



7	Contract Renewal 7/13/22	65	78
8	6/30/23 Decision	66	78

# **PPL ELECTRIC EXHIBIT NO. 1**

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

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

Account Number: [REDACTED] Mail To:  
 ANDREW SEIFERT  
 301 S MAIN ST  
 FOREST CITY PA 18421  
 Requested By:  
 ANDREW SEIFERT  
 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
07/26/2021	Transfer Debit		\$1261.91								
07/26/2021	Transfer Debit		\$5.08								
07/26/2021	Transfer Debit		\$3.56								
07/26/2021	Transfer Debit		\$0.08								
07/26/2021	Transfer Debit		\$0.04								
07/26/2021	Transfer Debit		\$351.19								
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08/24/2021	ELECTRIC SERVICE		\$10.72								
08/24/2021	ELECTRIC SERVICE		\$25.44								
08/24/2021	CleanSky Energy		\$13.33								
08/24/2021	Regular Bill	09/14	\$1671.35	\$1671.35			0002/0212	07840A	36	246	
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09/21/2021	Miscellaneous		-\$0.17								
09/21/2021	Miscellaneous		-\$0.45								
09/21/2021	Late Payment Charge		\$0.17								
09/21/2021	Late Payment Charge		\$0.45								
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09/23/2021	ELECTRIC SERVICE		\$30.38								
09/23/2021	CleanSky Energy		\$21.82								
09/23/2021	Regular Bill	10/14	\$1723.55	\$1671.35			0015/0166	08151A	30	311	
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10/22/2021	ELECTRIC SERVICE		\$25.46								
10/22/2021	CleanSky Energy		\$15.01								
10/22/2021	Regular Bill	11/15	\$1764.02	\$1723.55			0123/0021	08365A	29	214	
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11/22/2021	ELECTRIC SERVICE		\$32.73								
11/22/2021	CleanSky Energy		\$28.13								
11/22/2021	Regular Bill	12/13	\$1824.88	\$1764.02			0537/0000	08766A	29	401	
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12/22/2021	ELECTRIC SERVICE		\$33.52								
12/22/2021	CleanSky Energy		\$29.47								
12/22/2021	Regular Bill	01/12	\$1887.87	\$1824.88			0879/0000	09186A	32	420	
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01/25/2022	ELECTRIC SERVICE		\$44.84								
01/25/2022	CleanSky Energy		\$50.02								
01/25/2022	Regular Bill	02/15	\$1982.73	\$1887.87			1240/0000	09899A	34	713	
-----											
02/23/2022	ELECTRIC SERVICE		\$53.79								
02/23/2022	CleanSky Energy		\$65.81								
02/23/2022	Regular Bill	03/16	\$2102.33	\$1982.73			1095/0000	10837A	29	938	
-----											
03/23/2022	BUDGET BILLING		\$66.00								
03/23/2022	Regular Bill	04/13	\$2168.33	\$2102.33	\$102.77	\$36.77	0699/0000	11623A	28	786	
-----											
03/25/2022	Late Payment Charge		\$3.21								
03/25/2022	Late Payment Charge		\$2.80								
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04/12/2022	AR Budget Billing		\$36.77								

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	BILLED KW
04/12/2022	CONP FEE ELEC - RMT NORM HRS		\$14.00							
04/13/2022	Payment		\$-500.00							
04/22/2022	BUDGET BILLING		\$88.38							
04/22/2022	Regular Bill	05/16	\$1813.49	\$1668.33	\$88.38		0623/0002	12281A	30	658
05/16/2022	Credit		\$-375.00							
05/16/2022	Credit		\$-750.00							
05/23/2022	ELECTRIC SERVICE		\$42.20							
05/23/2022	CleanSky Energy		\$46.31							
05/23/2022	Regular Bill	06/13	\$777.00	\$688.49			0230/0023	12941A	29	660
06/22/2022	ELECTRIC SERVICE		\$31.52							
06/22/2022	CleanSky Energy		\$27.85							
06/22/2022	Regular Bill	07/13	\$836.37	\$777.00			0026/0119	13338A	32	397
07/22/2022	ELECTRIC SERVICE		\$30.92							
07/22/2022	CleanSky Energy		\$27.36							
07/22/2022	Regular Bill	08/15	\$894.65	\$836.37			0001/0283	13728A	30	390
08/22/2022	ELECTRIC SERVICE		\$36.03							
08/22/2022	CleanSky Energy		\$77.03							
08/22/2022	Regular Bill	09/12	\$1007.71	\$894.65			0000/0304	14247A	29	519
09/09/2022	Payment		\$-206.00							
09/21/2022	ELECTRIC SERVICE		\$40.73							
09/21/2022	CleanSky Energy		\$89.97							
09/21/2022	Regular Bill	10/12	\$932.41	\$801.71			0009/0194	14849A	32	602
10/20/2022	ELECTRIC SERVICE		\$29.64							
10/20/2022	CleanSky Energy		\$49.34							
10/20/2022	Regular Bill	11/10	\$1011.39	\$932.41			0330/0004	15182A	29	333
11/03/2022	Payment		\$-164.00							
11/18/2022	ELECTRIC SERVICE		\$46.45							
11/18/2022	CleanSky Energy		\$121.24							
11/18/2022	Regular Bill	12/12	\$1015.08	\$847.39			0416/0008	15898A	29	716
12/27/2022	ELECTRIC SERVICE		\$34.58							
12/27/2022	CleanSky Energy		\$84.97							
12/27/2022	Regular Bill	01/17	\$1134.63	\$1015.08			1015/0000	16344E	34	446
01/23/2023	ELECTRIC SERVICE		\$163.84							
01/23/2023	CleanSky Energy		\$689.91							
01/23/2023	Regular Bill	02/13	\$1988.38	\$1134.63			0907/0000	19603A	30	3259
02/21/2023	ELECTRIC SERVICE		\$87.28							
02/21/2023	CleanSky Energy		\$385.89							
02/21/2023	Regular Bill	03/14	\$2461.55	\$1988.38			0840/0000	21188A	28	1585
03/22/2023	ELECTRIC SERVICE		\$99.61							
03/22/2023	CleanSky Energy		\$452.11							
03/22/2023	Regular Bill	04/12	\$3013.27	\$2461.55			0923/0000	23045A	32	1857

Bill Account: [REDACTED]

Account Activity Statement

Date: 04/15/24

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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
04/21/2023	ELECTRIC SERVICE		\$60.05								
04/21/2023	CleanSky Energy		\$239.81								
04/21/2023	Regular Bill	05/15	\$3313.13	\$3013.27			0440/0025	24030A	30	985	
05/22/2023	ELECTRIC SERVICE		\$42.93								
05/22/2023	CleanSky Energy		\$148.03								
05/22/2023	Regular Bill	06/12	\$3504.09	\$3313.13			0321/0009	24638A	29	608	
06/21/2023	ELECTRIC SERVICE		\$31.36								
06/21/2023	CleanSky Energy		\$85.45								
06/21/2023	Regular Bill	07/12	\$3620.90	\$3504.09			0087/0057	24989A	32	351	
07/18/2023	Late Payment Charge		\$32.38								
07/18/2023	Late Payment Charge		\$2.39								
07/18/2023	Late Payment Charge		\$10.13								
07/18/2023	Late Payment Charge		\$0.18								
07/18/2023	Late Payment Charge		\$0.08								
07/21/2023	ELECTRIC SERVICE		\$8.99								
07/21/2023	ELECTRIC SERVICE		\$67.15								
07/21/2023	Regular Bill	08/14	\$3742.20	\$3620.90			0000/0209	25431A	30	442	
07/25/2023	Miscellaneous		\$-34.69								
08/18/2023	ELECTRIC SERVICE		\$75.19								
08/18/2023	Regular Bill	09/11	\$3782.70	\$3707.51			0000/0183	25785A	29	354	
08/30/2023	Payment		\$-100.00								
09/19/2023	Payment		\$-125.00								
09/19/2023	ELECTRIC SERVICE		\$60.20								
09/19/2023	Regular Bill	10/10	\$3617.90	\$3557.70			0036/0142	26048A	32	263	
10/12/2023	Payment		\$-112.50								
10/17/2023	Late Payment Charge		\$11.83								
10/17/2023	Late Payment Charge		\$0.56								
10/17/2023	Late Payment Charge		\$31.31								
10/18/2023	ELECTRIC SERVICE		\$91.52								
10/18/2023	Regular Bill	11/08	\$3640.62	\$3505.40			0240/0011	26495A	29	447	
11/07/2023	Payment		\$-168.22								
11/16/2023	ELECTRIC SERVICE		\$205.14								
11/16/2023	Regular Bill	12/07	\$3677.54	\$3472.40			0500/0001	27609A	29	1114	
12/19/2023	ELECTRIC SERVICE		\$309.49								
12/19/2023	Regular Bill	01/09	\$3987.03	\$3677.54			0872/0000	29402A	33	1793	
01/18/2024	Late Payment Charge		\$1.11								
01/18/2024	Late Payment Charge		\$2.64								
01/23/2024	ELECTRIC SERVICE		\$314.75								
01/23/2024	Regular Bill	02/13	\$4305.53	\$3987.03			1161/0000	31299A	35	1897	

PPL Electric Exhibit No. 1  
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Bill Account: [REDACTED]

Account Activity Statement

Date: 04/15/24  
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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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02/21/2024	ELECTRIC SERVICE		\$263.70					
02/21/2024	Late Payment Charge		\$6.58					
02/21/2024	Late Payment Charge		\$1.15					
02/21/2024	Regular Bill	03/13	\$4576.96	\$4305.53	0886/0000	32882A	29	2500
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03/19/2024	Late Payment Charge		\$9.88					
03/19/2024	Late Payment Charge		\$1.24					
-----								
03/21/2024	ELECTRIC SERVICE		\$184.16					
03/21/2024	Regular Bill	04/11	\$4772.24	\$4576.96	0667/0000	33958A	29	1076
-----								
04/09/2024	ELECTRIC SERVICE		\$865.00					
04/09/2024	Regular Bill	04/30	\$5637.24	\$4576.96	0442/0000	394100	19	5452

# **PPL ELECTRIC EXHIBIT NO. 2**

**Account Contact History**  
**Account:** [REDACTED] **Customer Name: ANDREW SEIFERT**  
 From 4/15/2020 to 4/15/2024

Contact Date	Contact Type	Remarks	User
2024-04-09	Miscellaneous	WATT Regional Ops - OMS Meter Followup Work Item 4205389 Completed	ANA S COLE
2024-04-09	Disconnect Completed	mtr was blocked due to structure fire reported by 911 watt 4205389	ANA S COLE
2024-04-09	Cut Out for Non-Pay Voided	mtr was blocked due to structure fire reported by 911	ANA S COLE
2024-04-09	Disconnect Issued	Electric watt 4205389	ANA S COLE
2024-04-09	Financial Statement Added		KELLY A BELL
2024-04-09	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note e170859 Call Type 23 Fire-911 Comments 911 reporting structure fire located @ 301 S Main St. Requesting PPL. ETA needed	WCT
2024-04-08	Cut Out for Non-Pay Issued		CUMCL024
2024-04-08	Financial Statement Added		KELLY A BELL
2024-03-21	Correspondence - Collections	CUT DATE 2024-04-04 AMOUNT 890.66	
2024-03-18	Data Repair	Data Repair DR_IR175865A - UPDATE N A TO 671	CSSDR044
2024-02-22	Winter Collection	Winter Collection Notice	
2024-01-17	Winter Collection	Winter Collection Notice	
2023-11-29	SC - PUC Formal Complaint	The customer filed Formal Complaint Docket No. C-2023-3044487- WATT ID 4108180	E02623
2023-11-29	Miscellaneous	WATT CCC Formal Complaint - Ability to Pay EGS Rate Work Item 4108180 Created	DONNA BARRY
2023-11-07	Connect/Disconnect	Caller ANDREW SEIFERT Ratepayer. verified started service online on 7 16 21 for a start date of 7 18 21 sat	VALERIE A DICINDIO
2023-11-07	Miscellaneous	WATT Generalist - Workforce BO - Compliance Work Item 4080841 Completed	VALERIE A DICINDIO
2023-11-07	Choice Inquiry	Caller ANDREW SEIFERT Ratepayer. con t verified no longer with them back to ppl 6 28 23 doesn t want a supplier wants to stay with PPL also set up extended payment arrangement terms offered to give assistance programs has already contacted them satisfied	VALERIE A DICINDIO
2023-11-07	Choice Inquiry	Caller ANDREW SEIFERT Ratepayer User Comments esc call back to andrew seifert regarding supplier clean sky energy signed up with them on SOP online on 7 16 21 enrollment date 7 27 21 explained good for 12 months and never cancelled and that s when the raised pricing advised must go through supplier for compensation we have nothing to do with sup con t	VALERIE A DICINDIO
2023-11-07	WUR Assessment	ANDREW SEIFERT Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Suppliers - General Inquiries. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	VALERIE A DICINDIO
2023-11-07	Added Payment Agreement	andrew seifert agrees to monthly bill plus 144.00 instal for 24 months not a puc p a extended terms 1-time will start with december due date sat	VALERIE A DICINDIO
2023-11-07	Financial Statement Added		VALERIE A DICINDIO
2023-11-07	Changed Payment Agreement		VALERIE A DICINDIO
2023-11-07	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 5527217	CSLET
2023-11-06	Miscellaneous	Please have a SR. CSR contact this customer. He sent email to Compliance team regarding a dispute about his former supplier Clean Sky. It s unclear how he got our email address. He should have been offered a new p a based on 2023 Extended P A Terms communication.	DENNIS R WORTHINGTON
2023-11-06	Miscellaneous	WATT Generalist - Workforce BO - Compliance Work Item 4080841 Created	DENNIS R WORTHINGTON
2023-11-06	Special Situation	PAYMENTUS_WEB paid 168.22	SELF SERVICE USER
2023-11-06	SC - Income Verification	Income verification required.	ORAMP1
2023-11-06	SC - REFERRAL TO ONTRACK	Referred to Ontrack.	ORAMP1
2023-11-06	Disputed Payment Agreement	seifertandrew97@gmail.com RatePayer. Agreement Type CU. Cust agrees to PAG terms NO. OUR Provided. Total payment due 11 16 2023 3 300.22. First payment of 3 132.00 is due 11 06 2023. Second payment of 168.22 is due on 11 08 2023 . Payment Plan installment amount 33.00. Enrolled in BB NO. Emailed PAG info to seifertandrew97@gmail.com.	SELF SERVICE USER
2023-11-06	Credit	Self Serve Ratepayer. Offered LIHEAP - Yes Offered OnTrack - Yes . .	SELF SERVICE USER
2023-11-06	Credit	seifertandrew97@gmail.com. Link to Assistance Programs page presented.	SELF SERVICE USER
2023-11-06	Credit	Confirmed service is scheduled for termination on 11 06 2023. Amount is 3 496.64. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.	SELF SERVICE USER
2023-11-06	Credit	Confirmed service is scheduled for termination on 11 06 2023. Amount is 3496.64. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.	IVR
2023-11-05	Credit	Text sent to [REDACTED] for web offer. Customer response YES	IVR
2023-11-06	SC - MED CERT - 3 DAY	Caller ANDREW SEIFERT Ratepayer. IVR Med Cert	IVR
2023-10-27	Correspondence - General	Template Name Master Utility Report Created By AURA RINCONES Letter Edited Yes CS Letters ID 5511332	CSLET
2023-10-27	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET

Contact Date	Contact Type	Remarks	User
2023-10-27	Billing	Caller ANDREW SEIFERT Ratepayer. issue statement of acct. cx disconnect call	AURA RINCONES
2023-10-27	Billing	Caller ANDREW SEIFERT Ratepayer User Comments cci bc he want to dispute his bill. info cx total bal on acct of 3 640.62. cx say we enroll him CleanChoice Energy. adv cx we cannot give the supplier s info without customer permission. info cx total bal as Dec 2022 of 1 134.63 in Nov of 1 015.08 and in Jan 2023 of 1 988.38. cx request a statemnt of acct.	AURA RINCONES
2023-10-27	WUR Assessment	ANDREW SEIFERT Ratepayer. Caller s Concern Billing Payment - WUR will be sent. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No.	AURA RINCONES
2023-10-23	Correspondence - Collections	CUT DATE 2023-11-06 AMOUNT 3 496.64	
2023-10-11	Special Situation	PAYMENTUS IVR paid 112.50	SELF SERVICE USER
2023-10-02	Miscellaneous	WATT CSS - PUC Payment Agreement Residential Work Item 4017951 Completed	RPAPR16
2023-10-02	SC - GRACE EXTENSION	Caller Back Office Ratepayer. Complaint dismissed. Refer to WATT 4017951 for dismissal details.	RPAPR16
2023-10-02	SC - PUC Mediation	Caller Back Office Ratepayer. SC Status from Open to Closed Cust Rights Given Y Cust Satisfied Y Comments Complaint dismissed. Refer to WATT 4017951 for dismissal details.	CUCL143
2023-09-30	Miscellaneous	WATT CSS - PUC Payment Agreement Residential Work Item 4017951 Created	PUCMED
2023-09-18	Special Situation	PAYMENTUS IVR paid 125.00	SELF SERVICE USER
2023-09-11	Financial Statement Added		KELLY A BELL
2023-08-29	Special Situation	PAYMENTUS IVR paid 100.00	SELF SERVICE USER
2023-08-16	SC - PUC Mediation	PUC MDIA BCS 3934702	CUCL143
2023-08-16	Credit	Caller ANDREW SEIFERT Ratepayer User Comments cx called stated he is disputing the bill due to the supplier charge an stated he did not pick the supplier PPL did it adv him that he went to Web User Accepted Standard Offer Supplier CleanSky Energy Customer consented to give supplier phone email cx stated he was suing cx not sat	BRENDA CLINTON
2023-08-16	WUR Assessment	ANDREW SEIFERT Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	BRENDA CLINTON
2023-08-16	WUR Assessment	ANDREW SEIFERT Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	BRENDA CLINTON
2023-08-16	Credit	ANDREW SEIFERT Ratepayer. Offered OnTrack - No Customer Declined . .	BRENDA CLINTON
2023-08-16	Credit	Confirmed service is scheduled for termination on 08 23 2023. Amount is 3 577.45. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.	BRENDA CLINTON
2023-08-16	Credit	Confirmed service is scheduled for termination on 08 23 2023. Amount is 3577.45. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.	IVR
2023-08-10	Credit	Confirmed service is scheduled for termination on 08 17 2023. Amount is 3577.45. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.	IVR
2023-08-10	Connect/Disconnect	Text sent to [REDACTED] for stop service 2FA. Customer response NO	IVR
2023-08-10	SC - MED CERT - 3 DAY	Caller ANDREW SEIFERT Ratepayer. IVR Med Cert	IVR
2023-08-03	Leave Door Hanger Issued	DELIVER 3 DAY NOTICE	CUMCL024
2023-07-27	Correspondence - Collections	CUT DATE 2023-08-10 AMOUNT 3 577.45	
2023-07-25	Miscellaneous Accounts Receivable Adjustment	Customer received credit line adjustment on bill to correct previous billing error.	CSSDR044
2023-06-30	SC - GRACE EXTENSION	Caller Back Office Ratepayer. SC Status from Open to Closed Cust Rights Given Y Cust Satisfied Y Comments BCS 3897695 DEC CLOSED 06 30 2023 SEE CRS	CUCL143
2023-06-23	Customer Choice Drop	Supplier dropped on 2023-06-28 - CleanSky Energy	
2023-06-23	Batch Enrollment		
2023-06-22	Special Situation	HIGH BILL ALERT	SUPP_HB
2023-05-23	Special Situation	HIGH BILL ALERT	SUPP_HB
2023-04-22	Special Situation	HIGH BILL ALERT	SUPP_HB
2023-04-03	SC - PUC Informal Complaint	PUC MDIA BCS 3897695	CUCL143
2023-03-31	Credit	Caller ANDREW SEIFERT Ratepayer User Comments informed cx on pay assist cx has issue with the amount he s being charged expressed that cx is being charged 22.99 per kwh did advise cx to cb to speak with someone about high usage	JAELEND CALHOUN
2023-03-31	WUR Assessment	ANDREW SEIFERT Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No. Interested in SO No.	JAELEND CALHOUN
2023-03-23	Special Situation	HIGH BILL ALERT	SUPP_HB
2023-02-22	Special Situation	HIGH BILL ALERT	SUPP_HB
2023-02-02	Data Repair	DR_REQ10782282 - CD-NXT-COLL-ACTION UPDATE	CSSDR044
2023-01-25	Winter Collection	Winter Collection Notice	
2023-01-24	Special Situation	HIGH BILL ALERT	SUPP_HB
2023-01-21	Data Repair	[REDACTED] - Reads Workaround	CSSDR044
2022-12-28	Special Situation	HIGH BILL ALERT	SUPP_HB
2022-12-20	Winter Collection	Winter Collection Notice	

Contact Date	Contact Type	Remarks	User
2022-11-19	Special Situation	HIGH BILL ALERT	SUPP_HB
2022-11-17	Winter Collection	Winter Collection Notice	
2022-11-02	Special Situation	PAYMENTUS_WEB paid 164.00	SELF SERVICE USER
2022-11-02	Added Payment Agreement	PAYMENTUS_WEB paid 164.00	SELF SERVICE USER
2022-11-02	WEB Maintain Bill Account	Updated email address from UnKnown to seifertandrew97@gmail.com.	SELF SERVICE USER
2022-10-21	Special Situation	HIGH BILL ALERT	SUPP_HB
2022-10-20	Correspondence - Collections	CUT DATE 2022-11-03 AMOUNT 923.65	
2022-10-14	Credit	Caller ANDREW SEIFERT Ratepayer. cci abt making payment 164 EVP no acc cx did not have pen and said he would cb	AALIYAH JORDAN
2022-10-03	Credit	IVR Ratepayer. Offered LIHEAP - Yes. Emailed agency contact info to seifertandrew97@gmail.com .	IVR
2022-10-03	Credit	Information on assistance programs was sent to seifertandrew97@gmail.com.	IVR
2022-10-03	Added Payment Agreement	IVR Ratepayer. Agreement Type NCU. Cust agrees to PAG terms YES. First payment of 164.00 is due 10 13 2022. Future payments beginning with next bill will include installment amount of 33.00. Enrolled in BB NO.	IVR
2022-10-03	Financial Statement Added		IVR
2022-09-22	Special Situation	HIGH BILL ALERT	SUPP_HB
2022-09-19	Correspondence - Collections	CUT DATE 2022-10-03 AMOUNT 792.95	
2022-09-08	Special Situation	PAYMENTUS_IVR paid 206.00	SELF SERVICE USER
2022-09-08	Changed Payment Agreement	PAYMENTUS_IVR paid 206.00	SELF SERVICE USER
2022-09-07	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 4799578	CSLET
2022-09-06	Credit	Declined to hear information on assistance programs.	IVR
2022-09-06	SC - RECURRING REFERRAL TO OTRK	Referred to Ontrack.	IVR
2022-09-06	Added Payment Agreement	IVR RATEPAYER. Agreement Type CU. Cust agrees to PAG terms YES. First payment of 206.00 is due 09 11 2022.	IVR
2022-08-26	OB Call - Outreach	Second payment of 147.06 is due on 09 12 2022 . Payment Plan installment amount 34.00. Enrolled in BB NO.	
2022-08-23	Correspondence - Collections	Caller Back Office Ratepayer. called [REDACTED] re pay assist left vm	LORI PETRINI
2022-08-23	Special Situation	CUT DATE 2022-09-07 AMOUNT 885.89	
2022-08-23	Special Situation	HIGH BILL ALERT	SUPP_HB
2022-08-03	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 4747734	CSLET
2022-08-02	Credit	Caller ANDREW SEIFERT Ratepayer User Comments s w r p adv of pdb term notice cust wanted to setup PAG after assessing fin info 93 1st pymt due 8 16 34 mthly install reg bill cust agreed to PAG terms emailed OnTrack declined- already submitted app BB no PUC no SAT yes	SIDELLE ST ROSE
2022-08-02	WUR Assessment	ANDREW SEIFERT Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	SIDELLE ST ROSE
2022-08-02	SC - RECURRING REFERRAL TO OTRK	Referred to Ontrack.	309152
2022-08-02	Added Payment Agreement	ANDREW SEIFERT Ratepayer. Agreement Type NCU. Cust agrees to PAG terms YES. First payment of 93.00 is due 08 16 2022. Future payments beginning with next bill will include installment amount of 34.00. Enrolled in BB NO. Emailed PAG info to seifertandrew97@gmail.com.	SIDELLE ST ROSE
2022-08-02	Credit	ANDREW SEIFERT Ratepayer. Offered OnTrack - No Customer Declined . .	SIDELLE ST ROSE
2022-08-02	Financial Statement Added		SIDELLE ST ROSE
2022-08-02	Credit	Confirmed service is scheduled for termination on 08 09 2022. Amount is 827.61. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	SIDELLE ST ROSE
2022-07-29	Batch Enrollment		
2022-07-26	Correspondence - Collections	CUT DATE 2022-08-09 AMOUNT 827.61	
2022-05-16	Request Credit		CYNTHIA M WESOLOWSKI
2022-05-16	Request Credit		CYNTHIA M WESOLOWSKI
2022-04-20	Miscellaneous	WATT_CSS - PUC Payment Agreement Residential Work Item 2855724 Completed	RPAPR16
2022-04-20	Special Situation	Caller Back Office Ratepayer. Budget Billing cannot be started on the account until 04 26 2022	RPAPR16
2022-04-20	SC - GRACE EXTENSION	Caller Back Office Ratepayer. Complaint dismissed. Refer to WATT 2855724 for dismissal details.	RPAPR16
2022-04-20	SC - PUC Mediation	Caller Back Office Ratepayer. SC Status from Open to Closed Cust Rights Given Y Cust Satisfied Y Comments Complaint dismissed. Refer to WATT 2855724 for dismissal details.	CUCL143
2022-04-14	Miscellaneous	WATT_CSS - PUC Payment Agreement Residential Work Item 2855724 Created	PUCMED
2022-04-13	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 4586185	CSLET
2022-04-12	Credit	Caller Debbie Swendsen Agency User Comments called to guarantee 1125 to acct adv service will be restored 4 13 22	DELASHIA FROST
2022-04-12	Cut In Issued	SYSTEM GENERATED ORDER BASED ON CUSTOMER PAYMENT	DELASHIA FROST
2022-04-12	SC - OPHELP GUARANTEE	Caller Name Debbie Swendsen Agency. Name of Agency Trehab Dollar Amount Guaranteed 1125.00 Source of Funding Operation Help Reconnect order issued based on payment guarantee confirmed by agency. undefined	305289
2022-04-12	OnTrack - Ineligible	OnTrack application Rejected. Reason You do not meet the program criteria. Agency TREHAB Inc.. Agency user Debbie Swendsen	SELF SERVICE USER
2022-04-12	Financial Statement Added		DSWENDSE
2022-04-12	Special Situation	PAYMENTUS_IVR paid 500.00	SELF SERVICE USER

Contact Date	Contact Type	Remarks	User
2022-04-12	Credit	s w rp- he will submit paychecks so that I can review app for OpHelp grant Submitted by Debbie Swendsen Agency	SELF SERVICE USER
2022-04-12	OnTrack Customer	TREHAB	SELF SERVICE USER
2022-04-12	Stop Budget Bill	OnTrack application submitted by DSWENDSEN@TREHAB.ORG Source Rep	CUMBB302
2022-04-12	SC - PUC Mediation	PUC MDIA BCS 3829555	CUCL143
2022-04-12	Credit	Caller ANDREW SEIFERT Ratepayer User Comments rp is working with TREHAB adv that we haven t heard from them also asked what PUC did for him adv PAG was CB 32 which is defaulted	TAMATHA JOAN SHIPMAN
2022-04-12	WUR Assessment	ANDREW SEIFERT Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC Yes.	TAMATHA JOAN SHIPMAN
2022-04-12	Credit - Payment Agreement	ANDREW SEIFERT Ratepayer. Reviewed reconnect payment plan terms. Confirmed 1 046.79 is due to reconnect service. Next payment is due with your next bill	TAMATHA JOAN SHIPMAN
2022-04-12	Credit	IVR Ratepayer. Offered LIHEAP - Yes . Emailed agency contact info to seifertandrew97@gmail.com .	IVR
2022-04-12	Credit	Information on assistance programs was sent to seifertandrew97@gmail.com.	IVR
2022-04-12	Credit	Customer meets eligibility requirements for a med cert. Customer declined information about protections available to at-risk customers.	IVR
2022-04-12	SC - RECURRING REFERRAL TO OTRK	Referred to Ontrack.	IVR
2022-04-12	Added Payment Agreement	IVR Ratepayer. Agreement Type Reco2. Min reco amt of 1 046.79 is due to reco service. Future payments will include installment of 1 127.55. Next payment is due with next bill.	IVR
2022-04-12	Financial Statement Added		IVR
2022-04-07	Cut Out for Non-Pay Issued		CUMCL024
2022-03-24	Correspondence - Collections	CUT DATE 2022-04-07 AMOUNT 2 093.57	
2022-02-28	Miscellaneous	WATT CSS - PUC Payment Agreement Residential Exception Work Item 2818441 Completed	KILLIAN,JANAE
2022-02-28	Added Payment Agreement	WATT ID 2818441 LEVEL 1 BUDGET 62.00 32.00 94.00 BEGINNING MAR 2022 DUE DATE.....starting with nxt bill ppl bb 66.00 32.00 98.00	KILLIAN,JANAE
2022-02-28	Correspondence - Budget Billing	bbpuc.doc	
2022-02-28	Start Budget Billing/Collection	WATT ID 2818441 LEVEL 1 BUDGET 62.00 32.00 94.00 BEGINNING MAR 2022 DUE DATE.....starting with nxt bill ppl bb 66.00 32.00 98.00	KILLIAN,JANAE
2022-02-28	Financial Statement Added		KILLIAN,JANAE
2022-02-28	Miscellaneous	WATT ID 2818441 LEVEL 1 BUDGET 62.00 32.00 94.00 BEGINNING MAR 2022 DUE DATE.	KILLIAN,JANAE
2022-01-25	Miscellaneous	WATT CSS - PUC Payment Agreement Residential Work Item 2818441 Created	PUCMED
2022-01-25	SC - GRACE EXTENSION	BCS 3813722 DEC CLOSED 01 24 2022 CASE DISMISSED. SERVICE WAS IN HIS NAME AT 519 GARFIELD AND ENDED WITH A FINAL BALANCE OF 359.95. THE CUSTOMER WAS ADVISED TO SEND IN A POLICE INCIDENT REPORT AS WELL AS THREE FORMS OF DOCS THAT HE RESIDED AT ANOTHER LOCATION. LEVEL 1 BUDGET 62.00 32.00 94.00 BEGINNING MAR 2022 DUE DATE. WAIVE LPCS. CASE CLOSED.	e02239
2022-01-25	SC - GRACE EXTENSION	BCS 3813722 DEC CLOSED 01 24 2022 CASE DISMISSED. SERVICE WAS IN HIS NAME AT 519 GARFIELD AND ENDED WITH A FINAL BALANCE OF 359.95. THE CUSTOMER WAS ADVISED TO SEND IN A POLICE INCIDENT REPORT AS WELL AS THREE FORMS OF DOCS THAT HE RESIDED AT ANOTHER LOCATION. LEVEL 1 BUDGET 62.00 32.00 94.00 BEGINNING MAR 2022 DUE DATE. WAIVE LPCS. CASE CLOSED.	KELLY A WALTMAN
2021-11-16	SC - PUC Informal Complaint	PUC MDIA BCS 3813722	CUCL143
2021-11-16	SC - MED CERT - 3 DAY	Caller ANDREW SEIFERT Ratepayer. IVR ANDREW SEIFERT Med Cert	IVR
2021-11-04	Credit	Caller Back Office Ratepayer. obc left vm	GABRIELLE FRITZ
2021-11-03	Correspondence - Collections	CUT DATE 2021-11-18 AMOUNT 1 714.79	
2021-10-13	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 4302028	CSLET
2021-10-12	Credit	IVR Ratepayer. Offered Operation HELP - Yes . Emailed agency contact info to seifertandrew97@gmail.com .	IVR
2021-10-12	SC - REFERRAL TO ONTRACK	Referred to Ontrack.	IVR
2021-10-12	Added Payment Agreement	IVR Ratepayer. Agreement Type NCU. Cust agrees to PAG terms YES. First payment of 121.00 is due 10 19 2021. Future payments beginning with next bill will include installment amount of 69.00. Interested in BB est NO.	IVR
2021-10-12	Financial Statement Added		IVR
2021-09-28	Credit	Caller Back Office Ratepayer. obc vm left message fg	FLAXINE GRUBE
2021-09-27	Correspondence - Collections	CUT DATE 2021-10-12 AMOUNT 1 662.59	
2021-09-22	Credit	Caller Back Office Ratepayer. obc vm left message fg	FLAXINE GRUBE
2021-09-20	Credit	Caller Back Office Ratepayer. Cx did not answer the phone. I left a voice message cx will need a call back.	TEARRA JOHNSON
2021-09-16	Credit	Caller ANDREW SEIFERT Ratepayer. obc call attempt made left vm	JONICIA HAMILTON
2021-07-26	Continuous Transfer Letter	Continuous Transfer Letter	
2021-07-26	Continuous Transfer	THIS ACCOUNT IS CURRENTLY IN A CONTINUOUS TRANSFER RELATIONSHIP. SEE THE MAINTAIN TRANSFER HISTORY WINDOW FOR DETAILS.	SYSTEM SYSTEM
2021-07-22	Cust Choice 1 Bill	Supplier added on 2021-07-27 - CleanSky Energy	
2021-07-22	Batch Enrollment		
2021-07-19	Choice Inquiry	New Connect Privacy Release Default - OK to Release All	SYSTEM SYSTEM
2021-07-18	myPPL Alerts - WEB	User webuser agreed to T Cs-Enrolled	SELF SERVICE USER
2021-07-18	Connect Completed		SELF SERVICE USER

Contact Date	Contact Type	Remarks	User
2021-07-16	Choice Standard Offer	Web User Accepted Standard Offer Supplier CleanSky Energy Customer consented to give supplier phone email No Preference	SELF SERVICE USER
2021-07-16	Connect Questions	TYPE OF CONNECT REQUEST METERED RATEPAYER OWNS THE PROPERTY N RATEPAYER WILL OCCUPY THE PROPERTY Y NON-RESIDENTIAL USE ASSOCIATED WITH THE PROPERTY NONE TYPE OF PROPERTY RESIDENTIAL ELECTRIC HEAT N RESIDENTIAL USE ASSOCIATED WITH THE PROPERTY RESIDENTIAL USE WILL BE FOR THE RATEPAYERS SOLE BENEFIT	SELF SERVICE USER
2021-07-16	Connect Issued	Electric CTP-Applicant Caller GUEST USER date of connect 07 18 2021 DepositAmt 0 DepositReq No Pre Bal 0 Pre Bal Req No ID Req No Send AddName Letter No customer name Andrew Seifert new adress 301 S MAIN ST FOREST CITY PA 18421	SELF SERVICE USER

**Andrew Seifert**  
**v.**  
**PPL and CleanSky Energy**  
**Docket No. C-2023-3044487**

*Proposed Hearing Exhibits  
of CleanSky Energy*

## **CleanSky Exhibit 1**

*CleanSky Welcome Email dated July 19, 2021*

## Angela Parker

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**From:** CleanSky Energy <enrollments@cleanskyenergy.com>  
**Sent:** Monday, July 19, 2021 8:55 AM  
**To:** seifertandrew97@gmail.com  
**Subject:** Welcome to CleanSky Energy  
**Attachments:** Customer Disclosure Statement\_V1.08.pdf; Contract Summary\_V1.04.pdf;  
Consumer\_Bill\_Of\_Rights\_V1.00.pdf; Terms of Service\_V1.03.pdf

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.



### Welcome to our family! We are glad you are here.

Below is a summary of your selected energy plan. Your confirmation number is: 564616.

#### Plan Details

CS Standard Offer Program 12  
Commodity Type: Affordable Wind - 100% Wind  
Plan Type: Fixed  
Term: 12 Months  
Energy Charge: 7.016¢ kWh  
Base Fee: \$0.00/month  
Cancellation Fee: \$0.00 No Cancellation Fee  
Billing: One convenient bill from PPL Electric Utilities with CleanSky Energy's charges  
Utility Provider: PPL Electric Utilities will continue to deliver the energy to your service address

#### Account Information

Customer Name: Andrew Seifert Andrew Seifert  
Service Address 1: 301 S Main St , Forest City, Susquehanna, Pennsylvania  
Email Address: seifertandrew97@gmail.com  
Phone Number: [REDACTED]  
Utility LDC: [REDACTED]

Remember, as stated in the attached Customer Disclosure Statement and Terms of Service, you may rescind this Agreement without fees or penalties any time before midnight of the seventh calendar day of receiving this Agreement. You may

rescind in writing, orally during our specified business hours, or electronically via email using [CustomerCare@CleanSkyEnergy.com](mailto:CustomerCare@CleanSkyEnergy.com).

If you have any questions, please call our customer support Monday through Friday, 8 a.m. to 7 p.m. EST, at 888-355-6205.



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CleanSky Energy Team | 888-355-6205

[CustomerCare@CleanSkyEnergy.com](mailto:CustomerCare@CleanSkyEnergy.com)

3355 West Alabama St, Suite 500 Houston, TX 77098

To ensure that our emails continue to be successfully delivered to your inbox, please add [Enrollments@CleanSkyEnergy.com](mailto:Enrollments@CleanSkyEnergy.com) to your address book.

## **CleanSky Exhibit 2**

*CleanSky Residential Contract Summary  
effective July 19, 2021*

**Residential Contract Summary**  
**CleanSky Energy**  
**CS Standard Offer Program 12 - Fixed**  
**Effective Date: 7/19/2021**



**CleanSky Energy**  
 3355 W. Alabama, Suite 500, Houston, TX 77098  
 www.CleanSkyEnergy.com  
 CustomerCare@CleanSkyEnergy.com  
 888-355-6205  
 Monday - Friday: 8 a.m. - 7 p.m. EST  
 Electricity License: A-2016-2530633 | Natural Gas License: A-2008-2054272

**Product Information**

Generation Supply Price:	7.016 ¢ per kWh
Base Fee:	\$0.00 per meter per month
Price Structure:	Fixed
Early Termination Fee:	\$0.00 No Cancellation Fee
Contract Term:	12 Months. The terms shall begin on the date determined by the EDC as the 'Effective Date' and will continue for that specified duration of billing cycles.
Contract Start Date:	Your service with CleanSky Energy will begin as of the next available meter read date with your Electric Distribution Company (EDC) or Natural Gas Distribution Company (NGDC).
Renewal Terms/Contract Expiration:	If you have a fixed term agreement with CleanSky that is longer than 3 months and it is approaching the expiration date, CleanSky will send you two advance notices in separate mailings at approximately 45-60 days and 30 days before the expiration date. CleanSky Energy will explain your options in this advance notice.  Following the term of your Agreement, service will continue for successive one (1) month periods on our variable Price Plan if no alternate option is selected prior to the expiration of the original term. If you cancel service with CleanSky after the expiration of your contract term, you will not be charged an early termination fee.
Statement Regarding Savings	Depending on the PPL Electric Utilities's Price to Compare over the duration of this contract, this supply price may not provide savings to you for every billing cycle of the term. Savings are not guaranteed with this contract.
Product Renewable %	100%

**Other Key Terms and Questions**

See *Terms of Service* for a full listing of fees, deposit policy, and other terms.

**Energy Distribution Company Information**

PPL Electric Utilities | PPL Electric Utilities  
 827 Hausman Road,  
 Lehigh Valley, Pennsylvania, 18002  
 1-800-342-5775  
 www.pplelectric.com

## **CleanSky Exhibit 3**

*CleanSky Service Start Date Email  
dated July 22, 2021*

**Angela Parker**

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**From:** CleanSky Energy <enrollments@cleanskyenergy.com>  
**Sent:** Thursday, July 22, 2021 6:11 PM  
**To:** seifertandrew97@gmail.com  
**Subject:** CleanSky Energy – Service Start Date

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.



### Your service has a start date

Your enrollment has been successfully processed

Customer Name: **Andrew Seifert**  
Service Start Date: **07-27-2021**  
Utility Account Number: XXXXXXXXXX  
Commodity Type: **Affordable Wind - 100% Wind**  
Utility Provider: **PPL Electric Utilities**

**Thank you for selecting us as your energy supplier, and welcome to the family!**

If you have any questions, please call our customer support Monday through Friday, 8 a.m. to 7 p.m. eastern standard time, at **888-355-6205**



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CleanSky Energy Team | 888-355-6205

CustomerCare@CleanSkyEnergy.com

3355 West Alabama St, Suite 500 Houston, TX 77098

To ensure that our emails continue to be successfully delivered to your inbox, please add [Enrollments@CleanSkyEnergy.com](mailto:Enrollments@CleanSkyEnergy.com) to your address book.

## **CleanSky Exhibit 4**

*Contract Expiration – Initial Notification Email  
dated May 21, 2022*

**Angela Parker**

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**From:** CleanSky Energy <enrollments@cleanskyenergy.com>  
**Sent:** Saturday, May 21, 2022 1:03 PM  
**To:** seifertandrew97@gmail.com  
**Subject:** Contract Expiration - Initial Notification

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.



## **CONTRACT EXPIRATION NOTICE**

### **IMPORTANT INFORMATION ABOUT THE EXPIRATION OF YOUR Affordable Wind - 100% Wind CONTRACT**

We've enjoyed being your supplier.

Thanks again for being a CleanSky Energy customer. We hope you're enjoying our low rates and top-notch customer service. Because you've been such a great customer, we wanted to remind you that when your contract expires on 7/26/2022, you have a couple of options. You can renew with CleanSky Energy by locking in a low fixed rate, you can select another supplier, or you can return to your PPL Electric Utilities.

Utility Account Number: [REDACTED]

Upon contract expiration the following options are available:

#### **Renew Online**

Simply go to [www.CleanSkyEnergy.com](http://www.CleanSkyEnergy.com) and enter your service area zip code to begin the online renewal process.

#### **Renew by Phone**

Call us at 888-355-6205. Our customer support team members are happy to assist you in selecting a plan that makes sense for you.

#### **No Contract - Variable**

Do nothing and you'll automatically roll onto our flexible, no contract, month-to-month variable plan with no early termination fee.

Best regards,  
CleanSky Energy Customer Support  
888-355-6205  
[CustomerCare@CleanSkyEnergy.com](mailto:CustomerCare@CleanSkyEnergy.com)



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CleanSky Energy Team | 888-355-6205  
CustomerCare@CleanSkyEnergy.com

3355 West Alabama St, Suite 500 Houston, TX 77098

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## **CleanSky Exhibit 5**

*Contract Expiration – Notice Letter  
dated May 25, 2022*



**Customer Service: 888-355-6205**  
**Utility Account Number:** [REDACTED]

5/25/2022

Andrew Seifert  
301 S Main St  
Forest City, Pennsylvania 18421

**Thank you for being a CleanSky Energy Customer. We've enjoyed being your supplier :-)**

Your contract is set to expire on 7/26/2022. After this date, you can switch back to PPL Electric Utilities or to another supplier without a cancellation fee, but we hope you choose to stay and lock into another fixed term offer.

### **You've got options.**

**Option 1:** Select a new rate by going online to [CleanSkyEnergy.com](http://CleanSkyEnergy.com)

**Option 2:** Call us at **888-355-6205**. Our customer support team members are happy to assist you in selecting a plan that makes sense for you.

**Option 3:** Do nothing. You'll be on a monthly variable rate with no cancellation fee.

You also have the option of returning to the Utility. If you have any questions, please call our customer support Monday through Friday, 8 a.m. to 7 p.m. EST, at **888-355-6205**.

**Thank you again for selecting CleanSky Energy!**

If you have any questions, please call our customer support Monday through Friday, 8 a.m. to 7 p.m. EST, at **888-355-6205**.

Best Regards,

Customer Support, CleanSky Energy

[CleanSkyEnergy.com](http://CleanSkyEnergy.com) | Toll Free: 888-355-6205 | Hours of Operation: M - F, 8 a.m. - 7 p.m. EST

PPL Electric Utilities\_Pennsylvania\_1.00

## **CleanSky Exhibit 6**

*Contract Expiration – Options Notice Email  
dated June 20, 2022*

**Angela Parker**

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**From:** CleanSky Energy <enrollments@cleanskyenergy.com>  
**Sent:** Monday, June 20, 2022 1:05 PM  
**To:** seifertandrew97@gmail.com  
**Subject:** Contract is Expiring - Options Notice  
**Attachments:** Customer Disclosure Statement\_V1.00.pdf; Contract Summary\_V1.01.pdf; Consumer\_Bill\_Of\_Rights\_V1.00.pdf; Terms of Service\_V1.03.pdf

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.



## CONTRACT EXPIRATION NOTICE

### IMPORTANT INFORMATION ABOUT THE EXPIRATION OF YOUR Affordable Wind - 100% Wind CONTRACT

We've enjoyed being your supplier.

Thanks again for being a CleanSky Energy customer. We hope you're enjoying our low rates and top-notch customer service. Because you've been such a great customer, we wanted to remind you that when your contract expires on 7/26/2022, you have a couple of options. You can renew with CleanSky Energy by locking in a low fixed rate, you can select another supplier, or you can return to your PPL Electric Utilities.

Utility Account Number: [REDACTED]

Upon contract expiration the following options are available:

**Renew Online**

Simply go to [www.CleanSkyEnergy.com](http://www.CleanSkyEnergy.com) and enter your service area zip code to begin the online renewal process.

**Renew by Phone**

Call us at 888-355-6205. Our customer support team members are happy to assist you in selecting a plan that makes sense for you.

**No Contract - Variable**

Do nothing and you'll automatically roll onto our flexible, no contract, month-to-month variable plan with no early termination fee.

Best regards,  
CleanSky Energy Customer Support  
888-355-6205  
[CustomerCare@CleanSkyEnergy.com](mailto:CustomerCare@CleanSkyEnergy.com)



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CleanSky Energy Team | 888-355-6205

[CustomerCare@CleanSkyEnergy.com](mailto:CustomerCare@CleanSkyEnergy.com)

3355 West Alabama St, Suite 500 Houston, TX 77098

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## **CleanSky Exhibit 7**

*Contract Expiration – Notice Letter  
dated July 13, 2022*



**Customer Service: 888-355-6205**

**Utility Account Number:** [REDACTED]

**IMPORTANT INFORMATION ABOUT THE  
EXPIRATION OF YOUR Affordable Wind - 100%  
Wind CONTRACT**

Andrew Seifert  
301 S Main St  
Forest City, Pennsylvania 18421

7/13/2022

Thanks again for being a CleanSky Energy customer. We hope you're enjoying our low rates and top-notch customer service. Because you've been such a great customer, we wanted to remind you that when your contract expires on 7/26/2022, you have a couple of options. You can renew with CleanSky Energy by locking in a low fixed rate, you can select another supplier, or you can return to PPL Electric Utilities.

**Upon contract expiration the following options are available:**

**Renew Online**

Simply go to [www.CleanSkyEnergy.com](http://www.CleanSkyEnergy.com) and enter your service area zip code to begin the online renewal process.

**Renew by Phone**

Call us at **888-355-6205**. Our customer support team members are happy to assist you in selecting a plan that makes sense for you.

**No Contract - Variable**

Do nothing and you'll automatically roll onto our flexible, no contract, month-to-month variable plan with no early termination fee.

If you have any questions, please call our customer support Monday through Friday, 8 a.m. to 7 p.m. EST, at **888-355-6205**.

Variable rate disclosure and required customer options disclosure information:

REGULATORY COMPLIANCE NOTICE - IN ACCORDANCE WITH THE COMMONWEALTH OF PENNSYLVANIA - 52 PA. CODE § 54.10 NOTICE OF CONTRACT EXPIRATION OR CHANGE IN TERMS FOR RESIDENTIAL AND SMALL BUSINESS CUSTOMERS, CLEAN SKY ENERGY IS REQUIRED TO NOTIFY THE CUSTOMER OF THE PRICE TO BE CHARGED, PER UNIT, FOR THE FIRST BILLING CYCLE OF ENERGY SUPPLY SERVICE FOLLOWING CONTRACT EXPIRATION. THEREFORE, IF YOU DO NOT RENEW WITH A FIXED RATE PLAN BY THE DATE YOUR CONTRACT EXPIRES, YOUR SERVICE WILL AUTOMATICALLY SWITCH TO THE FOLLOWING VARIABLE MONTH-TO-MONTH RATE AND FEES LISTED BY COMMODITY AND UTILITY SERVICE AREA: **\$0.2999/kWh**

RATES AND FEES MAY VARY IN RESPONSE TO SEVERAL FACTORS INCLUDING BUT NOT LIMITED TO: MARKET CONDITIONS, COST FLUCTUATIONS, PROFIT, TAXES RATES, AND REGULATORY AND LEGAL REQUIREMENTS.

ALTERNATIVE OPTIONS INCLUDE SELECTING ANOTHER SUPPLIER OR RETURNING TO DEFAULT SERVICE. DEFAULT SERVICE OPTIONS CAN BE EXPLORED BY RESEARCHING YOUR LOCAL UTILITY COMPANY'S PRICE TO COMPARE AND RATE SCHEDULE AT THE FOLLOWING WEB ADDRESSES AND PHONE NUMBER: 1-800-342-5775, 827 Hausman Road, , COMMISSION (PUC.STATE.PA.US,1-800-692-7380), PAAPOWERSWITCH.COM, PAGASSWITCH.COM, OR THE OFFICE OF CONSUMER ADVOCATES (OCA.STATE.PA.US, 1-800-682-6560). IF YOU SELECT ONE OF THESE ALTERNATIVE OPTIONS WE HIGHLY ENCOURAGE YOU TO CONTACT CLEAN SKY ENERGY TO DISCUSS YOUR ACCOUNT. QUESTIONS REGARDING ALTERNATIVE OPTIONS, ACCOUNT DETAILS, OR VARIABLE MONTH-TO-MONTH RATES AND FEES SHOULD BE ADDRESSED TO [CUSTOMERCARE@CLEANSKYENERGY.COM](mailto:CUSTOMERCARE@CLEANSKYENERGY.COM) OR BY PHONE AT 1-888-355-6205 MONDAY THROUGH FRIDAY 8AM TO 7PM EASTERN STANDARD TIME.

Best Regards,

Customer Support, CleanSky Energy

# CleanSky Energy

## Customer Disclosure Statement: PPL Electric Utilities

**Energy Charge:** 11.69¢ per kWh  
**Base Fee:** \$5.95/Month  
**Cancellation Fee:** \$0.00 (Residential)

This is a disclosure statement ("Disclosure Statement") for electric and/or natural gas generation supply service with CleanSky Energy. Together, this Disclosure Statement, including the terms of service set forth herein, and your Contract Summary or Energy Service Agreement ("ESA"), collectively describe your agreement to purchase electric generation service from CleanSky Energy ("Agreement"). You may cancel your service request anytime before midnight of the third business day following receipt of this disclosure.

CleanSky Energy is licensed by the Pennsylvania Public Utility Commission to offer and supply electric generation and natural gas generation services in Pennsylvania. Our electric PUC license number is A-2016-2530633 and our gas PUC license number is A-208-2054272. We set the generation prices and charges that you pay. Your Electric Distribution Company ("EDC") will deliver the electric generation to you. The Public Utility Commission regulates distribution prices and services. The Federal Energy Regulatory Commission regulates transmission prices and services.

### CONTACT INFORMATION:

ELECTRIC/NATURAL GAS GENERATION SUPPLIER  
CleanSky Energy  
3355 W. Alabama, Suite 500  
Houston, TX 77098  
Toll Free: 1-888-355-6205  
CustomerCare@CleanSkyEnergy.com

### ELECTRIC DISTRIBUTION COMPANY & PROVIDER OF LAST RESORT

PPL Electric Utilities | PPL Electric Utilities  
827 Hausman Road,  
Lehigh Valley, Pennsylvania, 18002  
1-800-342-5775  
www.pplelectric.com

### UTILITY CHOICE HOTLINE

1-800-692-7380

### PUBLIC UTILITY COMMISSION

Pennsylvania Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

### RIGHT TO RESCIND:

You may rescind this Agreement without fees or penalties within three (3) business days of receiving this Disclosure Statement. You may rescind in writing, orally, or electronically via email. Please provide your name, address, phone number, and account number and a statement that you are rescinding under the three (3) days Right of Rescission.

### TERMS OF SERVICE AGREEMENT:

The term is 1 months. The terms shall begin on the date determined by the EDC as the 'Effective Date' and will continue for 1 months.

### PRICING:

The average price for supplied energy generation service:

<b>500 kWh</b> 12.88 ¢	<b>1,000 kWh</b> 12.28 ¢	<b>2,000 kWh</b> 11.99 ¢
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Your initial rate of 11.69¢ per kWh, in addition to a monthly energy management fee of \$5.95 per metered account, will remain fixed for the duration on your Agreement. Renewal terms may vary upon price fluctuations in the energy and capacity markets (including all applicable taxes).

**CANCELLATION FEE: There is no cancellation fee associated with this Month-to-Month variable rate.**

**CONTRACT RENEWALS:** If you have a fixed term agreement with CleanSky Energy that is greater than a 3 month term and it is approaching the expiration date, or whenever we propose to change our terms in any type of agreement, you will receive written notification from us in each of our last two bills for supply charges or in separate mailings that precede either the expiration date or the effective date of the proposed changes. We will explain these options to you in these advance notifications.

**RENEWABLE ENERGY:** CleanSky Energy purchases and retires Renewable Energy Certificates ("RECs") to offset 100% of your electricity and natural gas usage. We guarantee our customer's electricity and gas usage is offset with a direct investment in 100% renewable energy from clean energy sources such as solar and wind. CleanSky Energy does not own any coal, oil, gas, or nuclear generation facilities. We are not the subsidiary of any company that owns coal, oil, gas or nuclear generation facilities.



**Residential Contract Summary  
CleanSky Energy  
After Contract Rate Wind - Variable  
Effective Date: 7/13/2022**



**CleanSky Energy**  
3355 W. Alabama, Suite 500, Houston, TX 77098  
www.CleanSkyEnergy.com  
CustomerCare@CleanSkyEnergy.com  
888-355-6205  
Monday - Friday: 8 a.m. - 7 p.m. EST  
Electricity License: A-2016-2530633 | Natural Gas License: A-2008-2054272

**Product Information**

Generation Supply Price:	11.69 ¢ per kWh
Base Fee:	\$5.95 per meter per month
Price Structure:	Variable
Early Termination Fee:	\$0.00
Contract Term:	1 Month.
Contract Start Date:	The Month-to-Month price plan will become effective on the date following the expiration of Customer's existing contract, and will continue monthly until contract is renewed, or service with CleanSky is cancelled. Customer will not be charged a cancellation fee for cancelling Month-to-Month service.
Renewal Terms/Contract Expiration:	If you have a fixed term agreement with CleanSky that is longer than 3 months and it is approaching the expiration date, CleanSky will send you two advance notices in separate mailings at approximately 45-60 days and 30 days before the expiration date. CleanSky Energy will explain your options in this advance notice.  Following the term of your Agreement, service will continue for successive one (1) month periods on our Month-to-Month variable Price Plan if no alternate option is selected prior to the expiration of the original term. If you cancel service with CleanSky after the expiration of your contract term, you will not be charged an early termination fee.
Statement Regarding Savings	Savings are not guaranteed with this contract.
Product Renewable %	100%

**Other Key Terms and Questions**

*See Terms of Service for a full listing of fees, deposit policy, and other terms.*

**Energy Distribution Company Information**

PPL Electric Utilities | PPL Electric Utilities  
827 Hausman Road,  
Lehigh Valley, Pennsylvania, 18002  
1-800-342-5775  
www.pplelectric.com

**CLEANSKY ENERGY**  
**ELECTRIC LICENSE # A-2016-2530633 | NATURAL GAS LICENSE # A-2008-2054272**  
**RESIDENTIAL AND SMALL COMMERCIAL < 25 kW, < 6,000 MCF**  
**TERMS OF SERVICE - FIXED AND VARIABLE PRODUCTS**  
**PENNSYLVANIA MARKETS**

This is an agreement for electric and/or natural gas generation service between Titan Gas, LLC dba CleanSky Energy (“CleanSky” or “CSE”) and Customer (“you” or “Customer”), for the service address(s) set forth in Customer’s disclosure statement (“Customer Disclosure Statement” or “Disclosure Statement”) or Energy Service Agreement (“ESA”). Together, this Disclosure Statement, including the terms of service set forth herein, collectively describe Customer’s agreement to purchase electric and/or natural gas generation service from CleanSky Energy (“Agreement”). This Terms of Service (“TOS”) document details the procedures and terms of the Agreement and is generic with regards to specific pricing and contract terms. The Disclosure Statement and/or ESA provides such product offer details and required contract disclosures.

CleanSky Energy is licensed by the Pennsylvania Public Utility Commission to offer and supply electric and natural gas generation services in Pennsylvania. Our PUC electric license number is A-2016-2530633 and our natural gas license number is A-2008-2054272. Commodity prices and charges are set by the electricity or natural gas supplier Customer has chosen, CleanSky Energy. Customer’s Local Distribution Utility will deliver the electric and/or natural gas generation to customer’s premise. The Public Utility Commission regulates distribution prices and services. The Federal Energy Regulatory Commission regulates electric transmission prices and services and natural gas interstate prices and services.

**Contact Information:**

For questions concerning Customer’s rate, service initiation, or service cancellation, please contact CleanSky Energy using the contact information below:

CleanSky Energy 3355 W. Alabama, Suite 500 Houston, TX 77098	Toll Free: 888-355-6205 CleanSkyEnergy.com	Hours of Operation: M-F, 8 a.m.– 7 p.m., EST <a href="mailto:CustomerCare@CleanSkyEnergy.com">CustomerCare@CleanSkyEnergy.com</a>
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**24-Hour Outage Report Numbers**

In the event of a power outage, please contact the Utility using the contact information below:

PECO Energy	(800) 841-4141
PPL Electric Utilities	(800) 342-5775
Duquesne Light	(888) 393-7000
FirstEnergy – West Penn Power, Penelec, Met-Ed, Penn Power	(888) 544-4877
UGI Utilities	(800) 276-2722

In the event of a natural gas emergency or if Customer smells gas or suspects there is a gas leak, Customer should leave the premises immediately and contact the local Utility at:

PECO Energy	(800) 841-4141
UGI Gas	(800) 672-2231
Columbia Gas of PA	(888) 460-4332
Peoples Natural Gas	(800) 400-4271

**Rescission:** Customer may rescind this Agreement without fees or penalties within three (3) business days of receiving this disclosure statement. Customer may rescind in writing, orally, or electronically via email. Please provide Customer name, address, phone number, and account number and a statement that Customer is rescinding under the three (3) days Right of Rescission. If Customer is enrolled online or electronically via one of CleanSky Energy’s sales partners, Customer has consented to be enrolled within 24 hours of his or her original authorization.

**Length of Agreement (Term):** This Agreement shall become effective as of the enrollment date and shall commence on the first utility transfer date (“Effective Date”) of the service address(s) as specified at the time of enrollment, and continue for the duration of the specified term herein, unless terminated pursuant to the attached Agreement. This Agreement shall remain in effect until the latest date of the final meter read (“Termination Date”) of said service address(s) specified herein unless otherwise agreed to by the Parties in writing.

**Contract Expiration Notices:** Following the term of Customer’s Agreement, service will continue for successive one (1) month periods on our variable Price Plan if no alternate option is selected prior to the expiration of the original term. If Customer is currently a CleanSky Energy customer on a month-to-month variable plan and has selected a new Price Plan, the new plan will become effective within 24 hours of Customer’s renewed service request. If this new Price Plan becomes effective during the middle of Customer’s billing cycle, Customer’s next bill may be prorated.

IF CUSTOMER HAS A FIXED TERM CONTRACT APPROACHING THE EXPIRATION DATE, OR WHENEVER WE PROPOSE TO CHANGE THE TERMS OF SERVICE IN ANY TYPE OF CONTRACT, CUSTOMER WILL RECEIVE TWO SEPARATE WRITTEN NOTIFICATIONS THAT PRECEDE EITHER THE EXPIRATION DATE OR THE EFFECTIVE DATE OF THE PROPOSED CHANGES. THESE NOTIFICATIONS WILL EXPLAIN CUSTOMER’S OPTIONS GOING FORWARD. If Customer selects a new Price Plan after receiving the initial and option notices and prior to the expiration of Customer’s Agreement, Customer’s Price Plan will begin the day after the expiration of Customer’s current Agreement.

**Pricing.** Customer's specific rate and price plan are disclosed at the time of enrollment or renewal and confirmed in the Customer Disclosure Statement or Energy Service Agreement. CleanSky Energy's Price Plans are described below for residential and small commercial customers.

**Fixed Rate Price Plans for Residential Customers:** CleanSky's fixed rate price plans have a term of three (3) or more months. Customer will be billed at the fixed rate for the number for billing cycles as specified by the term of Customer's Agreement. Residential customers will pay the fixed rate per kilowatt-hour and/or per therm as specified at the time of enrollment and confirmed in the Disclosure Statement or ESA. Customer will be billed at the fixed rate for the number for billing cycles as specified by the term of in his or her Agreement. Customer may also pay a monthly administrative fee (base fee), the amount of which, if applicable, is disclosed at the time of enrollment in the Disclosure Statement or ESA. CleanSky may adjust Customer's fixed price if Customer's meter was not designated as residential upon enrollment, or, if during the term, Customer's meter designation is changed to non-residential.

**Fixed Rate Price Plans for Small Commercial Customers:** A small commercial electric customer is a non-residential customer that has a peak demand of less than 25 kilowatts (25 kW) during any 12-month period. A small commercial gas customer is one with maximum registered annual consumption with the Utility was less than 600 MCFs, or equivalent, over the last 12 months. Customer will be billed at the fixed rate for the number for billing cycles as specified by the term of Customer's Agreement. Small commercial customers will pay the fixed rate per kilowatt-hour and/or per therm as specified at the time of enrollment and confirmed in the Customer Disclosure Statement or ESA. Customer will be billed at the fixed rate for the number for billing cycles as specified in the Disclosure Statement or ESA. Customer may also pay a monthly administrative fee (base fee), the amount of which, if applicable, is disclosed at the time of enrollment in the Disclosure Statement or ESA. CleanSky may adjust Customer's fixed price if Customer's meter was not designated as small commercial upon enrollment, or, if during the term, Customer's meter designation is changed from small-residential.

**Variable Rate Price Plans for Residential and Small Commercial Customers:** The price for the first month of electric and/or gas supply service under this Agreement is specified in the Customer Disclosure Statement or ESA provided either at the time of enrollment or included in the contract expiration notices (Initial Notice and Options Notice) provided towards the end of Customer's fixed Agreement. The variable, month-to-month, electricity and/or supply price can increase or decrease each month and is set each month at CleanSky's discretion. Contributing data points to the electric variable rate include: the cost of electricity acquired by CleanSky from all sources (including energy, capacity, settlement fees, and ancillary costs) related transmission and distribution charges, renewable-energy compliance charges, and other market-related factors, plus all applicable taxes, fees, charges, and other assessments including CleanSky's costs, expenses, and profit margins. Contributing data points to the gas variable rate include: TETCO-M2 Market Index, storage and inventory fees, transportation costs, utility balancing charges, capacity, usage variance fees, risk assessments, profit margins, and prior period adjustments. The monthly variable price will be communicated in the monthly invoice from the utility. There is no limit on how much the price may change from one billing cycle to the next. Customer or CleanSky may cancel Variable Price Plan agreements any time without penalty or fee. To obtain CleanSky Energy's average billed pricing since inception, call toll-free at 1-888-355-6205 or go to [CleanSkyEnergy.com/variable-rate-history](http://CleanSkyEnergy.com/variable-rate-history). Historical pricing is not indicative of present or future pricing.

For all price plans, the rate Customer pays CleanSky Energy will include the Generation Charge, Transmission Charge, and estimated state taxes, including the gross receipts tax for services provided under this Agreement. Customer's price does not include applicable Pennsylvania sales tax or any local tax. Non-recurring fees as charged by the EDC include, but are not limited to, out of cycle meter readings, meter test fees, disconnect and reconnection fees, etc. Customer is responsible to EDC for these other charges relating to the delivery of electricity and/or natural gas to Customer's residence or small commercial premise.

**Tax Exemption:** A tax exemption certificate must be submitted for each service location marked as tax exempt during the enrollment process with CleanSky Energy. All service locations will be submitted as taxable without a valid exemption certificate. Titan will submit an updated tax status to the Utility if Customer provides tax exemption documentation within 30 days of a submitted enrollment. Customer must petition the state for tax refunds due if proper documentation is provided more than 30 days after this Agreement is executed.

**Cancellation and Early Termination Fees:** RESIDENTIAL AND SMALL COMMERCIAL CUSTOMERS may pay an early termination fee as described below if Agreement is terminated prior to the end of the Term. The cancellation fee, if applicable, will be specified in Customer's ESA or Contract Summary and Customer Disclosure Statement.

Customer may cancel this Agreement without penalty any time before midnight of the third business day after the date of enrollment. After such rescission period, Customer may cancel this Agreement at any time by calling CleanSky Energy at 1-888-355-6205, or by sending an email to [CleanSky Energy at CustomerCare@CleanSkyEnergy.com](mailto:CleanSkyEnergy.com), however Customer may be required to pay the early termination fee as specified above. Customer may also cancel this Agreement without penalty if he or she or the small business moves to another location and provides a forwarding address and, if required, reasonable evidence that Customer no longer occupies the service address. If Customer requests to cancel this Agreement, the cancellation may not take effect until the next actual meter read date following the date CleanSky Energy notifies Customer's Utility. Customer will be responsible for all payments due hereunder until the cancellation of electric and/or natural gas generation service is completed.

If for any reason CleanSky Energy is no longer able to economically continue this Agreement, CleanSky Energy may terminate this Agreement at any time after complying with applicable regulations. This Agreement may be cancelled at the sole discretion of CleanSky Energy if Customer fails to meet any of the terms and conditions of this Agreement or if any of the information Customer has provided to CleanSky Energy is or becomes untrue. If this Agreement is canceled, expires, or otherwise terminated, Customer will receive uninterrupted service from the Utility until another provider of electric or natural gas generation service is designated or service is shut off by the Utility. Only the Utility may shut off Customer's electric power and natural gas.

**Renewable Energy Price Plans**

**Electricity:** CleanSky Energy purchases and retires Renewable Energy Certificates ("RECs") to offset 100% of Customer's electricity usage. CleanSky's Renewable Price Plan rates include a charge for the purchasing of Renewable Energy Certificates. CleanSky will (directly or indirectly) retire, on Customer's behalf, non-certified Renewable Energy Credits ("RECs") resulting from electricity generated from solar and wind renewable energy sources. CleanSky guarantees our Customer's electricity usage is offset with a direct investment in 100% renewable energy from clean energy sources for all usage over the contracted term. Applicable energy sources will be sourced from or connected to the PJM regional electricity control area. Each REC represents 1,000 kilowatt hours. Customer will not have electricity from a specific generation facility or renewable energy source delivered directly to Customer's meter. CleanSky may take up to three (3) months after the end of the calendar year to retire RECs needed to fulfill the obligations of this product. CleanSky will not be liable to Customer or other parties for advertising assertions associated with CleanSky's renewable offers. CleanSky Energy does not own any coal, oil, gas, or nuclear generation facilities. CleanSky is not the subsidiary of any company that owns coal, oil, gas or nuclear generation facilities.

**Natural Gas:** For our carbon off-set natural gas products, CleanSky Energy will offset 100% of the estimated amount of carbon dioxide (CO<sub>2</sub>) emissions caused by Customer's annual natural gas usage through the use of any approved carbon offset technology including one or more of the following: 1. Purchase and retirement of Renewable Energy Credits ("RECs") from clean sources such as solar or wind. 2. Purchase and retirement of Carbon Credits through reputable standards such as The Verified Carbon Standard (VCS), The Gold Standard, The Climate Action Reserve, and/or American Carbon Registry. This ensures that an estimated equivalent of 100% or 200% of the carbon emissions caused by Customer's natural gas usage is offset. The carbon emissions estimations are based on current data & assumptions from the U.S. Environmental Protection Agency (<https://www.epa.gov/ghgemissions/global-greenhouse-gas-emissions-data> Updated 5/30/2020). Purchase of carbon offset products does not actually reduce the CO<sub>2</sub> emissions associated with customer's energy consumption but helps offset the release of the applicable number of metric tons of CO<sub>2</sub> emissions elsewhere.

**Billing and Payment:** Customer will receive one bill ("Utility Consolidated Billing") from the applicable EDC which includes CleanSky Energy's generation supply charges as well as the EDC's delivery charges. Depending on the selected Price Plan, Customer may receive two (2) separate bills ("Supplier Billing" or "Dual Billing"), one bill from CleanSky Energy for Customer's supply charges, and one bill from the Utility for the delivery charges. In both cases, CleanSky's fees will be reflected separately as itemized charges on Customer's invoice. CleanSky Energy's fees will be reflected separately as itemized charges on Customer's invoice. Customer bill is subject to adjustment for any missed billing or computation errors, such as meter misreads. Customer's payment will be due to the EDC by the date specified on the invoice. Except as otherwise provided in this Agreement or by law, Customer shall pay all taxes of any kind, nature and description, due and payable with respect to Customer's performance of its obligations under this Agreement. The parties' obligations under this Agreement are subject to present and future legislation, orders, rules, or regulations of a duly constituted governmental authority having jurisdiction over this Agreement or the services to be provided herein. Invoices billed directly from CleanSky Energy to residential and small business customers may be required to be paid via automatic payment (debit card, bank draft or credit card). Payment will automatically be deducted from your account on the due date of the invoice. If you terminate the applicable debit authorization required for the fixed-rate agreement, your rate will be switched to a monthly variable rate based on then-current market conditions. If applicable, CleanSky Energy will deliver monthly invoices to residential and small commercial customers in electronic format via email, to the email address specified at the time of enrollment or in the Disclosure Statement or ESA, or to such other email address as you direct in writing. Upon written request, Customer may receive an invoice in paper format via US Mail at Customer's designated billing address.

**Complaints and Dispute Resolution:** Customers may submit a complaint via email to [CustomerConcerns@CleanSkyEnergy.com](mailto:CustomerConcerns@CleanSkyEnergy.com), or verbally by calling 1-888-355-6205 Monday-Friday, 8 a.m. to 7 p.m. eastern standard time. Customers with questions or disputes with their bill should contact CleanSky's customer service to assist. For unresolved issues, Customer must first contact CleanSky Energy or the Utility to try to resolve the problem. If the issue is not resolved to Customer's satisfaction, an informal complaint may be filed through the PUC's Bureau of Consumer Services (BCS). The informal complaint may be filed by mail at: PUC, Bureau of Consumer Services, P.O. Box 3265, Harrisburg, PA 17105-3265 or the Utility Choice Hotline at toll free 1-800-692-7380 or online at [www.puc.state.pa.us](http://www.puc.state.pa.us).

**Universal Service Programs:** Customer may directly ask about and apply for Low Income Programs by calling Customer's local EDC. PPL: 800-342-5775 | PECO Energy: 800-774-7040 | Duquesne Light: 888-393-7600 | First Energy: 888-282-6816 | UGI: 800-844-9276

**Budget Billing:** CleanSky's budget billing allows Customers to pay approximately the same monthly amount for electric service, subject to a semiannual adjustment based on actual consumption. Budget billing may be available to Customers who are not delinquent at the time of enrollment onto the billing option. CleanSky may charge or credit any cumulative balance, as appropriate, at least once every 12 months. CleanSky may collect under-recovered costs and/or refund any over-recovered amounts from Customer annually or upon termination of service to the Customer.

**Credit and Deposits:** If CleanSky Energy is ever required to bill Customer directly, CleanSky reserves the right to determine if Customer's credit standing is satisfactory for originating or continuing electricity and/or natural gas service under this Agreement. If CleanSky determines, in its sole reasonable discretion, that Customer's creditworthiness has become unsatisfactory, CleanSky may require Customer to provide collateral in the form of cash or other security in form and amount acceptable to CleanSky. Consistent with applicable law, CleanSky Energy uses uniform income, deposit and credit requirements in determining whether to offer service to its Customers. CleanSky Energy will not require a deposit which exceeds the greater of (i) the sum of the estimated billings for the next three months, or (ii) one-fourth of Customer's estimated annual billing. Deposits will be held in separate interest-bearing accounts. CleanSky will remit to Customer interest earned on his or her deposit when it is returned to Customer or credited to Customer's account. If a deposit is refunded within 30 days of the date of deposit, no interest payment will be paid. If CleanSky keeps the deposit for more than 30 days, payment of interest will be made retroactive to the date the deposit was received by CleanSky. The deposit will cease to draw interest on the date it is returned or credited to Customer's account. Customer deposits held by CleanSky Energy will be refunded to Customer as an invoice credit if no late payments have been applied to Customer's account after twelve (12) consecutive months.

**Customer Protections:** The services provided by CleanSky Energy are protected by the terms and conditions of this Agreement and the Pennsylvania Public Utilities Commission (PUC). The complete text of the PUC Customer Protection Rules referenced herein can be found on the PUC's website in the Pennsylvania Code, Title 52, Public Utilities.

**Customer Information and Authorization:** Customer authorizes CleanSky Energy to obtain information from the utility, including account information, historical and future electric consumption, rate classification, meter readings, characteristics of electric service, and billing and payment information. This authorization will remain in effect during the Term and any renewal term of this Agreement. Acceptance of this Agreement is an authorization for the release of the information. By providing telephone numbers, including wireless and work numbers to CleanSky, Customer expressly consents to being contacted at those numbers by CleanSky or a party calling on behalf of CleanSky for any purpose related to Customer's account, or future possible goods or services, including debt-collection, by a live person, pre-recorded voice, and/or automated dialing. If Customer has utilized an agent or broker to contract energy purchases from CleanSky Energy, Customer authorizes CleanSky to disclose to the agent or broker information pertaining to Customer's electric purchases as applicable. Customer (and Customer's signatory, if signatory is noted as Customer's spouse/civil union partner) agree to CleanSky obtaining a credit report and investigating Customer's (and, if applicable, signatory's) credit rating, credit history and Utility bill payment status and history. CleanSky is not obligated to accept, or continue performing, this Agreement if Customer does not meet CleanSky's credit requirements.

**Written Notice and Electronic Disclosure Authorization:** Written notice includes, but is not limited to, notice by electronic mail to a valid email address provided by Customer. If Customer is enrolling or renewing electronically, Customer is consenting to electronic receipt of all the required disclosures provided during the enrollment process, like the Customer Disclosure Statement, Contract Summary, and Terms of Service. Customer must have a valid email address and is obligated to keep CleanSky Energy informed of any changes to the email address provided during enrollment or renewal, or any changes or withdrawal of consent for the electronic transmission of customer disclosures.

**Changes to Terms of Service.** These Terms of Service may be amended by CleanSky at any time, except that CleanSky may only change the price and Term as specified previously herein. CleanSky will provide written notice to Customer at least 14 days in advance of the date that the change to this Agreement will be applied to the Customer's bill or take effect unless the change benefits Customer. CleanSky is not required to provide notice automatically for material changes that benefit the Customer but will, upon request, provide each document to Customer at any time free of charge. Upon receipt of written notice of a material change, Customer may terminate this Agreement without being assessed an early termination or cancellation fee within 14 calendar days after the date of the notice, unless such change favors Customer.

**Rewards and/or Incentives Programs:** For purposes of receiving any rewards, bonuses and/or incentives, active accounts are defined as those (i) that are billing more than \$0 and (ii) for which CleanSky has not received a request to discontinue (drop) service or change programs and (iii) are in good standing (no past-due balance owed) during the minimum required number of days stated in the offer. Rewards and/or incentives are also subject to any terms and conditions stated in the offer and as may be located on CleanSky's website(s). More information on the terms and conditions of any reward and/or incentive programs are available by calling 1-888-355-6205. CleanSky reserves the right to disqualify any account holder from participation in rewards and/or incentives programs.

**Force Majeure:** If CleanSky is rendered unable to perform, in whole or in part, by a Force Majeure event, its performance under this Agreement will be excused for the duration of such event. CleanSky will take all reasonable steps to remedy the effect of the Force Majeure event. "Force Majeure" means any act or event that is beyond the reasonable control of CleanSky that adversely affects, interrupts, or precludes its performance. In addition, acts of other parties, including the utilities in Pennsylvania, PJM, aggregators, other suppliers, scheduling entities and agents, and the respective employees and agents of such parties, will also be deemed to be events of Force Majeure.

**Governing Law:** This Agreement shall be governed by and construed, enforced and performed in accordance with the laws of the State of Texas and venue shall be in Harris County, Texas. The provisions of the Uniform Commercial Code (UCC) shall apply to this Agreement, and electricity shall be a "good" for purposes of the UCC.

**Assignment:** This Agreement shall be binding upon and inure to the benefit of, and may be performed by the successors and permitted assigns of the Parties except that no assignment, pledge or other transfer of this Agreement by either Party shall operate to release the assignor, pledgor, or transferor of any of its obligations under this Agreement. Notwithstanding any other provision of this Agreement, Customer agrees that CleanSky Energy shall have the right to pledge this Agreement to its bank or other lending institution(s) and to assign this Agreement, together with all rights and obligations hereunder, to Company's electricity and/or natural gas supplier, or such supplier's designee. CleanSky will inform customer 30 days prior to any assignment of the account. Nothing in this provision shall deny CleanSky or Customer of any benefits obtained, or relieve them of any obligations, duties, and responsibilities incurred, prior to any assignment under this provision.

**No Waiver:** Any failure by CleanSky to enforce any term or condition of Customer's electric or gas service or otherwise exercise any right it may have under this Agreement will not be deemed a waiver of any rights to thereafter enforce any or all of the terms or conditions of Customer's service or to exercise rights under this Agreement.

**Mandatory Arbitration:** Any claim, dispute or controversy, regarding any contract, tort, statute, or otherwise ("Claim"), arising out of or relating to this Agreement or the relationships among the parties hereto shall be resolved by one arbitrator through binding arbitration administered by the American Arbitration Association ("AAA") under the AAA Commercial or Consumer rules, as applicable, in effect at the time the Claim is filed ("AAA Rules"). Copies of the AAA Rules and forms can be located at [www.adr.org](http://www.adr.org), or by calling 1-800-778-7879. The arbitrator's decision shall be final, binding, and non-appealable. Judgment upon the award may be entered and enforced in any court having jurisdiction. This clause is made pursuant to a transaction involving interstate commerce and shall be governed by the Federal Arbitration Act. Neither party shall sue the other party other

## CLEANSKY ENERGY

### RESIDENTIAL & SMALL COMMERCIAL < 25 kW, < 6,000 MCF - TOS – FIXED & VARIABLE PRICE PRODUCTS – PA MARKETS

than as provided herein for enforcement of this clause or of the arbitrator's award; any such suit may be brought only in Federal District Court for the district in which Customer is located, or if any such court lacks jurisdiction, in any state court that has jurisdiction. The arbitrator, and not any federal, state or local court, shall have exclusive authority to resolve any dispute relating to the interpretation, applicability, unconscionability, arbitrability, enforceability or formation of this Agreement including any claim that all or any part of the Agreement is void or voidable. However, the preceding sentence shall not apply to actions contemplated in section entitled "Class Action Waiver" below.

**Class Action Waiver:** Any Claim permissible herein must be brought in the party's individual capacity, and not as a plaintiff or class member in any purported class, collective, representative, multiple plaintiff, or similar proceeding ("Class Action"). Each of the parties expressly waives any ability to maintain any Class Action in any forum. The arbitrator shall not have authority to combine or aggregate similar claims or conduct any Class Action nor make an award to any entity or person not a party to the arbitration. Any claim that all or part of this Class Action Waiver is unenforceable, unconscionable, void, or voidable may be determined only by a court of competent jurisdiction and not by an arbitrator. THE PARTIES UNDERSTAND THAT THEY WOULD HAVE HAD A RIGHT TO LITIGATE THROUGH A COURT, TO HAVE A JUDGE OR JURY DECIDE THEIR CASE INDIVIDUALLY OR TO BE PARTY TO A CLASS OR REPRESENTATIVE ACTION, HOWEVER, THEY UNDERSTAND AND CHOOSE TO HAVE ANY CLAIMS DECIDED INDIVIDUALLY THROUGH ARBITRATION.

**Warranties:** CLEANSKY ENERGY MAKES NO REPRESENTATIONS OR WARRANTIES, EITHER EXPRESSED OR IMPLIED, WITH REGARD TO THE PROVISION OF ELECTRIC SERVICE AND DISCLAIMS ANY AND ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR ARISING OUT OF ANY COURSE OF DEALING OR USAGE OF TRADE.

**Limitation of Liability:** Customer will be deemed to be in exclusive control (and responsible for any damages or injury caused thereby) of the electric power after receipt at the delivery point or points. CLEANSKY ENERGY WILL NOT BE LIABLE FOR CONSEQUENTIAL, INCIDENTAL, SPECIAL, PUNITIVE, EXEMPLARY OR INDIRECT DAMAGES (INCLUDING LOST PROFITS OR OTHER BUSINESS INTERRUPTION DAMAGES), WHETHER BY STATUTE, IN CONTRACT OR TORT, EVEN IF THE RESULT OF NEGLIGENCE (WHETHER SOLE, JOINT, CONCURRENT, ACTIVE OR PASSIVE). ALL OTHER LIABILITY WILL BE LIMITED TO DIRECT ACTUAL DAMAGES ONLY, AND SUCH DIRECT ACTUAL DAMAGES WILL BE THE SOLE AND EXCLUSIVE REMEDY. CUSTOMER HEREBY WAIVES ALL OTHER REMEDIES AT LAW OR IN EQUITY. THERE ARE NO THIRD-PARTY BENEFICIARIES TO THIS AGREEMENT. To the extent any damages required to be paid hereunder are liquidated, the parties acknowledge that the damages are not intended and shall not be construed as a penalty, such damages are difficult or impossible to determine, that otherwise obtaining an adequate remedy is inconvenient or impossible, and that the liquidated damages constitute a reasonable approximation of the harm or loss.

#### **Definitions and Terms in this Agreement**

- Customer or Consumer— a retail electric or natural gas customer or potential customer of retail electricity or natural gas supply service.
- Electric Small Commercial Customer - nonresidential customer that has a peak demand of less than 25 kilowatts (kW) during the most recent consecutive 12-month period.
- Natural Gas Small Commercial Customer - nonresidential customer that receives natural gas service under a small commercial small industrial or small business rate classification, and whose aggregate maximum registered annual consumption with the Utility was less than 300 Mcfs, or equivalent, over the last 12 months.
- EGS or Electric Generation Supplier or Supplier — an entity licensed and as defined under the Pennsylvania Code to serve electricity to retail customers.
- NGDC or Natural Gas Distribution Company or Supplier — an entity licensed and as defined under the Pennsylvania Code to serve natural gas to retail customers.
- EDC or Electric Distribution Company — the public utility providing facilities for the jurisdictional transmission and distribution of electricity and natural gas to retail customers.
- Generation Charge - charge for production of electricity and/or natural gas.
- Public Utility Commission (PUC) – the Pennsylvania Public Utility Commission.

## **CleanSky Exhibit 8**

*BCS Decision on Informal Complaint  
dated June 30, 2023*



Pennsylvania Public Utility Commission

## BUREAU OF CONSUMER SERVICES

[Utility List](#) | [Case Search](#) | [Case Opened](#) | [Case Closed](#) | [Reports Data](#) | [Misc.](#) | [Contact Us](#) | [Logout](#)  
[CL-Customer Details](#) | [CL-Case Details I](#) | [CL-Case Details](#)

II | [View For Printing](#)

**Welcome to - Case Closed - Print**

**Case#: 3897695**

Utility Name: CleanSky Energy (FKA Titan Gas & Power) (EGS)

Decision Issue: No

Oral/Written: W

Violation: ACTUAL

Chapter 56/64/Other: 111

Section/Rule: 57.177, 111.1, 163.1

Total Balance: \$8,888.00

Closing Date: 06/30/2023

Resolution: Decision sent--case dismissed. The customer's PPL account was properly enrolled with CleanSky Energy when he established service. After proper notification, Clean Sky Energy transitioned the customer's account to a variable rate product. CleanSky will issue a refund for the period 5/19/2023-6/20/2023 and 4/20/2023-5/19/2023 in the amount of \$233.48 for the period they did not cancel the customer's enrollment. PPL may issue bills based on estimated meter readings. The customer's 1/23/2023 bill was based on an actual meter reading and accounted for the prior month's estimated bill. The account balance is correct as rendered. The customer is eligible for a PUC payment arrangement if needed. CleanSky Energy shall issue a refund in the amount \$233.48 for the period they did not cancel the customer's enrollment. Cleansky Energy cited for violation of reg.57.177, 111.1 for failing to act with fairness and integrity; for continuing to enroll the customer after he should have been cancelled, 163.1 for incomplete report.

Service Restored Pay(Offs): \$0.00

Account Balance Date: 04/12/2023

Keep Service on Pay(Remeds): \$0.00

By:

Terms:Begining

Special Budget/Opt Payment: \$0.00

Regular Budget Amount: \$0.00

Plus Pay Toward Arrears: \$0.00

Final Monthly Pay: \$0.00

Current Monthly Pay: \$0.00

End of Month Payment: \$0.00

10 Day/Reconnect Pay: \$0.00

Begin with Bill Date:  
Pay Current Bill Plus: \$0.00  
BCS Investigator: Florence Blamo  
Letter Type: Blank Decision  
Letter Head Date: 06/30/2023

Customer Name: Andrew Seifert  
Account Number: [REDACTED]  
Service Address: 301 S Main St, Forest City, PA 18421  
Home Phone:  
Work Phone:

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You are presently logged into PUC/BCS Web Application as CleanSky Energy (FKA Titan Gas & Power) (EGS)