66	\$0.00	\$0.00	\$0.00			0	0	0
12/27/2022	Payment		\$-269.99	\$0.00	\$0.00	\$0.00			0	0	0
1/12/2023	ELECTRIC SERVICE		\$349.28	\$0.00	\$0.00	\$0.00			0	0	0
1/12/2023	Regular Bill	02/02	\$349.28	\$0.00	\$0.00	\$0.00	1048/0000	63691A	33	1739	0
2/7/2023	ELECTRIC SERVICE		\$314.87	\$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
2/7/2023	Regular Bill	02/28	\$664.15	\$349.28	\$0.00	\$0.00	0938/0000	65255A	29	1564	0
3/7/2023	Late Payment Charge		\$8.31	\$0.00	\$0.00	\$0.00			0	0	0
3/9/2023	ELECTRIC SERVICE		\$295.93	\$0.00	\$0.00	\$0.00			0	0	0
3/9/2023	Regular Bill	03/30	\$968.39	\$664.15	\$0.00	\$0.00	0829/0000	66720A	30	1465	0
4/5/2023	Late Payment Charge		\$12.01	\$0.00	\$0.00	\$0.00			0	0	0
4/5/2023	Late Payment Charge		\$0.10	\$0.00	\$0.00	\$0.00			0	0	0
4/10/2023	ELECTRIC SERVICE		\$279.23	\$0.00	\$0.00	\$0.00			0	0	0
4/10/2023	Regular Bill	05/01	\$1,259.73	\$968.39	\$0.00	\$0.00	0716/0000	68098A	32	1378	0
5/9/2023	ELECTRIC SERVICE		\$280.31	\$0.00	\$0.00	\$0.00			0	0	0
5/9/2023	Late Payment Charge		\$15.50	\$0.00	\$0.00	\$0.00			0	0	0
5/9/2023	Late Payment Charge		\$0.25	\$0.00	\$0.00	\$0.00			0	0	0
5/9/2023	Regular Bill	05/30	\$1,555.79	\$1,259.73	\$0.00	\$0.00	0317/0020	69482A	29	1384	0
6/6/2023	Late Payment Charge		\$0.44	\$0.00	\$0.00	\$0.00			0	0	0
6/6/2023	Late Payment Charge		\$19.00	\$0.00	\$0.00	\$0.00			0	0	0
6/8/2023	ELECTRIC SERVICE		\$216.68	\$0.00	\$0.00	\$0.00			0	0	0
6/8/2023	Regular Bill	06/29	\$1,791.91	\$1,555.79	\$0.00	\$0.00	0111/0052	70571A	30	1089	0
6/21/2023	Payment		\$-250.00	\$0.00	\$0.00	\$0.00			0	0	0
7/10/2023	ELECTRIC SERVICE		\$209.83	\$0.00	\$0.00	\$0.00			0	0	0
7/10/2023	Regular Bill	07/31	\$1,751.74	\$1,541.91	\$0.00	\$0.00	0025/0198	71737A	32	1166	0
8/8/2023	ELECTRIC SERVICE		\$195.70	\$0.00	\$0.00	\$0.00			0	0	0
8/8/2023	Regular Bill	08/29	\$1,947.44	\$1,751.74	\$0.00	\$0.00	0000/0238	72812A	29	1075	0
8/17/2023	Payment		\$-195.70	\$0.00	\$0.00	\$0.00			0	0	0
9/7/2023	BUDGET BILLING		\$247.00	\$0.00	\$0.00	\$0.00			0	0	0
9/7/2023	Regular Bill	09/28	\$1,998.74	\$1,751.74	\$189.50	\$-57.50	0002/0197	73834A	30	1022	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 6

Account Number	Billed	Days in bill	Total KWh Used	Avg kWh/day	Electricity costs	Avg. Temperature
	11/06/2023	31	1281	41	\$233.57	52
	10/06/2023	29	817	28	\$154.56	64
	09/07/2023	30	1022	34	\$189.50	71
	08/08/2023	29	1075	37	\$195.70	73
	07/10/2023	32	1166	36	\$209.83	70
	06/08/2023	30	1089	36	\$216.68	63
	05/09/2023	29	1384	48	\$280.31	55
	04/10/2023	32	1378	43	\$279.23	43
	03/09/2023	30	1465	49	\$295.93	38
	02/07/2023	29	1564	54	\$314.87	34
	01/12/2023	33	1739	53	\$349.28	34
	12/07/2022	30	1445	48	\$264.78	40
	11/07/2022	31	1543	50	\$273.66	52
	10/07/2022	29	764	26	\$143.12	61
	09/08/2022	30	736	25	\$136.52	72
	08/09/2022	29	794	27	\$145.33	77
	07/11/2022	32	764	24	\$140.67	72
	06/09/2022	30	678	23	\$110.51	67
	05/10/2022	32	1659	52	\$231.04	52
	04/08/2022	29	1591	55	\$222.41	44
	03/10/2022	29	1282	44	\$182.35	35
	02/09/2022	29	1582	55	\$221.34	23
	01/11/2022	33	1286	39	\$188.11	35
	12/09/2021	30	1433	48	\$191.42	39
	11/09/2021	29	1246	43	\$161.24	52
	10/11/2021	31	750	24	\$104.44	65
	09/10/2021	30	781	26	\$108.50	72
	08/11/2021	29	744	26	\$104.19	73
	07/13/2021	32	866	27	\$118.39	72
	06/11/2021	30	938	31	\$125.46	66
	05/12/2021	29	1233	43	\$158.27	53
	04/13/2021	32	1827	57	\$225.50	48
	03/12/2021	30	1211	40	\$154.83	32
	02/10/2021	30	938	31	\$123.73	30
	01/11/2021	33	888	27	\$118.16	32
	12/09/2020	30	1485	50	\$181.84	42
	11/09/2020	31	1357	44	\$167.42	52
	10/09/2020	30	739	25	\$98.61	60
	09/09/2020	30	731	24	\$97.75	73
	08/10/2020	32	852	27	\$111.25	77
	07/09/2020	30	646	22	\$88.40	73
	06/09/2020	32	1228	38	\$157.48	62
	05/08/2020	30	1892	63	\$236.18	48
	04/08/2020	29	2079	72	\$257.68	46
	03/10/2020	32	2858	89	\$352.34	36
	02/07/2020	29	2418	83	\$300.63	34
	01/09/2020	31	3007	97	\$366.87	34
	12/09/2019	32	2807	88	\$348.29	36
	11/07/2019	29	1247	43	\$164.11	50

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

PPL ELECTRIC

Exhibit 7

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



CHARISA BENSINGER
2066 MUSTANG COVE
AUBURN, PA 17922

July 1, 2020

Bill Account Number: [REDACTED]

Dear CHARISA BENSINGER:

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.	

1. Customer Information	2. Employment Status for head of household
Customer Name CHARISA BENSINGER Bill Account # XXXXXXXXXX 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. OnTrack Shopping Program

The OnTrack Shopping Program allows you to purchase electricity from a participating electric generation supplier at a discount of 7% off of PPL's current price to compare and is the way OnTrack customers may choose to shop. The OnTrack Shopping price will remain the same for 12 months.

Because your OnTrack bill is set at a fixed amount until your next recertification, you will not see an immediate change to your OnTrack bill, but it may reduce the amount of OnTrack credits you use each month. You can withdraw from the program at any time without being charged a cancellation fee.

- Yes**, I want to participate in OnTrack Shopping if I am not currently shopping.
- No**, I do not want to participate.

7. 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 _____

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

Mail to:

Schuylkill Community Action
Attention - OnTrack Program
225 N. Centre Street
Pottsville, PA 17901

Phone: 570-622-1995
Fax: 570-622-0429
Email: casemanagers@schuylkillcomm.org

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



CHARISA BENSINGER
2066 MUSTANG COVE
AUBURN, PA 17922

May 14, 2020

Bill Account Number: [REDACTED]

Account Balance: \$75.00

Dear CHARISA BENSINGER:

As a participant in PPL's OnTrack Payment Program, you have received a special monthly payment based on your family size and income.

At the end of 18 months, you are required to have your eligibility for OnTrack reevaluated. We are cancelling your OnTrack payment agreement because you have not responded to any letters or phone calls.

You are now responsible for your actual electric use charges each month and any overdue amount (shown above). In addition, your account may enter the collections process for action, which may include the possibility of termination of your electric service. Please call 1-800-358-6623 to make a payment arrangement.

IMPORTANT: If you are enrolled in Automatic Bill Payment (ABP) for payment for your electric bill, you must notify PPL to stop automatic payment or PPL will withdraw the entire balance.

We regret that this action has become necessary.

Sincerely,

OnTrack Representative
Schuylkill Community Action
570-622-1995
casemanagers@schuylkillcommunityaction.com

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



CHARISA BENSINGER
2066 MUSTANG COVE
AUBURN, PA 17922

March 10, 2020

Bill Account Number: [REDACTED]

Dear CHARISA BENSINGER:

It's time to determine if you are still eligible to continue in the OnTrack program. A requirement of this program is that customers must re-apply every 18 months. **Please note: if you are behind in your OnTrack payments, you cannot be re-enrolled until you make your missed payments.**

Visit www.pplelectric.com/ontrack today to complete your application and submit your proof of income.

Or you may use the enclosed application to re-apply for the PPL OnTrack program. Please follow the instructions on the form and return the completed application, along with proof of income, within 10 business days of the date of this letter.

If you choose not to return the application and proof of income, you will be removed from the OnTrack program. You will have to call 1-800-358-6623 to make a payment arrangement on any remaining balance.

Thank you for your participation in the OnTrack program; PPL hopes that you have continued success in the program.

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.	

1. Customer Information	2. Employment Status for head of household
Customer Name CHARISA BENSINGER Bill Account # XXXXXXXXXX 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. OnTrack Shopping Program

The OnTrack Shopping Program allows you to purchase electricity from a participating electric generation supplier at a discount of 7% off of PPL's current price to compare and is the way OnTrack customers may choose to shop. The OnTrack Shopping price will remain the same for 12 months.

Because your OnTrack bill is set at a fixed amount until your next recertification, you will not see an immediate change to your OnTrack bill, but it may reduce the amount of OnTrack credits you use each month. You can withdraw from the program at any time without being charged a cancellation fee.

- Yes**, I want to participate in OnTrack Shopping if I am not currently shopping.
- No**, I do not want to participate.

7. 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 _____

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

Mail to:

Schuylkill Community Action
Attention - OnTrack Program
225 N. Centre Street
Pottsville, PA 17901

Phone: 570-622-1995
Fax: 570-622-0429
Email: casemanagers@schuylkillcomm.org

PPL ELECTRIC

Exhibit 8

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



CHARISA BENSINGER
2066 MUSTANG COVE
AUBURN, PA 17922

April 9, 2020

Bill Account Number: [REDACTED]

Dear CHARISA BENSINGER

Thank you for participating in PPL's WRAP program. As part of our commitment to energy education we follow-up with customers after their WRAP improvements to assess the results of the program. In our review of your home, we determined your electric usage has not decreased as we would expect.

Here are a few possible reasons your usage may have changed:

- Weather changes year-to-year, such as colder winters or warmer summers.
- Changes to heating or cooling systems.
- Using space heaters.
- Additional residents or guests in your home.
- A change in your daily lifestyle.

To review and compare your past usage, sign into your online profile at ppllectric.com or call us at 1-800-DIAL-PPL. We can offer personalized tips for saving energy in your home.

Sincerely,

PPL Electric Utilities

PPL ELECTRIC

Exhibit 11

Account Contact History
Account: [REDACTED] **Customer Name: CHARISA BENSINGER**
From 1/30/2020 to 1/30/2024

Contact Date	Contact Type	Remarks	User
2024-01-29	WEB Customer Initiated Payment	Scheduled date 1 29 2024 Amount 238.95 User BILLPAYNOW1 Owner YES. Confirmation Number 24012973	SELF SERVICE USER
2024-01-02	Cust Choice 1 Bill	Supplier added on 2024-01-05 - AEP Energy Inc	
2024-01-02	Batch Enrollment		
2023-12-28	WEB Customer Initiated Payment	Scheduled date 12 29 2023 Amount 268.87 User BILLPAYNOW1 Owner YES. Confirmation Number 23122990	SELF SERVICE USER
2023-12-01	WEB Customer Initiated Payment	Scheduled date 12 1 2023 Amount 233.57 User BILLPAYNOW1 Owner YES. Confirmation Number 23120152	SELF SERVICE USER
2023-10-31	WEB Customer Initiated Payment	Scheduled date 10 31 2023 Amount 54.56 User BILLPAYNOW1 Owner YES. Confirmation Number 23103120	SELF SERVICE USER
2023-09-22	Correspondence - General	Template Name Bill Inquiry-Meter Tested OK Created By Eibach Linda M Letter Edited Yes CS Letters ID 5449175	CSLET
2023-09-22	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2023-09-22	Miscellaneous	WATT Generalist - Meter Test-CMO Issued Work Item 3982575 Completed	LINDA M EIBACH
2023-09-22	Miscellaneous	WATT ID 3982575 SENT METER TEST RESULTS TO CUSTOMER ON 9 22 23.	LINDA M EIBACH
2023-09-22	WEB Customer Initiated Payment	Scheduled date 9 22 2023 Amount 189.50 User BILLPAYNOW1 Owner YES. Confirmation Number 23092270	SELF SERVICE USER
2023-09-08	Miscellaneous	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. Acct in bill window - issued for 9 13 23.	HOLLY L HANKERSON
2023-09-08	Miscellaneous	WATT Generalist - Meter Test-CMO Issued Work Item 3982575 Created	HOLLY L HANKERSON
2023-09-08	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
2023-09-08	PUC/Formal	Caller CHARISA BENSINGER Ratepayer. Outbound s w Charisa Bensinger. Insists meter is wrong and that PPL overcharging her. Explain all actual readings not part of the billing error.. Decline free mtr test states not accurate if PPL doing testing. Refuses to shop says too much.. Ask few times we remove smart mtr install old meter. Response to OGC	HOLLY L HANKERSON
2023-09-05	Miscellaneous	WATT CCC Formal Complaint - Ability to Pay Bill Dispute Service Related Work Item 3976762 Created	DONNA BARRY
2023-09-05	SC - PUC Formal Complaint	PUC Formal Complaint Docket F-2023-3042674.	e02239
2023-08-19	Miscellaneous	WATT CSS - PUC Payment Agreement Residential Exception Work Item 3918999 Completed	CHRIS BECKER
2023-08-21	SC - PUC Mediation	Caller Back Office Ratepayer. SC Status from Open to Closed Cust Rights Given Y Cust Satisfied Y Comments WATT ID 3918999 TOTAL BALANCE 1751.74 DATE CLOSED 07 28 2023 RESOLUTION LEVEL 2 BB 243.00 49.00 292.00 BEGINNING AUGUST 2023. PPL BB Moving forward	CUCL143
2023-08-21	Added Payment Agreement	WATT ID 3918999 TOTAL BALANCE 1751.74 DATE CLOSED 07 28 2023 RESOLUTION LEVEL 2 BB 243.00 49.00 292.00 BEGINNING AUGUST 2023. PPL BB Moving forward	CHRIS BECKER
2023-08-21	Correspondence - Budget Billing	bbpuc.doc	
2023-08-21	Start Budget Billing/Collection	WATT ID 3918999 TOTAL BALANCE 1751.74 DATE CLOSED 07 28 2023 RESOLUTION LEVEL 2 BB 243.00 49.00 292.00 BEGINNING AUGUST 2023. PPL BB Moving forward	CHRIS BECKER
2023-08-21	Financial Statement Added		CHRIS BECKER
2023-08-19	Miscellaneous	WATT ID 3918999 TOTAL BALANCE 1751.74 DATE CLOSED 07 28 2023 RESOLUTION LEVEL 2 BB 243.00 49.00 292.00 BEGINNING AUGUST 2023. PPL BB Moving forward	CHRIS BECKER
2023-07-29	Miscellaneous	WATT CSS - PUC Payment Agreement Residential Work Item 3918999 Created	PUCMED
2023-07-20	SC - PUC Mediation	PUC MDIA BCS 3926035	CUCL143
2023-07-19	Correspondence - Collections	CUT DATE 2023-08-02 AMOUNT 1 541.91	
2023-07-03	Choice Standard Offer	Caller CHARISA BENSINGER Ratepayer. cx said SOP not low enough i suggested the papower and she said the website is a scam.	DANETTE REHRIG
2023-07-03	Billing	Caller CHARISA BENSINGER Ratepayer. and adv of risk due to non payment and provided assist program info and provided info to complete meter test Cx und.	SAMANTHA RHODES
2023-07-03	Choice Standard Offer	Caller CHARISA BENSINGER Ratepayer CSR Comments Customer Rejected Standard Offer Offer Code SOR2P3	DANETTE REHRIG
2023-07-03	Billing	Caller CHARISA BENSINGER Ratepayer User Comments Escal Call Cx called about high bill and issue with meter Adv I show the payment of 250 on 6 21 and last payment before that was in Dec Cx stated meter is wrong and want the old meter back adv we can not put the old meter back and offer meter test with a fee of 35 and set up pag Cx declined pag and adv	SAMANTHA RHODES
2023-07-03	Correspondence - General	Template Name Master Utility Report Created By SAMANTHA RHODES Letter Edited No CS Letters ID 5242713	CSLET

Contact Date	Contact Type	Remarks	User
2023-07-03	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2023-07-03	WUR Assessment	CHARISA BENSINGER Ratepayer. Caller s Concern Billed Amounts. Position Stated Yes. Sat No. WUR Required Yes. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC Yes. Interested in SO Yes.	SAMANTHA RHODES
2023-07-03	Added Payment Agreement	CHARISA BENSINGER Ratepayer. Agreement Type NCU. Cust agrees to PAG terms NO. First payment of 308.00 is due 07 10 2023. Future payments beginning with next bill will include installment amount of 72.00. Enrolled in BB NO. Emailed PAG info to bensinger.charisa@yahoo.com.	SAMANTHA RHODES
2023-07-03	Credit	CHARISA BENSINGER Ratepayer. Offered Operation HELP - Yes . Emailed agency contact info to [REDACTED]	SAMANTHA RHODES
2023-07-03	Credit	Self Serve Ratepayer. Offered Operation HELP - Yes . .	SELF SERVICE USER
2023-07-03	Credit	BILLPAYNOW1. Link to Assistance Programs page presented.	SELF SERVICE USER
2023-07-03	Miscellaneous	Caller CHARISA BENSINGER Ratepayer. Cc bc is over and call 2 times abt this bc get over charges on the bill. also is not eligible for assist programs and need to speak with a manager abt this. adv not sup available will receive a call back from a sup in the next 24hrs.	JAZMIN BETANCOURT
2023-07-03	Billing	Caller CHARISA BENSINGER Ratepayer User Comments adv she was not affected by systemj issues and that the rate increase is why bill is higher adv she doesn t qualify for assistance adv social security she receives is her income because she receives it I could not hear cusomer Kids screaming and cying in my ear adv i could not hear her and had to disconnect	SABRINA SPINKS
2023-07-03	WUR Assessment	CHARISA BENSINGER Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	SABRINA SPINKS
2023-07-03	Financial Statement Added		SABRINA SPINKS
2023-07-03	Billing	Caller CHARISA BENSINGER Ratepayer User Comments adv the rate increase caused the dollar amt adv to shop for eggs and offerred a pag adv that	SABRINA SPINKS
2023-07-03	WUR Assessment	CHARISA BENSINGER Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Caller s Concern Suppliers - General Inquiries. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	SABRINA SPINKS
2023-07-03	Call Transfer	Caller CHARISA BENSINGER Ratepayer User Comments cci bc she want info about her bill. info cx she was not affected on billing issue. info cx all her bills is accurate. cx say she not use that much. cx want to review her usage. xfer to EE	AURA RINCONES
2023-07-03	WUR Assessment	CHARISA BENSINGER Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	AURA RINCONES
2023-03-18	Credit - Outbound Call	Caller CHARISA BENSINGER Ratepayer. CALL BACK CX ANSWERED CX STATED SHE COULDNT HEAR ME.	CRYSTAL PHILLIPS
2023-03-13	WUR Assessment	CHARISA BENSINGER Ratepayer. Caller s Concern Billed Amounts. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	KHADIJAH DAVIS
2023-03-13	Billing	Caller CHARISA BENSINGER Ratepayer User Comments Ratepayer has some concern about billing statement just received would like to speak to a billing specialist for more accurate information	KHADIJAH DAVIS
2023-03-03	Credit	Caller CHARISA BENSINGER Ratepayer User Comments cci due to high bill of 664.15 adv cx prev bill is 349.28 and new bill is 314.87 cx stated bill is wrong adv cx will put in CB for EE	ERICA HOLBERT
2023-03-03	WUR Assessment	CHARISA BENSINGER Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO Not on Phone.	ERICA HOLBERT
2023-02-18	Credit	Self Serve Ratepayer. Offered Operation HELP - Yes . .	SELF SERVICE USER
2023-02-18	Credit	BILLPAYNOW1. Link to Assistance Programs page presented.	SELF SERVICE USER
2023-02-21	Financial Statement Added		SELF SERVICE USER
2023-02-02	Data Repair	DR_REQ10782282 - CD-NXT-COLL-ACTION UPDATE	CSSDR044
2023-01-13	Data Repair	INC10765324 - Reads Workaround	CSSDR044
2022-12-13	Winter Collection	Winter Collection Notice	
2022-11-23	IVR Customer Initiated Payment	Scheduled date 11 23 2022 Amount 143.12 User IVR Owner YES. Confirmation Number 22112354	IVR
2022-11-23	Credit	BILLPAYNOW1. Link to Assistance Programs page presented.	SELF SERVICE USER
2022-11-23	Credit	BILLPAYNOW1. Link to Assistance Programs page presented.	SELF SERVICE USER
2022-11-23	Credit	BILLPAYNOW1. Link to Assistance Programs page presented.	SELF SERVICE USER
2022-11-23	Financial Statement Added		SELF SERVICE USER
2022-06-06	IVR Customer Initiated Payment	Scheduled date 6 5 2022 Amount 233.82 User IVR Owner YES. Confirmation Number 22060596	IVR
2022-05-13	IVR Customer Initiated Payment	Scheduled date 5 13 2022 Amount 222.41 User IVR Owner YES. Confirmation Number 22051310	IVR
2022-04-01	WEB Customer Initiated Payment	Scheduled date 4 1 2022 Amount 182.35 User BILLPAYNOW1 Owner YES. Confirmation Number 22040163	SELF SERVICE USER

Contact Date	Contact Type	Remarks	User
2021-10-20	WAM	CS Tool User E E154263 sw CHARISA BENSINGER. WO 58624632 for RES CHANGE OH TO UG. User Comments Would like to s w tech once assigned. Interested in going from OH to UG svc. Expl approx cost. Said all of her neighbors have UG. Also wants to upgrade svc from 100-200 amp.	SELF SERVICE USER
2021-10-20	WAM	E154263 sw CHARISA BENSINGER created WO 58624632 for RCOU. CUST DESIRED IN-SVC DT 02 17 2022.REQUIRES MANUAL CONNECT.TEMP DISC False. DISC RCOU. STORM-FIRE-FLOOD False. CHG SVC ENTR CABLE REPL True. CHG MTR BS REPL True. CHG SVC PANEL REPL True. NEW AMP SZ 200A	SELF SERVICE USER
2021-10-20	Tree Trimming	Caller CHARISA BENSINGER Ratepayer User Comments Customer states tree growing into pole to pole wires in front of home. Needs to be trimmed. Sent message to area Forester.	DIANE M RYBAK
2021-10-20	WUR Assessment	CHARISA BENSINGER Ratepayer. Caller s Concern Tree Trimming. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	DIANE M RYBAK
2021-10-20	Call Transfer	Caller CHARISA BENSINGER Ratepayer User Comments Customer looking to go from OH to UG service. Transferred call to WAM.	DIANE M RYBAK
2021-10-20	WUR Assessment	CHARISA BENSINGER Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO Not on Phone.	DIANE M RYBAK
2021-06-15	IVR Customer Initiated Payment	Scheduled date 6 15 2021 Amount 283.73 User IVR Owner YES. Confirmation Number 21061555	IVR
2021-05-13	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note WEB Call Type 10 No Lights Comments none	WEB
2021-05-13	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note WEB Call Type 10 No Lights Comments none	WEB
2021-05-13	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note WEB Call Type 10 No Lights Comments none	WEB
2021-05-13	Credit	Caller CHARISA BENSINGER Ratepayer. customer wanted to get an update on outage report advised customer services should be restored by 9pm. 5 13 2021	ANGELA MOORE
2021-05-13	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note 303968 Call Type 10 No Lights Comments no power neighbors out of power as well.	WCT
2021-05-13	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note WEB Call Type 10 No Lights Comments none	WEB
2021-05-13	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note WEB Call Type 10 No Lights Comments none	WEB
2021-05-13	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note WEB Call Type 10 No Lights Comments none	WEB
2021-05-13	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note WEB Call Type 10 No Lights Comments none	WEB
2021-05-13	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note WEB Call Type 10 No Lights Comments none	WEB
2021-04-30	IVR Customer Initiated Payment	Scheduled date 4 30 2021 Amount 225.50 User IVR Owner YES. Confirmation Number 21043090	IVR
2021-04-28	Choice Inquiry	Customer Web Privacy Release Withhold All	SELF SERVICE USER
2020-12-28	WEB Customer Initiated Payment	Scheduled date 12 24 2020 Amount 181.84 User billpaynow1 Owner YES. Confirmation Number 20122434	SELF SERVICE USER
2020-11-30	IVR Customer Initiated Payment	IVR Payment 167.42 Confirmation Number 20112790	IVR
2020-11-24	LIHEAP	LIHEAP application mailed to customer	CSLET
2020-10-22	IVR Customer Initiated Payment	IVR Payment 98.61 Confirmation Number 20102223	IVR
2020-09-18	IVR Customer Initiated Payment	IVR Payment 97.75 Confirmation Number 20091811	IVR
2020-08-19	IVR Customer Initiated Payment	IVR Payment 111.25 Confirmation Number 20081984	IVR
2020-08-03	IVR Customer Initiated Payment	IVR Payment 88.40 Confirmation Number 20080187	IVR
2020-07-07	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note IVR Call Type 10 No Lights Comments none	IVR
2020-07-07	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note IVR Call Type 10 No Lights Comments none	IVR
2020-07-07	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note IVR Call Type 10 No Lights Comments none	IVR
2020-07-07	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note IVR Call Type 10 No Lights Comments none	IVR
2020-07-07	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note IVR Call Type 10 No Lights Comments none	IVR

Contact Date	Contact Type	Remarks	User
2020-07-07	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note IVR Call Type 10 No Lights Comments none	IVR
2020-07-07	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
2020-07-01	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 3664137	CSLET
2020-06-30	Usage Analysis	Caller CHARISA BENSINGER Ratepayer. ... THAN COLDER MONTHS. EXPLAIN ELECTRIC HEAT RESULTS IN HIGHER BILL. VIEW PRIOR YEAR ADV BILLS AROUND THE SAME EVERY YEAR BASTE ON HISTORY. OFFER TO DO HOME PROFILE TO GO THROUGH APPLIANCE. CUST STATES SOMETHING IS WRONG. ADV OF METER TEST. CUST DECLINE. ADV OF PUC FOR REGULATORY. UNDERSTOOD	ASHLEY IRICK
2020-06-30	Usage Analysis	Caller CHARISA BENSINGER Ratepayer User Comments CUST CALLED TO APPLY FOR OT. STATES MAKES 65 000.00 A YEAR. ADV WOULD OVER QUALIFY FOR OT LIMIT FOR HH SIZE OF 4 IS 39 300.00 CUST CLAIMS BILLS ARE HIGH IS NOT USING THAT MUCH OF ELECTRIC WANT SOMEONE TO COME OUT TO CHECK. ADV CUST METERS SLOW DOWN IF MALFUNCTIONING DO NOT SPEED UP. ADV BILL IS LESSER ...	ASHLEY IRICK
2020-06-30	Correspondence - General	Template Name Master Utility Report Created By ASHLEY IRICK Letter Edited No CS Letters ID 3663724	CSLET
2020-06-30	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2020-06-30	WUR Assessment	CHARISA BENSINGER Ratepayer. Caller s Concern Billed Amounts. Position Stated Yes. Sat No. WUR Required Yes. Caller s Concern OnTrack. Position Stated Yes. Sat No. WUR Required No. Provided PUC No. Interested in SO No.	ASHLEY IRICK
2020-06-30	Usage Analysis	Caller CHARISA BENSINGER Ratepayer Reviewed Bill History Yes Reviewed Daily Hourly Usage Yes Is Usage in line No but reason known Customer Satisfied No	ASHLEY IRICK
2020-06-30	Billing	Caller CHARISA BENSINGER Ratepayer User Comments BILL INCREASE WAS ON A PROGRAM ONTRACK CANCEL 05 15 DID NOT RECERTIFY PPL SENT A LETTER OF RECERTIFICATION ON 03 10 LOW INCOME PROGRAM	KIM BROWN
2020-06-30	WUR Assessment	CHARISA BENSINGER Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	KIM BROWN
2020-06-30	SC - REFERRAL TO ONTRACK	Caller CHARISA BENSINGER Ratepayer. Referred to Ontrack.	E186987
2020-06-30	Credit	CHARISA BENSINGER Ratepayer. Offered OnTrack - Yes . .	KIM BROWN
2020-06-30	Call Transfer	CHARISA BENSINGER Ratepayer. Customer transferred to apply for OnTrack.	KIM BROWN
2020-06-30	Financial Statement Added		KIM BROWN
2020-06-30	IVR Customer Initiated Payment	IVR Payment 157.48 Confirmation Number 20063074	IVR
2020-06-04	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
2020-06-01	IVR Customer Initiated Payment	IVR Payment 75.00 Confirmation Number 20053043	IVR
2020-05-16	Data Repair	DR_IR156011 - CD-NXT-COLL-ACTION UPDATE	CSSDR044
2020-05-14	Correspondence - General	Template Name OnTrack Recertification - Failure to Recertify Created By BATCH Letter Edited No CS Letters ID 3625866	CSLET
2020-04-16	IVR Customer Initiated Payment	IVR Payment 75.00 Confirmation Number 20041691	IVR
2020-04-09	Correspondence - General	Template Name Gainers - 12-Month Follow-up Created By Brummett Kimberly K Letter Edited No CS Letters ID 3594985	CSLET
2020-04-07	OT Rev Shortfall Heat Warning 1	OT Rev Shortfall Heat Warning 1	
2020-04-01	IVR Customer Initiated Payment	IVR Payment 80.00 Confirmation Number 20040158	IVR
2020-03-27	IVR Customer Initiated Payment	IVR Payment 80.00 Confirmation Number 20032709	IVR
2020-03-24	OT Reminder Call		CUBCL026
2020-03-10	Correspondence - General	Template Name Ontrack Recertification Created By CSLET Letter Edited No CS Letters ID 3563416	CSLET
2020-03-09	OT Rev Shortfall Heat Warning 1	OT Rev Shortfall Heat Warning 1	
2020-02-21	IVR Customer Initiated Payment	IVR Payment 80.00 Confirmation Number 20022111	IVR
2020-02-11	LIHEAP	LIHEAP application mailed	CSLET