
Peter Mancuso,
v.
PPL Electric Utilities
Corporation

Further Initial Call-In
Telephonic Hearing

Docket No.: C-2024-3048979

Pages 10 - 139

Judge's Chambers
State Office Building
801 Market Street
Philadelphia, PA

Tuesday, September 17, 2024
Commencing at 10:17 a.m.

INDEX TO EXHIBITS

Docket No. C-2024-3048979

Hearing Date: September 17, 2024

<u>NUMBER</u>	<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
PPL Electric's Exhibit 1	52	132
Account		
Activity Redacted		
PPL Electric's Exhibit 2	52	132

Customer Contacts

Redacted

PPL Electric's Exhibit 3 52 --
Document

PPL Electric's Exhibit 4 52 --
Document

PPL Electric's Exhibit 5 52 --
Document

PPL Electric's Exhibit 6 86 132

Meter Test Results

Redacted

PPL Electric's Exhibit 7 86 132

Usage Details

PPL Electric's Exhibit 8 86 132

Meter Reading History

PPL Electric's Exhibit 9 86 132

Daily Collection

11/23/22 to 12/29/22

PPL Electric's Exhibit 10 86 132

Daily Collection

12/29/22 to 1/26/23

PPL Electric's Exhibit 11	52	132
---------------------------	----	-----

Historic Account

Statement Redacted

PPL Electric's Exhibit 12	57	137
---------------------------	----	-----

Formal Complaint

PPL Electric's Late Filed	126	--
---------------------------	-----	----

Exhibit 13

Results of Energy Audit

PPL ELECTRIC

Exhibit 1

*** Account Information ***

*** Current Account Status ***

Account Number: XXXXXXXXXX
 Mail To: PETER J MANCUSO
 203 THE HIDEOUT
 LAKE ARIEL PA 18436
 Requested By: PETER J MANCUSO
 (973)851-0875 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
09/16/2020	Payment		\$-310.00								
09/25/2020	BUDGET BILLING		\$285.00								
09/25/2020	Regular Bill	10/19	\$1477.83	\$1192.83	\$184.96	\$115.42	0085/0108	43793A	30	1513	
10/20/2020	Payment		\$-310.00								
10/27/2020	BUDGET BILLING		\$354.00								
10/27/2020	Regular Bill	11/17	\$1521.83	\$1167.83	\$192.87	\$-45.71	0271/0019	45378A	32	1585	
11/12/2020	Payment		\$-379.00								
11/25/2020	BUDGET BILLING		\$217.72								
11/25/2020	Regular Bill	12/21	\$1360.55	\$1142.83	\$263.43		0542/0001	47596A	29	2218	
12/18/2020	Payment		\$-242.72								
12/29/2020	ELECTRIC SERVICE		\$338.61								
12/29/2020	Regular Bill	01/19	\$1456.44	\$1117.83			0988/0000	50481A	34	2885	
01/14/2021	Payment		\$-363.61								
01/28/2021	ELECTRIC SERVICE		\$297.90								
01/28/2021	Regular Bill	02/18	\$1390.73	\$1092.83			1039/0000	52948A	30	2467	
02/18/2021	Payment		\$-322.90								
03/01/2021	ELECTRIC SERVICE		\$324.78								
03/01/2021	Regular Bill	03/22	\$1392.61	\$1067.83			1216/0000	55651A	32	2703	
03/15/2021	Payment		\$-349.78								
03/30/2021	ELECTRIC SERVICE		\$228.75								
03/30/2021	Regular Bill	04/20	\$1271.58	\$1042.83			0700/0000	57511A	29	1860	
04/21/2021	Payment		\$-253.75								
04/29/2021	ELECTRIC SERVICE		\$175.79								
04/29/2021	Regular Bill	05/20	\$1193.62	\$1017.83			0562/0000	58898A	30	1387	
05/17/2021	Payment		\$-200.79								
05/17/2021	Payment		\$-200.79								
05/19/2021	Debit Transfer Charge		\$200.79								
05/28/2021	ELECTRIC SERVICE		\$161.01								
05/28/2021	Regular Bill	06/21	\$1153.84	\$992.83			0203/0058	60155A	29	1257	

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
06/14/2021	Payment		\$-186.01								
06/29/2021	ELECTRIC SERVICE		\$191.02								
06/29/2021	Regular Bill	07/20	\$1158.85	\$967.83			0067/0189	61647A	32	1492	
07/14/2021	Payment		\$-216.02								
07/29/2021	ELECTRIC SERVICE		\$149.99								
07/29/2021	Regular Bill	08/19	\$1092.82	\$942.83			0001/0251	62785A	30	1138	
08/18/2021	Payment		\$-174.99								
08/27/2021	ELECTRIC SERVICE		\$138.50								
08/27/2021	Regular Bill	09/20	\$1056.33	\$917.83			0002/0248	63824A	29	1039	
09/13/2021	Payment		\$-163.50								
09/28/2021	ELECTRIC SERVICE		\$142.68								
09/28/2021	Regular Bill	10/19	\$1035.51	\$892.83			0035/0120	64899A	32	1075	
10/18/2021	Payment		\$-167.68								
10/27/2021	ELECTRIC SERVICE		\$131.57								
10/27/2021	Regular Bill	11/17	\$999.40	\$867.83			0174/0010	65889A	29	990	
11/15/2021	Payment		\$-156.57								
11/29/2021	ELECTRIC SERVICE		\$205.33								
11/29/2021	Regular Bill	12/20	\$1048.16	\$842.83			0764/0000	67514A	33	1625	
12/10/2021	Payment		\$-230.33								
12/29/2021	ELECTRIC SERVICE		\$236.62								
12/29/2021	Regular Bill	01/19	\$1054.45	\$817.83			0824/0000	69143A	30	1629	
01/18/2022	Payment		\$-261.62								
01/28/2022	ELECTRIC SERVICE		\$303.83								
01/28/2022	Regular Bill	02/22	\$1096.66	\$792.83			1176/0000	71353A	30	2210	
02/14/2022	Payment		\$-328.83								
02/28/2022	ELECTRIC SERVICE		\$284.25								
02/28/2022	Regular Bill	03/21	\$1052.08	\$767.83			1117/0000	73419A	31	2066	
03/11/2022	Payment		\$-309.25								
03/28/2022	ELECTRIC SERVICE		\$194.45								
03/28/2022	Regular Bill	04/18	\$937.28	\$742.83			0688/0000	74794A	28	1375	
04/14/2022	Payment		\$-219.45								
04/27/2022	ELECTRIC SERVICE		\$189.74								
04/27/2022	Regular Bill	05/18	\$907.57	\$717.83			0548/0002	76135A	30	1341	
05/16/2022	Payment		\$-214.74								

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
05/26/2022	ELECTRIC SERVICE		\$159.41								
05/26/2022	Regular Bill	06/16	\$852.24	\$692.83			0186/0045	77243A	29	1108	
06/14/2022	Payment		\$-184.41								
06/27/2022	ELECTRIC SERVICE		\$216.75								
06/27/2022	Regular Bill	07/18	\$884.58	\$667.83			0017/0135	78511A	32	1268	
07/15/2022	Payment		\$-241.75								
07/27/2022	ELECTRIC SERVICE		\$264.68								
07/27/2022	Regular Bill	08/17	\$907.51	\$642.83			0000/0324	80032A	30	1521	
08/15/2022	Payment		\$-289.68								
08/25/2022	ELECTRIC SERVICE		\$174.88								
08/25/2022	Regular Bill	09/15	\$792.71	\$617.83			0000/0275	81006A	29	974	
09/14/2022	Payment		\$-199.88								
09/26/2022	ELECTRIC SERVICE		\$172.68								
09/26/2022	Regular Bill	10/17	\$765.51	\$592.83			0049/0142	81950A	32	944	
10/18/2022	Payment		\$-197.68								
10/25/2022	ELECTRIC SERVICE		\$187.99								
10/25/2022	Regular Bill	11/15	\$755.82	\$567.83			0366/0000	82982A	29	1032	
11/14/2022	Payment		\$-212.99								
11/23/2022	ELECTRIC SERVICE		\$223.35								
11/23/2022	Regular Bill	12/19	\$766.18	\$542.83			0511/0008	84225A	29	1243	
12/16/2022	Payment		\$-248.35								
12/30/2022	ELECTRIC SERVICE		\$378.10								
12/30/2022	Regular Bill	01/23	\$895.93	\$517.83			1140/0000	86180E	36	1955	
01/13/2023	Payment		\$-250.00								
01/26/2023	ELECTRIC SERVICE		\$392.87								
01/26/2023	Regular Bill	02/16	\$1038.80	\$645.93			0760/0000	88151A	28	1971	
02/14/2023	Payment		\$-276.36								
02/24/2023	ELECTRIC SERVICE		\$374.02								
02/24/2023	Regular Bill	03/20	\$1136.46	\$762.44			0840/0000	90024A	29	1873	
03/15/2023	Payment		\$-219.39								
03/27/2023	ELECTRIC SERVICE		\$346.83								
03/27/2023	Regular Bill	04/17	\$1263.90	\$917.07			0853/0000	91755A	31	1731	
03/28/2023	Late Payment Charge		\$11.47								
04/17/2023	Payment		\$-182.70								

Bill Account: [REDACTED]

Account Activity Statement

Date: 09/03/24
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
------	------------------	----------	--------------------	-----------------	---------------	------------------	-------------	----------	-----------	-----	-----------

01/29/2024	ELECTRIC SERVICE		\$282.15					
01/29/2024	Regular Bill	02/20	\$1651.78	\$1369.63	1073/0000	06336A	33	1697
02/15/2024	Payment		\$-282.15					
02/27/2024	ELECTRIC SERVICE		\$258.07					
02/27/2024	Regular Bill	03/19	\$1627.70	\$1369.63	0909/0000	07883A	29	1547
03/13/2024	Payment		\$-258.07					
03/27/2024	ELECTRIC SERVICE		\$260.57					
03/27/2024	Late Payment Charge		\$0.21					
03/27/2024	Late Payment Charge		\$16.92					
03/27/2024	Regular Bill	04/17	\$1647.33	\$1369.63	0634/0000	09446A	29	1563
04/12/2024	Payment		\$-277.70					
04/23/2024	Late Payment Charge		\$0.42					
04/23/2024	Late Payment Charge		\$16.71					
04/26/2024	ELECTRIC SERVICE		\$290.00					
04/26/2024	Regular Bill	05/20	\$1676.76	\$1369.63	0467/0000	11196A	30	1750
05/09/2024	Payment		\$-300.00					
05/28/2024	ELECTRIC SERVICE		\$255.95					
05/28/2024	Regular Bill	06/18	\$1632.71	\$1376.76	0123/0080	00594A	32	1533
06/14/2024	Payment		\$-255.95					
06/26/2024	ELECTRIC SERVICE		\$199.12					
06/26/2024	Regular Bill	07/17	\$1575.88	\$1376.76	0023/0186	01834A	29	1240
07/10/2024	Payment		\$-224.12					
07/26/2024	ELECTRIC SERVICE		\$223.81					
07/26/2024	Regular Bill	08/19	\$1575.57	\$1351.76	0000/0306	03251A	30	1417
08/14/2024	Payment		\$-223.81					
08/26/2024	ELECTRIC SERVICE		\$227.32					
08/26/2024	Regular Bill	09/16	\$1579.08	\$1351.76	0017/0205	04692A	31	1441

PPL ELECTRIC

Exhibit 2

Account Contact History
Account: [REDACTED] **Customer Name: PETER J MANCUSO**
From 9/3/2020 to 9/3/2024

Contact Date	Contact Type	Remarks	User
2024-08-14	WEB Customer Initiated Payment	Scheduled date 8 14 2024 Amount 223.81 User swingeasy44 Owner YES. Confirmation Number 24081470	SELF SERVICE USER
2024-07-10	WEB Customer Initiated Payment	Scheduled date 7 10 2024 Amount 224.12 User swingeasy44 Owner YES. Confirmation Number 24071010	SELF SERVICE USER
2024-06-14	WEB Customer Initiated Payment	Scheduled date 6 14 2024 Amount 255.95 User swingeasy44 Owner YES. Confirmation Number 24061402	SELF SERVICE USER
2024-05-22	Correspondence - General	Template Name Bill Inquiry-Meter Tested OK Created By Eibach Linda Letter Edited Yes CS Letters ID 5819571	CSLET
2024-05-22	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2024-05-22	SC - GRACE EXTENSION	SENT METER TEST RESULTS TO CUSTOMER ON 5 22 24	e153462
2024-05-22	Miscellaneous	WATT Generalist - Meter Test-CMO Issued Work Item 4234446 Completed	LINDA M EIBACH
2024-05-22	Miscellaneous	WATT ID 4234446 SENT METER TEST RESULTS TO CUSTOMER ON 5 22 24	LINDA M EIBACH
2024-05-14	SC - METER TEST	ISSUED METER TEST FOR PUC FORMAL COMPLAINT FOR TAMI ROLAND	e153462
2024-05-14	Miscellaneous	ISSUED METER TEST FOR PUC FORMAL HEARING.	LINDA M EIBACH
2024-05-14	Miscellaneous	WATT Generalist - Meter Test-CMO Issued Work Item 4234446 Created	LINDA M EIBACH
2024-05-14	Change Meter Only Issued	Meter test requested for PUC Complaint. Tag and box old meter with bill account . Send to SFC-Meter-Test-Customer Complaint	LINDA M EIBACH
2024-05-14	Miscellaneous	WATT CCC Formal Complaint - Ability to Pay Bill Dispute Work Item 4234269 Created	CARMEN P URBAN
2024-05-14	SC - PUC Formal Complaint	Received notice from the PUC that the customer filed Formal Complaint Docket No. C-2024-3048979	E02623
2024-05-08	WEB Customer Initiated Payment	Scheduled date 5 8 2024 Amount 300.00 User swingeasy44 Owner YES. Confirmation Number 24050857	SELF SERVICE USER
2024-04-30	Correspondence - Collections	CUT DATE 2024-05-14 AMOUNT 1 369.63	
2024-04-11	WEB Customer Initiated Payment	Scheduled date 4 12 2024 Amount 277.70 User swingeasy44 Owner YES. Confirmation Number 24041257	SELF SERVICE USER
2024-03-13	WEB Customer Initiated Payment	Scheduled date 3 13 2024 Amount 258.07 User swingeasy44 Owner YES. Confirmation Number 24031304	SELF SERVICE USER
2024-03-11	SC - GRACE EXTENSION	Caller Back Office Ratepayer. SC Status from Open to Closed Cust Rights Given Y Cust Satisfied Y Comments BCS 3960337 DEC CLOSED 03 11 2024 CUST ISSUE PREVIOUSLY ADDRESSED WITH DECISION ISSUED 12 4 2023. CUST ADVISED THAT AN ISSUE CAN ONLY BE ADDRESSED ONCE AT INFORMAL LEVEL. CUST REFERRED TO THE SECRETARY S BUREAU. CASE CLOSED	CUCL143
2024-02-15	WEB Customer Initiated Payment	Scheduled date 2 15 2024 Amount 282.15 User swingeasy44 Owner YES. Confirmation Number 24021524	SELF SERVICE USER
2024-01-10	WEB Customer Initiated Payment	Scheduled date 1 11 2024 Amount 279.00 User swingeasy44 Owner YES. Confirmation Number 24011199	SELF SERVICE USER
2024-01-08	SC - PUC Informal Complaint	PUC MDIA BCS 3960337	CUCL143
2024-01-08	Credit	Caller PETER J MANCUSO Ratepayer User Comments cx called in stating we called him adv was a bill due reminder and that he paid 174.09 he has to pay current bill cx was extremely rude towards me and was not able to hear me	DAQINNIN TATE
2024-01-08	WUR Assessment	PETER J MANCUSO Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	DAQINNIN TATE
2024-01-02	Credit	Caller PETER J MANCUSO Ratepayer User Comments Cx wants to be right about his pag with PUC back in 2018. Tried to adv cx that pag is long gone he had another pag added 1 3 2020 to pay 77.00 by 1 12 2020. Tried to explain as other agents have as well. cx does not want to cooperate to secure his acct. call disconnected.	ANGELA TEMPLE
2024-01-02	WUR Assessment	PETER J MANCUSO Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	ANGELA TEMPLE
2024-01-02	Call Transfer	Caller PETER J MANCUSO Ratepayer User Comments cci regards to bill and wants to know why he owes bal 1648.63 cx was stating he is going to file a law suite against PPL adv cx he did have pags on acc however they were defaulted due to nopayment cx did not und info and kept ranting about filinmg law suit xferd cx to EE	ISRAEL ELAHIE
2024-01-02	WUR Assessment	PETER J MANCUSO Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	ISRAEL ELAHIE
2023-12-13	WEB Customer Initiated Payment	Scheduled date 12 13 2023 Amount 174.09 User swingeasy44 Owner YES. Confirmation Number 23121317	SELF SERVICE USER

Contact Date	Contact Type	Remarks	User
2023-12-04	SC - GRACE EXTENSION	Caller Back Office Ratepayer. SC Status from Open to Closed Cust Rights Given Y Cust Satisfied Y Comments BCS 3928925 DEC CLOSED 12 04 2023 PPL MAY ISSUE ESTIMATED BILLINGS. PPL PROVIDED DOCUMENTATION SHOWING THAT CUSTOMER WAS NOT MAKING FULL PAYMENTS TOWARD PAR AND DEFAULTED. CUSTOMER RESPONSIBLE FOR TOTAL ACCOUNT BALANCE OF 1510.43 AS OF 12 03 2023.	CUCL143
2023-12-04	SC - GRACE EXTENSION	Caller Back Office Ratepayer. SC Status from Open to Closed Cust Rights Given Y Cust Satisfied Y Comments BCS 3928925 DEC CLOSED 12 04 2023 PPL MAY ISSUE ESTIMATED BILLINGS. PPL PROVIDED DOCUMENTATION SHOWING THAT CUSTOMER WAS NOT MAKING FULL PAYMENTS TOWARD PAR AND DEFAULTED. CUSTOMER RESPONSIBLE FOR TOTAL ACCOUNT BALANCE OF 1510.43 AS OF 12 03 2023.	CUCL143
2023-11-22	LIHEAP	2023 LIHEAP Application mailed to customer. If customer calls please encourage customer to apply.	CSLET
2023-11-13	WEB Customer Initiated Payment	Scheduled date 11 12 2023 Amount 226.27 User swingeasy44 Owner YES. Confirmation Number 23111228	SELF SERVICE USER
2023-10-16	WEB Customer Initiated Payment	Scheduled date 10 15 2023 Amount 232.40 User swingeasy44 Owner YES. Confirmation Number 23101535	SELF SERVICE USER
2023-09-15	WEB Customer Initiated Payment	Scheduled date 9 15 2023 Amount 225.22 User swingeasy44 Owner YES. Confirmation Number 23091501	SELF SERVICE USER
2023-08-14	WEB Customer Initiated Payment	Scheduled date 8 12 2023 Amount 153.46 User swingeasy44 Owner YES. Confirmation Number 23081283	SELF SERVICE USER
2023-08-02	SC - PUC Informal Complaint	PUC MDIA BCS 3928925	CUCL143
2023-07-28	SC - PUC Informal Complaint	PUC MDIA BCS 3928925	CUCL143
2023-07-27	Correspondence - Collections	CUT DATE 2023-08-10 AMOUNT 1 068.91	
2023-07-26	Miscellaneous Accounts Receivable Adjustment	Customer received credit line adjustment on bill to correct previous billing error.	CSSDR044
2023-07-20	WEB Customer Initiated Payment	Scheduled date 7 20 2023 Amount 259.00 User swingeasy44 Owner YES. Confirmation Number 23072019	SELF SERVICE USER
2023-07-15	Maintain Bill Account	Caller Self Serve Ratepayer updated Paperless billing from Not Enrolled to Enrolled .	SELF SERVICE USER
2023-06-28	WEB Customer Initiated Payment	Scheduled date 6 29 2023 Amount 259.64 User swingeasy44 Owner YES. Confirmation Number 23062987	SELF SERVICE USER
2023-06-14	WEB Customer Initiated Payment	Scheduled date 6 14 2023 Amount 149.89 User swingeasy44 Owner YES. Confirmation Number 23061490	SELF SERVICE USER
2023-05-17	WEB Customer Initiated Payment	Scheduled date 5 17 2023 Amount 207.87 User swingeasy44 Owner YES. Confirmation Number 23051723	SELF SERVICE USER
2023-04-14	WEB Customer Initiated Payment	Scheduled date 4 15 2023 Amount 182.70 User swingeasy44 Owner YES. Confirmation Number 23041567	SELF SERVICE USER
2023-03-28	Data Repair	DR REQ10782282 - CD-NXT-COLL-ACTION UPDATE	CSSDR044
2023-03-15	WEB Customer Initiated Payment	Scheduled date 3 15 2023 Amount 219.39 User swingeasy44 Owner YES. Confirmation Number 23031501	SELF SERVICE USER
2023-03-15	Credit	Caller PETER J MANCUSO Ratepayer. customer says bill is too high and is going to call PUC he doesn't believe the bill	MINNIE CAGLE
2023-02-13	WEB Customer Initiated Payment	Scheduled date 2 13 2023 Amount 276.36 User swingeasy44 Owner YES. Confirmation Number 23021398	SELF SERVICE USER
2023-01-12	SC - GRACE EXTENSION	Caller PETER J MANCUSO Ratepayer. placed hold on acct cx not willing to pay estimated bill bc of our mistake cx only paying portion placed hold till after next meter reading	E190880
2023-01-12	Credit	Caller PETER J MANCUSO Ratepayer User Comments escalated call spk with rp reg estimated bill he stated he wants to stay on agreement but is not paying full bill bc it was our mistake that he did not get an actual reading cx not willing to pay full amt placed hold on acct till next meter read advs will recv adjusted bill cx not sat understood	KARINA STEIN
2023-01-12	WUR Assessment	PETER J MANCUSO Ratepayer. Caller's Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	KARINA STEIN
2023-01-12	CSS WEB Interface Payment	Caller PETER J MANCUSO Ratepayer Occupant. Comments Made Payment in the amount of 250.00. Confirmation number was emailed to golferpete1@yahoo.com.. Confirmation Number 23011210	KARINA STEIN
2023-01-12	Credit	Caller PETER J MANCUSO Ratepayer User Comments cci bc he want info abt his PUC pag. cx want to spk to someone else. escalate call. Karina Stein take the call.	AURA RINCONES
2023-01-12	WUR Assessment	PETER J MANCUSO Ratepayer. Caller's Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	AURA RINCONES
2022-12-15	WEB Customer Initiated Payment	Scheduled date 12 15 2022 Amount 248.35 User swingeasy44 Owner YES. Confirmation Number 22121557	SELF SERVICE USER
2022-11-14	WEB Customer Initiated Payment	Scheduled date 11 14 2022 Amount 212.99 User swingeasy44 Owner YES. Confirmation Number 22111429	SELF SERVICE USER
2022-10-18	WEB Customer Initiated Payment	Scheduled date 10 18 2022 Amount 197.68 User swingeasy44 Owner YES. Confirmation Number 22101840	SELF SERVICE USER
2022-09-14	WEB Customer Initiated Payment	Scheduled date 9 14 2022 Amount 199.88 User swingeasy44 Owner YES. Confirmation Number 22091408	SELF SERVICE USER
2022-08-12	WEB Customer Initiated Payment	Scheduled date 8 12 2022 Amount 289.68 User swingeasy44 Owner YES. Confirmation Number 22081209	SELF SERVICE USER
2022-07-14	WEB Customer Initiated Payment	Scheduled date 7 15 2022 Amount 241.75 User swingeasy44 Owner YES. Confirmation Number 22071542	SELF SERVICE USER
2022-06-13	WEB Customer Initiated Payment	Scheduled date 6 14 2022 Amount 184.41 User swingeasy44 Owner YES. Confirmation Number 22061485	SELF SERVICE USER
2022-05-16	WEB Customer Initiated Payment	Scheduled date 5 15 2022 Amount 214.74 User swingeasy44 Owner YES. Confirmation Number 22051534	SELF SERVICE USER
2022-04-14	WEB Customer Initiated Payment	Scheduled date 4 14 2022 Amount 219.45 User swingeasy44 Owner YES. Confirmation Number 22041437	SELF SERVICE USER
2022-03-11	WEB Customer Initiated Payment	Scheduled date 3 11 2022 Amount 309.25 User swingeasy44 Owner YES. Confirmation Number 22031168	SELF SERVICE USER

Contact Date	Contact Type	Remarks	User
2022-02-11	WEB Customer Initiated Payment	Scheduled date 2 12 2022 Amount 328.83 User swingeasy44 Owner YES. Confirmation Number 22021258	SELF SERVICE USER
2022-01-18	WEB Customer Initiated Payment	Scheduled date 1 18 2022 Amount 261.62 User swingeasy44 Owner YES. Confirmation Number 22011859	SELF SERVICE USER
2021-12-10	WEB Customer Initiated Payment	Scheduled date 12 10 2021 Amount 230.33 User swingeasy44 Owner YES. Confirmation Number 21121059	SELF SERVICE USER
2021-11-15	WEB Customer Initiated Payment	Scheduled date 11 15 2021 Amount 156.57 User swingeasy44 Owner YES. Confirmation Number 21111592	SELF SERVICE USER
2021-10-18	WEB Customer Initiated Payment	Scheduled date 10 16 2021 Amount 167.68 User swingeasy44 Owner YES. Confirmation Number 21101684	SELF SERVICE USER
2021-09-10	WEB Customer Initiated Payment	Scheduled date 9 11 2021 Amount 163.50 User Swingeasy44 Owner YES. Confirmation Number 21091101	SELF SERVICE USER
2021-08-20	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note WEB Call Type 10 No Lights Comments none	WEB
2021-08-18	WEB Customer Initiated Payment	Scheduled date 8 18 2021 Amount 174.99 User Swingeasy44 Owner YES. Confirmation Number 21081887	SELF SERVICE USER
2021-07-14	WEB Customer Initiated Payment	Scheduled date 7 14 2021 Amount 216.02 User Swingeasy44 Owner YES. Confirmation Number 21071467	SELF SERVICE USER
2021-06-14	WEB Customer Initiated Payment	Scheduled date 6 13 2021 Amount 186.01 User swingeasy44 Owner YES. Confirmation Number 21061305	SELF SERVICE USER
2021-06-10	SC - GRACE EXTENSION	BCS 3787610. DTE CLOSED 05 26 2021. THE COMPANY PROVIDED INFORMATION THAT THE CUSTOMERS PAYMENT ARRANGEMENT FOR THE CURRENT BILL PLUS 25.00 IS ACTIVE AND CURRENT. THE CUST PROVIDED INCOME BELOW 250 FPL TO THE PUC AND HAS BEEN MADE AWARE HE IS ELIGIBLE FOR A PAR FOR 60 MONTHS. CUST OPTED TO STAY ON CURRETN P A FOR CB 25.00.	E165934
2021-05-19	CIMS ADJ - CANCEL	ADJUSTMENT AMOUNT 200.79- RECEIVE DATE 05 19 2021	CUBAR090
2021-05-19	Correspondence - General	Template Name Master Utility Report Created By JULIE A KRZYWIEC Letter Edited Yes CS Letters ID 4134720	CSLET
2021-05-19	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2021-05-18	Billing	Caller PETER J MANCUSO Ratepayer User Comments Cash Ops was able to confirm that the payment was reversed Sent U R to customer. Upset that we applied payment to his past due balance and not toward his next bill. Would not listen to my explanation- said he will contact the PUC. Advised dup pmt that he made in error will be reversed	JULIE A KRZYWIEC
2021-05-18	WUR Assessment	PETER J MANCUSO Ratepayer. Caller s Concern Billing Payment - WUR will be sent. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No. Interested in SO Not on Phone.	JULIE A KRZYWIEC
2021-05-18	Billing	Caller PETER J MANCUSO Ratepayer. cont he continued to yell and said to put it back in his account. CSS and ID are now down- will have to come back in to send U R	JULIE A KRZYWIEC
2021-05-18	Billing	Caller PETER J MANCUSO Ratepayer. cust made duplicate online payment in error. Wanted 2nd pmt applied to next bill but he has a past due bal and p a. Rev d w senior- not able to apply to next bill. Called cust back to inform and he started yelling at me that he will call the PUC. Expl will have dup pmt reversed and sent email to rev operations and CCC ana	JULIE A KRZYWIEC
2021-05-18	Credit	Caller PETER J MANCUSO Ratepayer User Comments Payment got taken out twice will need a refund	ALEXANDRIA LEWIS
2021-05-18	WUR Assessment	PETER J MANCUSO Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO Not on Phone.	ALEXANDRIA LEWIS
2021-05-17	WEB Customer Initiated Payment	Scheduled date 5 15 2021 Amount 200.79 User swingeasy44 Owner YES. Confirmation Number 21051508	SELF SERVICE USER
2021-05-17	WEB Customer Initiated Payment	Scheduled date 5 15 2021 Amount 200.79 User swingeasy44 Owner YES. Confirmation Number 21051515	SELF SERVICE USER
2021-05-11	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note OMS_CSS.services.contacts.privcontacts.notification_PPL_CUSTOMER_CONTACT_VIEWPublishDocument USER_NAME Call Type 01 AMI Power Down Event Comments none	MTR
2021-05-06	SC - PUC Informal Complaint	PUC MDIA BCS 3787610	CUCL143
2021-04-20	WEB Customer Initiated Payment	Scheduled date 4 20 2021 Amount 253.75 User swingeasy44 Owner YES. Confirmation Number 21042074	SELF SERVICE USER
2021-03-15	WEB Customer Initiated Payment	Scheduled date 3 14 2021 Amount 349.78 User Swingeasy44 Owner YES. Confirmation Number 21031426	SELF SERVICE USER
2021-02-17	WEB Customer Initiated Payment	Scheduled date 2 17 2021 Amount 322.90 User swingeasy44 Owner YES. Confirmation Number 21021723	SELF SERVICE USER
2021-02-03	Miscellaneous	COVID-19 Pre-term Notice Sent.	CSLET
2021-02-03	Special Situation	COVID-19 Pre-term Notice Sent. Refer to Einstein COVID-19 page for pay assist info. All res customers are eligible for a new non-catch up at this time. Comm accounts - transfer to Small business team	CSLET
2021-01-14	Correspondence - General	Template Name Master Utility Report Created By MISHAELA WALLACE Letter Edited Yes CS Letters ID 3899272	CSLET
2021-01-14	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2021-01-14	Credit	Caller PETER J MANCUSO Ratepayer. but only pd 250.00 on 01 22 20 defaulting thuis plan as well adv cx of curr bal of 363.61 due 01 19 2021 cx paid and will call PUC about issue of payment plan defaulting gave cx PUC as req cx not sat	MISHAELA WALLACE

Contact Date	Contact Type	Remarks	User
2021-01-14	Credit	Caller PETER J MANCUSO Ratepayer User Comments cci confused about curr bal since he has PUC pymt plan of paying distrib charges 25.00 from 12 05 2018. adv PUC pymt plan defaulted 12 26 2019 and on 01 03 2020 cx made pymt plan w supervisor Michelle S for 77.00 due 01 12 2020 and 480.77 due 01 21 20 then CB 25.00 for 44 mths cvx pd 77.00 01 03 20	MISHAELA WALLACE
2021-01-14	WUR Assessment	PETER J MANCUSO Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Billing Payment - WUR will be sent. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC Yes. Interested in SO No.	MISHAELA WALLACE
2021-01-14	CSS WEB Interface Payment	Caller PETER J MANCUSO Ratepayer Occupant. Comments Made Payment in the amount of 363.61. Confirmation number was emailed to golferpete1@yahoo.com.. Confirmation Number 21011457	MISHAELA WALLACE
2021-01-14	Correspondence - General	Template Name Master Utility Report Created By JENN ALWALAH Letter Edited No CS Letters ID 3899230	CSLET
2021-01-14	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2021-01-14	Account Balance	Caller PETER J MANCUSO Ratepayer User Comments cx called in with concerns about bill amount. informed january bill is 363.61 due on 1 19. xfered to billing	JENN ALWALAH
2021-01-14	WUR Assessment	PETER J MANCUSO Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat No. WUR Required Yes. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. WUR Required No. Provided PUC Yes. Interested in SO Not on Phone.	JENN ALWALAH
2020-12-18	WEB Customer Initiated Payment	Scheduled date 12 18 2020 Amount 242.72 User Swingeasy44 Owner YES. Confirmation Number 20121843	SELF SERVICE USER
2020-11-24	LIHEAP	LIHEAP application mailed to customer	CSLET
2020-11-12	Correspondence - General	Template Name Master Utility Report Created By DEVIN ADAMS Letter Edited No CS Letters ID 3840076	CSLET
2020-11-12	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2020-11-12	Credit	Caller PETER J MANCUSO Ratepayer User Comments Calling to see why the pymt agreement is high adv he is on budget and still has the same pymt agreement from PUC removed budget and adv 45.71 will be deducted from the next bill. adv to pay 379.00 cust hung up	DEVIN ADAMS
2020-11-12	WUR Assessment	PETER J MANCUSO Ratepayer. Caller s Concern General Information. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No. Interested in SO Not on Phone.	DEVIN ADAMS
2020-11-12	WEB Customer Initiated Payment	Scheduled date 11 12 2020 Amount 379.00 User Swingeasy44 Owner YES. Confirmation Number 20111240	SELF SERVICE USER
2020-11-12	Stop Budget Bill	Caller PETER J MANCUSO Ratepayer. BB stopped with NEXT bill. 45.71 will be deducted from the next bill. Emailed to golferpete1@yahoo.com	DEVIN ADAMS
2020-10-20	WEB Customer Initiated Payment	Scheduled date 10 20 2020 Amount 310.00 User Swingeasy44 Owner YES. Confirmation Number 20102078	SELF SERVICE USER
2020-09-15	WEB Customer Initiated Payment	Scheduled date 9 15 2020 Amount 310.00 User swingeasy44 Owner Yes. Confirmation Number 20091557	SELF SERVICE USER

PPL ELECTRIC

Exhibit 6

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



PETER J MANCUSO
203 THE HIDEOUT
LAKE ARIEL, PA 18436

Service Address:
390 LAKEWOOD CT
LAKE ARIEL, PA 18436

May 22, 2024

Bill Account Number: [REDACTED]

"

Dear PETER J MANCUSO:

On 05/14/2024, you contacted us about the amount of your bill for electric use through 05/14/2024.

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 05/20/2024, 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 \$1,376.76 and will become past due on 06/07/2024.

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 ppllectric.com, at an authorized bill payment center, or mail a check to PPL Electric Utilities, P.O Box 419054, St. Louis, MO 63141.

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: Peter J Mancuso
Customer Billing Account: [REDACTED]
Meter Manufacturer: Landis and Gyr
Meter Serial Number: [REDACTED]
Meter Test Date: 5/20/2024

Meter Test Results:
- Full Load Test: 99.93%
- Light Load Test: 99.96%
- Average Accuracy: 99.94%

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 7753 301545.

Additional testing notes:

Certified:
Joseph Chunko
Supervising Engineer, Metering Support

Account Activity Statement

*** Account Information ***

*** Current Account Status ***

Account Number: [REDACTED]

Mail To:
 PETER J MANCUSO
 203 THE HIDEOUT
 LAKE ARIEL, PA 18436

Service Address:
 PETER J MANCUSO
 390 LAKEWOOD CT
 LAKE ARIEL, PA 18436

Payment Agreement:

Installment: 0

Balance: 0

Date/Time Retrieved: 5/22/2024 9:08 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
4/27/2022	ELECTRIC SERVICE		\$189.74	\$0.00	\$0.00	\$0.00			0	0	0
4/27/2022	Regular Bill	05/18	\$907.57	\$717.83	\$0.00	\$0.00	0548/0002	76135A	30	1341	0
5/16/2022	Payment		\$-214.74	\$0.00	\$0.00	\$0.00			0	0	0
5/26/2022	ELECTRIC SERVICE		\$159.41	\$0.00	\$0.00	\$0.00			0	0	0
5/26/2022	Regular Bill	06/16	\$852.24	\$692.83	\$0.00	\$0.00	0186/0045	77243A	29	1108	0
6/14/2022	Payment		\$-184.41	\$0.00	\$0.00	\$0.00			0	0	0
6/27/2022	ELECTRIC SERVICE		\$216.75	\$0.00	\$0.00	\$0.00			0	0	0
6/27/2022	Regular Bill	07/18	\$884.58	\$667.83	\$0.00	\$0.00	0017/0135	78511A	32	1268	0
7/15/2022	Payment		\$-241.75	\$0.00	\$0.00	\$0.00			0	0	0
7/27/2022	ELECTRIC SERVICE		\$264.68	\$0.00	\$0.00	\$0.00			0	0	0
7/27/2022	Regular Bill	08/17	\$907.51	\$642.83	\$0.00	\$0.00	0000/0324	80032A	30	1521	0
8/15/2022	Payment		\$-289.68	\$0.00	\$0.00	\$0.00			0	0	0
8/25/2022	ELECTRIC SERVICE		\$174.88	\$0.00	\$0.00	\$0.00			0	0	0
8/25/2022	Regular Bill	09/15	\$792.71	\$617.83	\$0.00	\$0.00	0000/0275	81006A	29	974	0
9/14/2022	Payment		\$-199.88	\$0.00	\$0.00	\$0.00			0	0	0
9/26/2022	ELECTRIC SERVICE		\$172.68	\$0.00	\$0.00	\$0.00			0	0	0
9/26/2022	Regular Bill	10/17	\$765.51	\$592.83	\$0.00	\$0.00	0049/0142	81950A	32	944	0
10/18/2022	Payment		\$-197.68	\$0.00	\$0.00	\$0.00			0	0	0
10/25/2022	ELECTRIC SERVICE		\$187.99	\$0.00	\$0.00	\$0.00			0	0	0
10/25/2022	Regular Bill	11/15	\$755.82	\$567.83	\$0.00	\$0.00	0366/0000	82982A	29	1032	0
11/14/2022	Payment		\$-212.99	\$0.00	\$0.00	\$0.00			0	0	0
11/23/2022	ELECTRIC SERVICE		\$223.35	\$0.00	\$0.00	\$0.00			0	0	0
11/23/2022	Regular Bill	12/19	\$766.18	\$542.83	\$0.00	\$0.00	0511/0008	84225A	29	1243	0
12/16/2022	Payment		\$-248.35	\$0.00	\$0.00	\$0.00			0	0	0
12/30/2022	ELECTRIC SERVICE		\$378.10	\$0.00	\$0.00	\$0.00			0	0	0

PPL Electric Utilities

Date	Transaction Type	Due Date	Transaction Amount	Balance Forward	Actual Billed	Deferred Balance	Deg Day H/C	RDG Type	Days Used	KWH	Billed KW
12/30/2022	Regular Bill	01/23	\$895.93	\$517.83	\$0.00	\$0.00	1140/0000	86180E	36	1955	0
1/13/2023	Payment		\$-250.00	\$0.00	\$0.00				0	0	0
1/26/2023	ELECTRIC SERVICE		\$392.87	\$0.00	\$0.00				0	0	0
1/26/2023	Regular Bill	02/16	\$1,038.80	\$645.93	\$0.00	0760/0000	88151A		28	1971	0
2/14/2023	Payment		\$-276.36	\$0.00	\$0.00				0	0	0
2/24/2023	ELECTRIC SERVICE		\$374.02	\$0.00	\$0.00				0	0	0
2/24/2023	Regular Bill	03/20	\$1,136.46	\$762.44	\$0.00	0840/0000	90024A		29	1873	0
3/15/2023	Payment		\$-219.39	\$0.00	\$0.00				0	0	0
3/27/2023	ELECTRIC SERVICE		\$346.83	\$0.00	\$0.00				0	0	0
3/27/2023	Regular Bill	04/17	\$1,263.90	\$917.07	\$0.00	0853/0000	91755A		31	1731	0
3/28/2023	Late Payment Charge		\$11.47	\$0.00	\$0.00				0	0	0
4/17/2023	Payment		\$-182.70	\$0.00	\$0.00				0	0	0
4/25/2023	Late Payment Charge		\$13.52	\$0.00	\$0.00				0	0	0
4/26/2023	ELECTRIC SERVICE		\$291.03	\$0.00	\$0.00				0	0	0
4/26/2023	Regular Bill	05/17	\$1,397.22	\$1,081.20	\$0.00	0409/0029	93195A		30	1440	0
5/18/2023	Payment		\$-207.87	\$0.00	\$0.00				0	0	0
5/23/2023	Late Payment Charge		\$14.57	\$0.00	\$0.00				0	0	0
5/23/2023	Late Payment Charge		\$0.31	\$0.00	\$0.00				0	0	0
5/25/2023	ELECTRIC SERVICE		\$275.90	\$0.00	\$0.00				0	0	0
5/25/2023	Regular Bill	06/15	\$1,480.13	\$1,189.35	\$0.00	0279/0005	94556A		29	1361	0
6/14/2023	Payment		\$-149.89	\$0.00	\$0.00				0	0	0
6/21/2023	Late Payment Charge		\$0.49	\$0.00	\$0.00				0	0	0
6/21/2023	Late Payment Charge		\$16.14	\$0.00	\$0.00				0	0	0
6/26/2023	ELECTRIC SERVICE		\$243.01	\$0.00	\$0.00				0	0	0
6/26/2023	Regular Bill	07/17	\$1,589.88	\$1,330.24	\$0.00	0069/0087	95884A		32	1328	0
6/29/2023	Payment		\$-259.64	\$0.00	\$0.00				0	0	0
7/20/2023	Payment		\$-259.00	\$0.00	\$0.00				0	0	0
7/25/2023	Late Payment Charge		\$0.70	\$0.00	\$0.00				0	0	0
7/25/2023	Late Payment Charge		\$12.69	\$0.00	\$0.00				0	0	0
7/26/2023	Miscellaneous		\$-2.33	\$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
7/26/2023	ELECTRIC SERVICE				\$0.00	\$0.00			0	0	0
7/26/2023	Regular Bill	08/16	\$351.74	\$0.00	\$0.00	\$0.00	0000/0257	97901A	30	2017	0
8/14/2023	Payment		\$-153.46	\$0.00	\$0.00	\$0.00			0	0	0
8/24/2023	ELECTRIC SERVICE				\$0.00	\$0.00			0	0	0
8/24/2023	Regular Bill	09/14	\$225.19	\$0.00	\$0.00	\$0.00	0000/0163	99137A	29	1236	0
9/15/2023	Payment		\$1,505.77	\$1,280.58	\$0.00	\$0.00			0	0	0
9/25/2023	ELECTRIC SERVICE				\$0.00	\$0.00			0	0	0
9/25/2023	Regular Bill	10/16	\$232.95	\$0.00	\$0.00	\$0.00	0076/0121	00414A	32	1277	0
10/16/2023	Payment		\$1,513.50	\$1,280.55	\$0.00	\$0.00			0	0	0
10/24/2023	ELECTRIC SERVICE				\$0.00	\$0.00			0	0	0
10/24/2023	Regular Bill	11/14	\$226.27	\$0.00	\$0.00	\$0.00	0276/0011	01652A	29	1238	0
11/13/2023	Payment		\$1,507.37	\$1,281.10	\$0.00	\$0.00			0	0	0
11/22/2023	ELECTRIC SERVICE				\$0.00	\$0.00			0	0	0
11/22/2023	Regular Bill	12/18	\$-226.27	\$0.00	\$0.00	\$0.00	0563/0001	02908A	29	1256	0
12/13/2023	Payment		\$229.33	\$0.00	\$0.00	\$0.00			0	0	0
12/27/2023	ELECTRIC SERVICE				\$0.00	\$0.00			0	0	0
12/27/2023	Regular Bill	01/17	\$1,510.43	\$1,281.10	\$0.00	\$0.00	0950/0000	04639A	35	1731	0
1/11/2024	Payment		\$-174.09	\$0.00	\$0.00	\$0.00			0	0	0
1/29/2024	ELECTRIC SERVICE				\$0.00	\$0.00			0	0	0
1/29/2024	Regular Bill	02/20	\$295.58	\$0.00	\$0.00	\$0.00	1073/0000	06336A	33	1697	0
2/15/2024	Payment		\$0.17	\$0.00	\$0.00	\$0.00			0	0	0
2/27/2024	ELECTRIC SERVICE				\$0.00	\$0.00			0	0	0
2/27/2024	Regular Bill	03/19	\$16.54	\$0.00	\$0.00	\$0.00	0909/0000	07883A	29	1547	0
2/27/2024	Payment		\$1,648.63	\$1,336.34	\$0.00	\$0.00			0	0	0
3/13/2024	ELECTRIC SERVICE				\$0.00	\$0.00			0	0	0
3/13/2024	Regular Bill	04/17	\$-279.00	\$0.00	\$0.00	\$0.00	0634/0000	09446A	29	1563	0
3/27/2024	ELECTRIC SERVICE				\$0.00	\$0.00			0	0	0
3/27/2024	Regular Bill		\$282.15	\$0.00	\$0.00	\$0.00			0	0	0
3/27/2024	Payment		\$-258.07	\$0.00	\$0.00	\$0.00			0	0	0
3/27/2024	ELECTRIC SERVICE				\$0.00	\$0.00			0	0	0
3/27/2024	Regular Bill		\$1,651.78	\$1,369.63	\$0.00	\$0.00			0	0	0
3/27/2024	Payment		\$-282.15	\$0.00	\$0.00	\$0.00			0	0	0
3/27/2024	ELECTRIC SERVICE				\$0.00	\$0.00			0	0	0
3/27/2024	Regular Bill		\$258.07	\$0.00	\$0.00	\$0.00			0	0	0
3/27/2024	Payment		\$1,627.70	\$1,369.63	\$0.00	\$0.00			0	0	0
3/27/2024	ELECTRIC SERVICE				\$0.00	\$0.00			0	0	0
3/27/2024	Regular Bill		\$-258.07	\$0.00	\$0.00	\$0.00			0	0	0
3/27/2024	ELECTRIC SERVICE				\$0.00	\$0.00			0	0	0
3/27/2024	Regular Bill		\$260.57	\$0.00	\$0.00	\$0.00			0	0	0
3/27/2024	Payment		\$0.21	\$0.00	\$0.00	\$0.00			0	0	0
3/27/2024	ELECTRIC SERVICE				\$0.00	\$0.00			0	0	0
3/27/2024	Regular Bill		\$16.92	\$0.00	\$0.00	\$0.00			0	0	0
3/27/2024	Payment		\$1,647.33	\$1,369.63	\$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
4/12/2024	Payment		\$-277.70	\$0.00	\$0.00	\$0.00			0	0	0
4/23/2024	Late Payment Charge		\$16.71	\$0.00	\$0.00	\$0.00			0	0	0
4/23/2024	Late Payment Charge		\$0.42	\$0.00	\$0.00	\$0.00			0	0	0
4/26/2024	ELECTRIC SERVICE		\$290.00	\$0.00	\$0.00	\$0.00			0	0	0
4/26/2024	Regular Bill	05/20	\$1,676.76	\$1,369.63	\$0.00	\$0.00	0467/0000	11196A	30	1750	0
5/9/2024	Payment		\$-300.00	\$0.00	\$0.00	\$0.00			0	0	0

Understanding Your Rights

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

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

The PUC will ask you to provide the following information.

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

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

PPL ELECTRIC

Exhibit 7

Account Number	Billed	Days in bill	Total KWh Used	Avg kWh/day	Electricity costs	Avg. Temperature
	06/26/2024	29	1240	43	\$199.12	70
	05/28/2024	32	1533	48	\$255.95	64
	04/26/2024	30	1750	58	\$290.00	50
	03/27/2024	29	1563	54	\$260.57	44
	02/27/2024	29	1547	53	\$258.07	35
	01/29/2024	33	1697	51	\$282.15	33
	12/27/2023	35	1731	49	\$295.58	39
	11/22/2023	29	1256	43	\$229.33	46
	10/24/2023	29	1238	43	\$226.27	56
	09/25/2023	32	1277	40	\$232.95	66
	08/24/2023	29	1236	43	\$225.19	70
	07/26/2023	30	2017	67	\$351.74	73
	06/26/2023	32	1328	42	\$243.01	66
	05/25/2023	29	1361	47	\$275.90	56
	04/26/2023	30	1440	48	\$291.03	53
	03/27/2023	31	1731	56	\$346.83	38
	02/24/2023	29	1873	65	\$374.02	37
	01/26/2023	28	1971	70	\$392.87	39
	12/30/2022	36	1955	54	\$378.10	34
	11/23/2022	29	1243	43	\$223.35	48
	10/25/2022	29	1032	36	\$187.99	53
	09/26/2022	32	944	30	\$172.68	68
	08/25/2022	29	974	34	\$174.88	74
	07/27/2022	30	1521	51	\$264.68	75
	06/27/2022	32	1268	40	\$216.75	69
	05/26/2022	29	1108	38	\$159.41	60
	04/27/2022	30	1341	45	\$189.74	47
	03/28/2022	28	1375	49	\$194.45	41
	02/28/2022	31	2066	67	\$284.25	30
	01/28/2022	30	2210	74	\$303.83	27
	12/29/2021	30	1629	54	\$236.62	38
	11/29/2021	33	1625	49	\$205.33	43
	10/27/2021	29	990	34	\$131.57	60
	09/28/2021	32	1075	34	\$142.68	68
	08/27/2021	29	1039	36	\$138.50	73
	07/29/2021	30	1138	38	\$149.99	73
	06/29/2021	32	1492	47	\$191.02	69
	05/28/2021	29	1257	43	\$161.01	60
	04/29/2021	30	1387	46	\$175.79	47
	03/30/2021	29	1860	64	\$228.75	42
	03/01/2021	32	2703	84	\$324.78	28
	01/28/2021	30	2467	82	\$297.90	31
	12/29/2020	34	2885	85	\$338.61	37
	11/25/2020	29	2218	76	\$263.43	47
	10/27/2020	32	1585	50	\$192.87	57
	09/25/2020	30	1513	50	\$184.96	66
	08/26/2020	30	1753	58	\$211.71	75
	07/27/2020	32	2098	66	\$250.23	76
	06/25/2020	29	1632	56	\$199.44	70

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 8

From	To	Source	KWH Delivered	KWH Delivered Usage	KWH Received	KWH Received Usage	Pk KW 1P	Pk KW 1P Usage	Tot KWH	Tot KWH Usage	Status	Reading Sequence	Bill Account	Meter Number
05/28/2024	06/26/2024	Regular	1834	1240	0	0	9.4	9.4			Billed	3770		
05/15/2024	05/28/2024	Regular	594	593	0	0	11.5	11.5			Billed	3760		
04/26/2024	05/15/2024	CMO - In	1	0	0	0	0	0				3750		
	05/15/2024	CMO - Out	12136	940	0	0	0	0			Billed	3740		
	05/15/2024	Work (SO)	1	0	0	0	0	0			Posted	3730		
	05/15/2024	Work (SO)	12136	0	0	0	0	0			Posted	3720		
03/27/2024	04/26/2024	Regular	11196	1750	0	0	11.7	11.7			Billed	3710		
02/27/2024	03/27/2024	Regular	9446	1563	0	0	8.4	8.4			Billed	3700		
01/29/2024	02/27/2024	Regular	7883	1547	0	0	10.9	10.9			Billed	3690		
12/27/2023	01/29/2024	Regular	6336	1697	0	0	9.9	9.9			Billed	3680		
11/22/2023	12/27/2023	Regular	4639	1731	0	0	8.7	8.7			Billed	3670		
10/24/2023	11/22/2023	Regular	2908	1256	0	0	9.5	9.5			Billed	3660		
09/25/2023	10/24/2023	Regular	1652	1238	0	0	10.6	10.6			Billed	3650		
08/24/2023	09/25/2023	Regular	414	1277	0	0	8.9	8.9			Billed	3640		
07/26/2023	08/24/2023	Regular	99137	1236	0	0	11.4	11.4			Billed	3630		
06/26/2023	07/26/2023	Regular	97901	2017	0	0	13.1	13.1			Billed	3620		
05/25/2023	06/26/2023	Regular	95884	1328	0	0	13.8	13.8			Billed	3610		
04/26/2023	05/25/2023	Regular	94556	1361	0	0	9.8	9.8			Billed	3600		
03/27/2023	04/26/2023	Regular	93195	1440	0	0	9.8	9.8			Billed	3590		
02/24/2023	03/27/2023	Regular	91755	1731	0	0	9.9	9.9			Billed	3580		
01/26/2023	02/24/2023	Regular	90024	1873	0	0	9.1	9.1			Billed	3570		
12/29/2022	01/26/2023	Regular	88151	1971	0	0	10.4	10.4			Billed	3560		
11/23/2022	12/29/2022	Forced Est	86180	1955	0	0	10.4	10.4			Billed	3550		
10/25/2022	11/23/2022	Regular	84225	1243	0	0	8.6	8.6			Billed	3540		
09/26/2022	10/25/2022	Regular	82982	1032	0	0	8.2	8.2			Billed	3530		
08/25/2022	09/26/2022	Regular	81950	944	0	0	7.7	7.7			Billed	3520		
07/27/2022	08/25/2022	Regular	81006	974	0	0	9.2	9.2			Billed	3510		
06/27/2022	07/27/2022	Regular	80032	1521	0	0	11.4	11.4			Billed	3500		
05/26/2022	06/27/2022	Regular	78511	1268	0	0	8.8	8.8			Billed	3490		
04/27/2022	05/26/2022	Regular	77243	1108	0	0	9.8	9.8			Billed	3480		
03/28/2022	04/27/2022	Regular	76135	1341	0	0	8.6	8.6			Billed	3470		
02/28/2022	03/28/2022	Regular	74794	1375	0	0	9.4	9.4			Billed	3460		
01/28/2022	02/28/2022	Regular	73419	2066	0	0	10.8	10.8			Billed	3450		
12/29/2021	01/28/2022	Regular	71353	2210	0	0	9.8	9.8			Billed	3440		
11/29/2021	12/29/2021	Regular	69143	1629	0	0	10.4	10.4			Billed	3430		
10/27/2021	11/29/2021	Regular	67514	1625	0	0	8.6	8.6			Billed	3420		
09/28/2021	10/27/2021	Regular	65889	990	0	0	7.3	7.3			Billed	3410		
08/27/2021	09/28/2021	Regular	64899	1075	0	0	8.1	8.1			Billed	3400		
07/29/2021	08/27/2021	Regular	63824	1039	0	0	7.5	7.5			Billed	3390		
06/29/2021	07/29/2021	Regular	62785	1138	0	0	8.3	8.3			Billed	3380		
05/28/2021	06/29/2021	Regular	61647	1492	0	0	9.7	9.7			Billed	3370		
04/29/2021	05/28/2021	Regular	60155	1257	0	0	8.4	8.4			Billed	3360		
03/30/2021	04/29/2021	Regular	58898	1387	0	0	9	9			Billed	3350		
03/01/2021	03/30/2021	Regular	57511	1860	0	0	10.4	10.4			Billed	3340		
01/28/2021	03/01/2021	Regular	55651	2703	0	0	13.3	13.3			Billed	3330		
12/29/2020	01/28/2021	Regular	52948	2467	0	0	11.3	11.3			Billed	3320		
11/25/2020	12/29/2020	Regular	50481	2885	0	0	11.2	11.2			Billed	3310		
10/27/2020	11/25/2020	Regular	47596	2218	0	0	10.5	10.5			Billed	3300		
09/25/2020	10/27/2020	Regular	45378	1585	0	0	11.1	11.1			Billed	3290		
08/26/2020	09/25/2020	Regular	43793	1513	0	0	9.4	9.4			Billed	3280		
07/27/2020	08/26/2020	Regular	42280	1753	0	0	12.4	12.4			Billed	3270		
06/25/2020	07/27/2020	Regular	40527	2098	0	0	9.9	9.9			Billed	3260		

PPL ELECTRIC

Exhibit 9

Account Number	Meter Number	Multiplier	Manufacturer	Date	Delivered Read	Total Usage kWh	Demand KW	Peak kWh	Off Peak kWh
		1	Siemens	12/29/2022	86571	59.142	7.8		
		1	Siemens	12/28/2022	86500	71.711	7.14		
		1	Siemens	12/27/2022	86433	66.83	10.13		
		1	Siemens	12/26/2022	86339	94.234	10.13		
		1	Siemens	12/25/2022	86247	91.264	10.13		
		1	Siemens	12/24/2022	86166	81.952	10.13		
		1	Siemens	12/23/2022	86108	57.516	10.13		
		1	Siemens	12/22/2022	86050	58.487	10.13		
		1	Siemens	12/21/2022	85974	75.063	10.13		
		1	Siemens	12/20/2022	85901	73.532	10.13		
		1	Siemens	12/19/2022	85838	63.1	10.13		
		1	Siemens	12/18/2022	85743	94.873	10.13		
		1	Siemens	12/17/2022	85685	57.808	10.13		
		1	Siemens	12/16/2022	85621	63.884	10.13		
		1	Siemens	12/15/2022	85549	72.381	10.13		
		1	Siemens	12/14/2022	85477	72.097	10.13		
		1	Siemens	12/13/2022	85399	78.125	10.13		
		1	Siemens	12/12/2022	85347	51.491	10.13		
		1	Siemens	12/11/2022	85255	92.343	10.13		
		1	Siemens	12/10/2022	85205	49.962	10.13		
		1	Siemens	12/09/2022	85145	60.247	10.13		
		1	Siemens	12/08/2022	85093	51.994	10.13		
		1	Siemens	12/07/2022	85053	39.843	10.13		
		1	Siemens	12/06/2022	84978	74.731	10.13		
		1	Siemens	12/05/2022	84921	57.225	10.13		
		1	Siemens	12/04/2022	84845	75.72	10.13		
		1	Siemens	12/03/2022	84781	63.606	10.13		
		1	Siemens	12/02/2022	84714	67.416	10.13		
		1	Siemens	12/01/2022	84643	71.383	9.89		
		1	Siemens	11/30/2022	84599	43.565	9.89		
		1	Siemens	11/29/2022	84535	63.664	9.89		
		1	Siemens	11/28/2022	84495	40.899	9.89		
		1	Siemens	11/27/2022	84452	42.284	9.89		
		1	Siemens	11/26/2022	84412	40.635	9.89		
		1	Siemens	11/25/2022	84369	43.077	7.12		
		1	Siemens	11/24/2022	84285	83.605	7.08		
		1	Siemens	11/23/2022	84225	59.92	0		

Actual meter reads display in black. Estimated meter reads display in orange. We estimate readings from time-to-time for several reasons, and we could update these numbers later.

Business Use

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 10

Account Number	Meter Number	Multiplier	Manufacturer	Date	Delivered Read	Total Usage kWh	Demand KW	Peak kWh	Off Peak kWh
		1	Siemens	01/26/2023	88151	64.858	0		
		1	Siemens	01/25/2023	88082	69.102	10.44		
		1	Siemens	01/24/2023	88022	60.055	10.44		
		1	Siemens	01/23/2023	87962	59.654	10.44		
		1	Siemens	01/22/2023	87903	59.255	10.44		
		1	Siemens	01/21/2023	87849	53.547	10.44		
		1	Siemens	01/20/2023	87796	53.51	10.44		
		1	Siemens	01/19/2023	87742	54.094	10.44		
		1	Siemens	01/18/2023	87687	54.981	10.44		
		1	Siemens	01/17/2023	87619	67.812	10.44		
		1	Siemens	01/16/2023	87543	75.638	10.44		
		1	Siemens	01/15/2023	87485	57.689	10.44		
		1	Siemens	01/14/2023	87423	62.911	8.2		
		1	Siemens	01/13/2023	87372	50.913	8.2		
		1	Siemens	01/12/2023	87320	51.63	8.2		
		1	Siemens	01/11/2023	87279	40.548	8.2		
		1	Siemens	01/10/2023	87239	40.504	8.2		
		1	Siemens	01/09/2023	87180	58.482	8.2		
		1	Siemens	01/08/2023	87122	58.149	8.2		
		1	Siemens	01/07/2023	87077	45.052	8.2		
		1	Siemens	01/06/2023	87018	59.058	8.2		
		1	Siemens	01/05/2023	86968	50.672	8.2		
		1	Siemens	01/04/2023	86926	41.219	8.2		
		1	Siemens	01/03/2023	86867	59.636	8.2		
		1	Siemens	01/02/2023	86811	55.952	8.2		
		1	Siemens	01/01/2023	86749	61.543	8.2		
		1	Siemens	12/31/2022	86691	57.845	8.2		
		1	Siemens	12/30/2022	86631	60.71	0		
		1	Siemens	12/29/2022	86571	59.142	7.8		

Actual meter reads display in black. Estimated meter reads display in orange. We estimate readings from time-to-time for several reasons, and we could update these numbers later.

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

PPL ELECTRIC

Exhibit 11

*** Account Information ***

*** Current Account Status ***

Account Number: XXXXXXXXXX Mail To:
 PETER J MANCUSO
 203 THE HIDEOUT
 LAKE ARIEL PA 18436
 Requested By:
 PETER J MANCUSO
 (973)851-0875 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
09/15/2016	ELECTRIC SERVICE		\$10.90								
09/15/2016	ELECTRIC SERVICE		\$31.02								
09/15/2016	PUBLIC POWER AND UTILITY		\$12.19								
09/15/2016	Regular Bill	10/06	\$54.11				0000/0037	573440	12	408	
10/12/2016	Late Payment Charge		\$0.53								
10/12/2016	Late Payment Charge		\$0.15								
10/14/2016	ELECTRIC SERVICE		\$88.88								
10/14/2016	PUBLIC POWER AND UTILITY		\$112.87								
10/14/2016	Regular Bill	11/04	\$256.54	\$54.11			0170/0038	59139A	29	1620	
10/26/2016	Payment		\$-256.54								
11/15/2016	ELECTRIC SERVICE		\$131.87								
11/15/2016	PUBLIC POWER AND UTILITY		\$177.80								
11/15/2016	Regular Bill	12/06	\$309.67				0505/0009	61691A	32	2552	
12/13/2016	Late Payment Charge		\$1.65								
12/13/2016	Late Payment Charge		\$2.22								
12/15/2016	ELECTRIC SERVICE		\$161.81								
12/15/2016	PUBLIC POWER AND UTILITY		\$223.15								
12/15/2016	Regular Bill	01/05	\$698.50	\$309.67			0810/0000	64894A	30	3203	
12/19/2016	Payment		\$-309.67								
01/11/2017	Late Payment Charge		\$2.79								
01/11/2017	Late Payment Charge		\$0.05								
01/11/2017	Late Payment Charge		\$2.02								
01/17/2017	ELECTRIC SERVICE		\$231.66								
01/17/2017	PUBLIC POWER AND UTILITY		\$327.38								
01/17/2017	Regular Bill	02/07	\$952.73	\$388.83			1173/0000	69593A	33	4699	
01/19/2017	Payment		\$-476.00								
02/14/2017	ELECTRIC SERVICE		\$178.46								
02/14/2017	PUBLIC POWER AND UTILITY		\$245.66								
02/14/2017	Regular Bill	03/07	\$900.85	\$476.73			0900/0000	73119A	28	3526	
02/21/2017	Payment		\$-476.00								
03/14/2017	Late Payment Charge		\$3.08								
03/14/2017	Late Payment Charge		\$2.23								
03/16/2017	ELECTRIC SERVICE		\$173.69								
03/16/2017	PUBLIC POWER AND UTILITY		\$238.48								

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	BILLED KW
03/16/2017	Regular Bill	04/06	\$842.33	\$424.85			0860/0000	76542A	30	3423
03/23/2017	Payment		\$-425.00							
04/12/2017	Late Payment Charge		\$2.98							
04/12/2017	Late Payment Charge		\$2.17							
04/12/2017	Late Payment Charge		\$0.07							
04/17/2017	ELECTRIC SERVICE		\$143.52							
04/17/2017	PUBLIC POWER AND UTILITY		\$193.75							
04/17/2017	Regular Bill	05/08	\$759.82	\$417.33			0657/0005	79323A	29	2781
05/05/2017	Payment		\$-417.33							
05/16/2017	ELECTRIC SERVICE		\$105.47							
05/16/2017	PUBLIC POWER AND UTILITY		\$135.79							
05/16/2017	Late Payment Charge		\$0.07							
05/16/2017	Late Payment Charge		\$2.42							
05/16/2017	Late Payment Charge		\$1.79							
05/16/2017	Regular Bill	06/06	\$588.03	\$342.49			0307/0010	81272A	32	1949
06/13/2017	Late Payment Charge		\$0.12							
06/13/2017	Late Payment Charge		\$3.11							
06/13/2017	Late Payment Charge		\$4.12							
06/15/2017	ELECTRIC SERVICE		\$75.61							
06/15/2017	PUBLIC POWER AND UTILITY		\$92.31							
06/15/2017	Regular Bill	07/11	\$763.30	\$588.03			0097/0089	82597A	30	1325
06/19/2017	Payment		\$-588.03							
06/19/2017	Credit		\$-14.00							
06/19/2017	CONP FEE ELEC		\$14.00							
06/22/2017	Returned Check		\$588.03							
06/22/2017	RETURNED CHECK NSF CHARGE		\$20.00							
06/28/2017	Payment		\$-588.03							
07/17/2017	ELECTRIC SERVICE		\$62.14							
07/17/2017	PUBLIC POWER AND UTILITY		\$72.11							
07/17/2017	Regular Bill	08/07	\$329.52	\$161.27			0002/0235	83632A	30	1035
07/18/2017	Late Payment Charge		\$1.15							
07/18/2017	Late Payment Charge		\$0.86							
07/24/2017	Payment		\$-200.00							
08/15/2017	ELECTRIC SERVICE		\$59.81							
08/15/2017	PUBLIC POWER AND UTILITY		\$68.07							
08/15/2017	Late Payment Charge		\$0.18							
08/15/2017	Late Payment Charge		\$0.29							
08/15/2017	Late Payment Charge		\$0.90							
08/15/2017	Regular Bill	09/05	\$260.78	\$129.52			0002/0205	84609A	31	977
08/23/2017	Payment		\$-200.00							
09/12/2017	Late Payment Charge		\$0.76							

Bill Account: [REDACTED]

Account Activity Statement

Date: 08/21/18

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
09/15/2017	ELECTRIC SERVICE		\$69.75								
09/15/2017	PUBLIC POWER AND UTILITY		\$83.81								
09/15/2017	Regular Bill	10/06	\$215.10	\$60.78			0086/0083	85812A	31	1203	
10/02/2017	Payment		\$-215.10								
10/16/2017	ELECTRIC SERVICE		\$60.08								
10/16/2017	PUBLIC POWER AND UTILITY		\$116.74								
10/16/2017	Regular Bill	11/06	\$176.82				0076/0128	86793A	29	981	
11/14/2017	ELECTRIC SERVICE		\$102.52								
11/14/2017	PUBLIC POWER AND UTILITY		\$229.43								
11/14/2017	Late Payment Charge		\$0.75								
11/14/2017	Late Payment Charge		\$1.46								
11/14/2017	Regular Bill	12/05	\$510.98	\$176.82			0467/0003	88721A	31	1928	
11/22/2017	Payment		\$-250.00								
12/12/2017	Late Payment Charge		\$0.39								
12/12/2017	Late Payment Charge		\$2.87								
12/15/2017	ELECTRIC SERVICE		\$140.05								
12/15/2017	PUBLIC POWER AND UTILITY		\$329.75								
12/15/2017	Regular Bill	01/05	\$734.04	\$260.98			0840/0000	91492A	30	2771	
12/21/2017	Payment		\$-260.98								
01/11/2018	Late Payment Charge		\$0.04								
01/11/2018	Late Payment Charge		\$4.12								
01/11/2018	Late Payment Charge		\$1.75								
01/17/2018	BUDGET BILLING		\$295.00								
01/17/2018	Regular Bill	02/07	\$773.97	\$473.06	\$695.77	\$400.77			33		
02/08/2018	Payment		\$-378.00								
02/13/2018	BUDGET BILLING		\$295.00								
02/13/2018	Regular Bill	03/06	\$690.97	\$395.97	\$590.78	\$696.55			28		
03/14/2018	Late Payment Charge		\$7.38								
03/14/2018	Late Payment Charge		\$1.19								
03/14/2018	Late Payment Charge		\$0.07								
03/15/2018	Payment		\$-374.00								
03/16/2018	BUDGET BILLING		\$295.00								
03/16/2018	Regular Bill	04/09	\$620.61	\$316.97	\$544.83	\$946.38			30		
04/16/2018	BUDGET BILLING		\$343.00								
04/16/2018	Regular Bill	05/07	\$963.61	\$620.61	\$576.35	\$1179.73			30		
04/17/2018	Late Payment Charge		\$7.65								
04/17/2018	Late Payment Charge		\$0.10								
04/20/2018	Payment		\$-381.00								

Bill Account: [REDACTED]

Account Activity Statement

Date: 08/21/18
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
------	------------------	----------	--------------------	-----------------	---------------	------------------	-------------	----------	-----------	-----	-----------

05/15/2018	BUDGET BILLING		\$343.00						
05/15/2018	Late Payment Charge		\$7.29						
05/15/2018	Regular Bill	06/05	\$940.65	\$582.61	\$367.26	\$1203.99		31	

06/14/2018	Payment		\$-374.00						
06/14/2018	BUDGET BILLING		\$343.00						
06/14/2018	Regular Bill	07/05	\$909.65	\$566.65	\$216.67	\$1077.66		30	

07/09/2018	AR Budget Billing		\$1077.66						

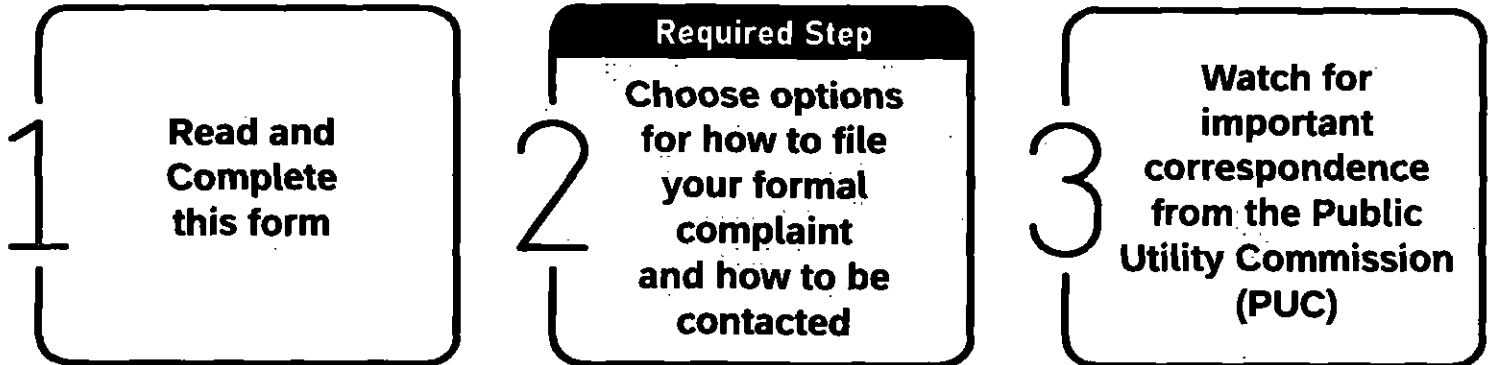
07/16/2018	BUDGET BILLING		\$180.94						
07/16/2018	Regular Bill	08/06	\$2168.25	\$909.65	\$180.94			30	

08/09/2018	Payment		\$-422.00						

08/16/2018	ELECTRIC SERVICE		\$9.67						
08/16/2018	ELECTRIC SERVICE		\$47.36						
08/16/2018	PUBLIC POWER AND UTILITY		\$20.35						
08/16/2018	DIRECT ENERGY SERVICES		\$64.46						
08/16/2018	Regular Bill	09/06	\$1888.09	\$1746.25			0000/0215 10476A	31	988

FORMAL COMPLAINT - PRINTABLE FORM

Filing this form begins a legal proceeding and you will be a party to the case. If you do not wish to be a party to the case, consider filing an informal complaint.



Please legibly complete this form in ink.

1. CUSTOMER (COMPLAINANT) INFORMATION

Provide your contact information and utility account number. It is your responsibility to update the PUC with any changes to your address and to where you want documents sent to you.

Name PETER MANCUSO
Street/P.O. Box 203 THE HIDEOUT Apt# #12 LAKEWOOD CT.
City LAKE ARIEL, PA State PA Zip 18436
County WAYNE

Telephone Number(s) Where We Can Contact You During the Day:

Home: (973) 851-0875 Mobile: () SAME

Email Address GOLFERPETE1@YAHOO.COM

Utility Account Number (from your bill) 74511-15046

If your complaint involves utility service provided to a different address or in a different name than your mailing address, please list this information below.

Name _____
Street/P.O. Box _____ Apt# _____
City _____ State _____ Zip _____

2. NAME OF UTILITY OR COMPANY (RESPONDENT)

Provide the full name of the utility or company about which you are complaining. The name of your utility or company is on your bill.

PPL ELECTRIC

3. TYPE OF UTILITY SERVICE

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- | | |
|--|--|
| <input checked="" type="checkbox"/> Electric | <input type="checkbox"/> Storm Water |
| <input type="checkbox"/> Gas | <input type="checkbox"/> Steam Heat |
| <input type="checkbox"/> Water | <input type="checkbox"/> Motor Carrier (taxi, moving company, limo) |
| <input type="checkbox"/> Wastewater/Sewer | <input type="checkbox"/> Telephone/Telecommunications (local, long distance) |

Note: The PUC does not regulate high-speed internet service, cell phones or cable TV.

4. REASON FOR COMPLAINT

What kind of problem are you having with the utility or company?

Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. Your complaint may be dismissed without a hearing if you do not provide specific information.

- The utility is threatening to shut off my service or has already shut off my service.
- I would like a payment agreement.
- Incorrect charges are on my bill. Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if you have them.
- I am having a reliability, safety or quality problem with my utility service. Explain the problem, including dates, times or places and any other relevant details that may be important.

- Other (explain) HAD AN ORIGINAL BILL OF \$900⁰⁰
AGREED TO PAY, WHAT I USED PLUS \$25.00
TOWARDS TO PAST DUE - IN 2018. I PAID MY BILL
PLUS THE \$25.00 EACH & EVERY MONTH. NOW THEY
SAY I OWE \$1600⁰⁰ DOLLARS - ??? I HAVE
NEVER MISSED A PAYMENT. PPL USED TO SEND
A BILL THAT STATED THE AMOUNT I USED. I ADD THE
\$125.00 TO THAT AMOUNT.

5. REQUESTED RELIEF

How do you want your complaint to be resolved?

Explain what you want the PUC to order the utility or company to do. Use additional paper if you need more space.

I WANT THEM TO GO BACK TO 2018, AND LOOK AT THE \$900⁰⁰ & THE FACT THAT I HAVE PAID IT OFF, 5 YEARS OF TAZIA BILL PLUS THE \$ 25⁰⁰. WHY IS IT NOW \$1600⁰⁰. I HAVE PROPANE FOR HEAT, NOT ELECTRIC!! WHAT ESTIMATED READINGS ARE THEY GETTING IF I DO NOT HAVE ELECTRIC HEAT??

Note: The PUC can decide that a customer was not billed correctly and can order billing refunds. The PUC can also fine a utility or company for not following rules and can order a utility or company to correct a problem with your service. Under state law, the PUC cannot decide whether a utility or company should pay customers for loss or damages. Damage claims may be sought in an appropriate civil court.

6. PROTECTION FROM ABUSE (PFA)/DOMESTIC VIOLENCE

Has a court granted you a PFA order or any other order which provides clear evidence of domestic violence against you that is currently in effect for your personal safety or welfare? The PUC needs this information to properly process your complaint so that your identity is not made public.

Has a court granted a PFA order or any other order for your personal safety or welfare?

- Yes If your answer is "yes," attach a copy of the current PFA order to this Formal Complaint form. Due to the confidential nature of the PFA, you cannot eFile your Formal Complaint. You will need to print out this form and mail it to the Secretary of the Commission.
- No

Note: You MUST answer this question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility AND your complaint is about a problem involving billing, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

7. PRIORITY CONTACT

a. Is this an appeal from a decision of the PUC's Bureau of Consumer Services (BCS)?

- Yes
- No

PUC SAID THEY CAN NOT GO BACK TO 2018 TO SEE THE ORIGINAL ISSUE.

Note: If you answered yes, move to Section 8. No further contact with the utility or company is required. If you answered no, answer the question in Section 7 b. and answer the question in Section 7 c. if relevant.

*BCS 3960337 - -anc- 5/14/24

b. If this is not an appeal from a BCS decision, have you spoken to a utility or company representative about this complaint?

- Yes
- No

Note: You MUST contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water utility AND (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

c. If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why.

THEY STATE THAT I MISSED
A PAYMENT WHICH PUT ME IN DEFAULT- BUT THEY
CAN NOT SHOW ME WHERE. I WANT THE
ORIGINAL \$900⁰⁰ PAID-

Note: Even if you are not required to contact the utility or company, you should always try to speak to a utility or company representative about your problem before you file a Formal Complaint with the PUC.

8. TWO OPTIONS TO FILE YOUR FORMAL COMPLAINT — CHOOSE ONE

OPTION 1

Electronically by eFile

One option is to create an account on the PUC's eFiling system, or, use your existing eFiling account. **This is the quickest and easiest way to receive, file and submit documents.**

eFiling permits consumers, utilities and attorneys to file certain documents electronically with the PUC without filing paper copies, serve documents electronically on other parties if they agree to such service, and to receive electronic service of documents from the PUC.

You agree to open and use an eFiling account - free of charge through the PUC's website. By selecting this method, you will electronically receive documents.

Visit <https://efiling.puc.pa.gov/> to learn more and create an eFiling account.

You will automatically receive eService with your eFiling account.

OPTION 2

Mail

Mail the completed form with your original signature and any attachments to this address and retain the tracking information as proof of submission:

**Secretary
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, Pennsylvania 17120**

If you select the option to mail your formal complaint, you are required to select the method by which you would like the PUC to communicate with you. You must choose one of the three options on the next page for ways you would like to receive documents.

9. THREE OPTIONS TO RECEIVE DOCUMENTS — CHOOSE ONE

It is REQUIRED to select ONE of the following options for receiving all hearing notices, orders and related documents from the PUC:

OPTION 1

eFILING: This is the quickest and easiest way to receive all documents. You agree to open and use an eFiling account - free of charge through the PUC's website. By selecting this method you will electronically receive documents. To create an eFiling account, visit <https://efiling.puc.pa.gov/>.

You will automatically receive eService with your eFiling account.

OPTION 2


FIRST CLASS MAIL: You agree to receive all documents by First Class Mail (using the address you provided on Page 1).

Check the box and initial here _____ if you are selecting **FIRST CLASS MAIL** service.

OPTION 3

EMAIL: You agree to receive all documents by email (using the email address you provided on page 1). Keep in mind, you will only be able to receive documents by email from the PUC. You will not be able to email documents to the Commission.

To file documents, you must submit them through an eFiling account or mail them. To create an eFiling account, visit <https://efiling.puc.pa.gov/>.

Check the box and initial here  if you are selecting **EMAIL** service.

Please Note: It is important to select **ONE** of the three options above.
IF AN OPTION IS NOT SELECTED, THIS MAY DELAY THE PROCESSING OF YOUR COMPLAINT.

10. LEGAL REPRESENTATION

If you are filing a Formal Complaint as an individual on your own behalf, you are NOT required to have a lawyer. You may represent yourself at the hearing.

If you are already represented by a lawyer in this matter, provide your lawyer's contact information, which is required. Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name _____
Street/P.O. Box _____ Apt# _____
City _____ State _____ Zip _____
Area Code/Phone Number _____
Email Address _____

Note: Corporations, associations, partnerships, limited liability companies and political subdivisions are required to have a lawyer represent them at a hearing and to file any motions, answers, briefs or other legal pleadings.

11. VERIFICATION AND SIGNATURE

You **MUST** sign and date your complaint. If you file by mail, you must sign your name in ink on the line provided below. Date the form. If you do not sign with your original signature and date, the PUC will not accept your complaint.

Verification:

I PETER MANCUSO, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

(Signature of Complainant)

4-12-24

(Date)

Title of authorized employee or officer (only applicable to corporations, associations, partnerships, limited liability companies or political subdivisions)

Note: If the Complainant is a corporation, association, partnership, limited liability company or political subdivision, the verification must be signed by an authorized officer or authorized employee. If the Formal Complaint is not signed by one of these individuals, the PUC will not accept it.

APPEALING A BCS DECISION?

If you are appealing a BCS decision: follow the directions in the cover letter you received from the PUC Secretary's Bureau with the formal complaint form. ONLY formal complaints appealing a BCS decision can be filed by fax, email or overnight delivery to meet filing deadlines. All other formal complaints MUST be eFiled or mailed.

QUESTIONS?

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

REMINDERS

- **Keep a copy of your Formal Complaint for your records.**
- **If you are electronically filing your Formal Complaint through eFiling, you will need to scan the document and save it as a PDF.**
- **You may add any additional information, such as copies of bills, as one (1) separate attachment to your complaint.**
- **To protect your personal information, please know that your complaint form and the utility's answer will not be published to the PUC's website.**
- **Check the Consumer Complaints Procedures Guide for checklists and tips to help you successfully follow the complaint-filing process.**
(<https://www.puc.pa.gov/media/1492/consumer-complaints-procedures-guide-2021.pdf>)
- **Once your complaint case moves to the PUC's Office of Administrative Law Judge, any filings you make should be marked confidential if you do not want them published to the website.**

PLEASE FORGIVE MY WRITING AS
I HAD A STROKE IN 2017 LEAVING
ME WITH LITTLE USE OF MY RIGHT
HAND. MY LEFT SHOULDER IS
ARTIFICIAL. SORRY!

ELECTRIC HAS NOT BEEN USED FOR MY
HEART SINCE 2010. THE
\$900⁰⁰ ORIGINAL BILL OF 2017, 2018
HAS NEVER BEEN REDUCED AFTER
PAYING \$25⁰⁰ EXTRA FOR THAT
AGREEMENT. FOR NOW 5 YEARS

SEE ATTACHED

FORMAL ADDRESS - GATED COMMUNITY

PETER MANCUSO
203 THE HIDEOUT
390 LAKEWOOD CT.
12
LAKE ARIEL, PA. 18436.



AB 01 003387 58277 H B A



PETER J MANCUSO
203 THE HIDEOUT
LAKE ARIEL PA 18436-9769

April 30, 2024

SERVICE TERMINATION NOTICE

(Aviso DE Terminación DE Servicio)

For 390 LAKEWOOD CT, LAKE ARIEL PA 18436

Account Number: 74511-15046

Service will be shut off for nonpayment of bills on or after
8:00 AM on May 14, 2024.

Dear Customer & Occupants of 390 LAKEWOOD CT, LAKE ARIEL PA 18436

We don't want you to lose service. If you are able, pay the past due amount of \$1,369.63 or the amount due on your agreement immediately. If you can't pay your bill in full, we offer payment arrangements and programs that may help lower your bill and prevent service interruption.

Please contact us immediately to prevent service interruption. You can reach a friendly PPL customer service representative at 800-358-6623, or you can visit ppl electric.com for payment agreement information, applications to customer assistance programs, and other easy self-service options. *Servicio disponible en español.*

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

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

(Note: Reconnection can take up to 7 days)

- ◆ Past Due Bill \$1,369.63
- ◆ Security Deposit \$530.00
- ◆ Reconnection Fee \$14.00
- ◆ Any other bills that have gone past due since this notice was mailed

Responsible Party: All adults listed on the mortgage, deed, or lease are considered "customers" and are responsible for the electric bill. If service is shut off, any adult living in the home may be required to pay all or a portion of the bill that accrued while they were there if they would like the service turned back on.

003387 1/2



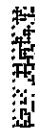
We look forward to working with you.

Your PPL Customer Service Team,

PPL Electric Utilities
827 Hausman Rd.
Allentown, PA 18104
800-358-6623
ppllectric.com

THIS NOTICE IS VALID FOR 60 DAYS.

003387 2/2





AB 01 003260 78203 B 7 A



PETER J MANCUSO
203 THE HIDEOUT
LAKE ARIEL PA 18436

*PUBLIC UTILITIES
COMMISSION
HARRISBURG PA
717) 783-8156*

January 28, 2020

Bill Account No: 74511-15046
For: 390 Lakewood Ct
Lake Ariel Pa 18436-9769

Amt Past Due: \$1,392.83

Dear Customer:

Your account is overdue and at risk for shutoff in the future. You must make payment to avoid further collection action. Act immediately to preserve your good credit.

The Public Utility Commission has rules and procedures that allow us to shut off service for certain customers during the winter months. You are required to pay your overdue balance and to keep current with your monthly bills to avoid a shutoff in the future.

We will take every action available to us to collect the money that you owe us. If you contact us now to make arrangements to pay your overdue balance, and pay your current bills as they become due, you will be able to avoid a shutoff.

Please mail your payment of the full amount to PPL Electric Utilities, Attn: CPC-GENN1, 2 N. 9th St., Allentown, PA 18101. We also offer self-service payment options on our website at www.myppl electric.com, or you can call us to make payment via telephone at 800-358-6623.

Our phone agents are available to assist you with payment agreements from 8 a.m. to 5 p.m., Monday through Friday.

Act immediately and you will avoid further collection action. Thank you.

Revenue Collection Supervisor

*LORI MARSH
717) 787-4948
3258208*

*226.00
25.00

251.00*

003260 1/1





Pay/Manage your account online at pplelectric.com



Questions? Please contact us by Dec 17. 1-800-DIAL-PPL (1-800-342-5775) Mon-Fri: 7am to 8pm

(Copy)

PPL Electric Utilities

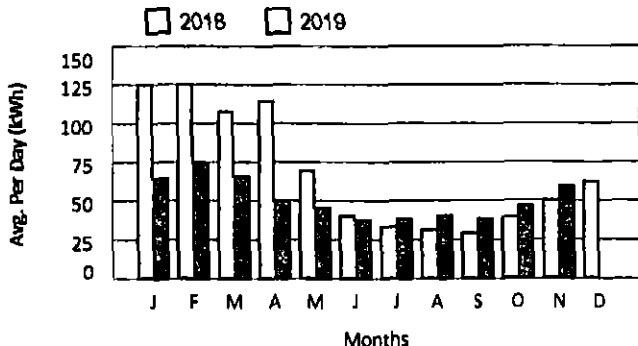
Bill Acct. No.	Due Date	Amount Due
74511-15046	Dec 17, 2019	\$346.48

Your Electric Usage Profile

Service to: PETER J MANCUSO 390 LAKEWOOD CT LAKE ARIEL, PA 18436

Meter: 300978955 Your next meter reading is on or about Dec 27, 2019.

This section helps you understand your year-to-year electric use by month. Meter readings are actual unless otherwise noted.



Monthly Comparison	Days Billed	kWh	Average kWh/Day	Average Temp.
Nov 2019	31	1849	60	42F
Nov 2018	33	1699	51	39F

Billing Period	Type	Reading
Nov 25	Actual	23691
Oct 25	Actual	21842
31 Days	kWh Billed	1849

Yearly Comparison	Total Use	Avg. Monthly
Dec 2018 - Nov 2019	19073	1589
Dec 2017 - Nov 2018	26829	2236

Billing Summary

(Billing details on back)

Balance as of Nov 26, 2019 **\$1,192.58**

Charges:

- Total Distribution Charges \$94.79
- Total Generation & Transmission Charges \$226.69
- Total Other Charges **-\$1,167.58**

Total Current Charges **\$346.48**

Amount Due By Dec 17, 2019 **\$346.48**

Account Balance **\$1,514.06**

How To Shop For Electricity

You can choose the company that supplies your electricity. Visit papowerswitch.com or www.oca.state.pa.us for supplier offers. If you are shopping, know your contract expiration date.

Here's the information you need to shop:

Bill Account Number: **74511-15046** Rate Schedule: **RS (Residential)**
Current Supplier: **Eligo Energy**

PPL Electric Utilities price to compare for your rate is \$0.07585 per kWh. This changes the 1st of June and December.

Manage Your Account

Pay Your Bill	Online Options (pplelectric.com)
Online: Visit pplelectric.com	- Report an outage/check outage status
Phone: Call 1-800-342-5775	- Make a payment, view your bill and usage history.
Mail: Use envelope provided	- Sign up for alerts.
Card: MasterCard, Discover, Visa or debit, call 1-844-278-3310 (service fee applies)	- Enroll in paperless billing, automatic bill pay, budget billing.
	- View your rate schedule at: pplelectric.com/rates

Correspondence: Customer Services, 827 Hausman Road, Allentown, PA 18104-9392

Other important information on the back of this bill →

Return this stub in the envelope provided with a check payable to PPL Electric Utilities.



PPL Electric Utilities

AV 02 040276 24983B173 A**5DGT



PETER J MANCUSO 203 THE HIDEOUT LAKE ARIEL, PA 18436-9769

Handwritten signature

Amount Enclosed:



PPL ELECTRIC UTILITIES 2 NORTH 9TH STREET CPC-GENN1 ALLENTOWN, PA 18101-1175



1 8600015140660001514069 7451115046

Payment Plan Summary:

Last Month You Owed	\$1,217.58
You Paid	\$25.00
You Still Owe	\$1,192.58

Please note that this amount does not include extra payments you may have made.

Your Message Center

- With paperless billing, you can receive and pay your PPL Electric Utilities bills online. The process is free, quick, convenient and secure. To learn more or sign up, visit ppllectric.com.
- Learn how to save energy and get information about energy efficiency rebates on our website, ppllectric.com.
- Save postage and late charges - sign up for Automated Bill Payment.

General Information

Generation prices and charges are set by the electric generation supplier you have chosen. The Public Utility Commission regulates distribution rates and services. The Federal Energy Regulatory Commission regulates transmission prices and services.

PPL Electric Utilities uses about \$12.48 of this bill to pay state taxes and about \$75.95 is used to pay the PA Gross Receipts Tax.

Previous Balance	\$1,386.67
Payment Received Nov 18, 2019 - Thank You!	-\$194.09
Balance as of Nov 26, 2019	\$1,192.58
Charges for - PPL Electric Utilities	
Residential Rate: RS for Oct 25 - Nov 25	
Distribution Charge:	
Customer Charge	17.65
1,849 kWh at 4.32500000¢ per kWh	79.97
Tax Cut and Jobs Act Credit at -7.81%	-6.20
System Improvement Charge at 3.70%	3.38
PA Tax Adj Surcharge at -0.00700000%	-0.01
Total Distribution Charges	\$94.79
Total Generation & Transmission Charges (see Supplier Billing Details page)	\$226.69
Other Charges for PPL Electric Utilities	
Payment Plan Adjustment	-1,192.58
Payment Plan Amount	25.00
Total of Other Charges	\$-1,167.58
Amount Due By Dec 17, 2019	\$346.48
Account Balance	\$1,514.06

Understanding Your Bill

Act 129 Compliance Rider - Monthly charge to recover costs for energy efficiency and conservation programs approved by the PUC.

Storm Damage Expense Rider - Monthly charge to recover certain costs to make repairs after major storms.

Customer Charge - Monthly charge to recover costs of billing, meters and equipment.

Distribution Charge - Monthly charge to recover costs of local equipment used to deliver electricity from high-voltage transmission lines (see Transmission Charge) and safely step down voltage for use in your home or business.

System Improvement Charge - Monthly charge to recover costs for improving, repairing and replacing equipment that delivers electricity to your home or business.

Rate RS - Rate for service to a private home.

Smart Meter Rider - Monthly charge to recover costs associated with the smart meter programs approved by the PUC.

Tax Cut and Jobs Act Credit - Monthly adjustment for federal tax changes.

State Tax Adjustment Surcharge - Monthly charge or credit to reflect changes in various state taxes. The surcharge may vary by bill component.

kWh (Kilowatt-hour) - A measure of how much electricity your household uses. One kilowatt-hour equals the amount of electricity used by ten 100-watt lights left on for one hour.

Type(s) of Meter Readings:
Actual - Measures your monthly electricity use based on an actual reading.



Pay/Manage your account online at pplelectric.com



Questions? Please contact us by May 20.
1-800-DIAL-PPL
(1-800-342-5775)
Mon-Fri: 7am to 8pm

Bill Acct. No.	Due Date	Amount Due
74511-15046	May 20, 2021	\$200.79

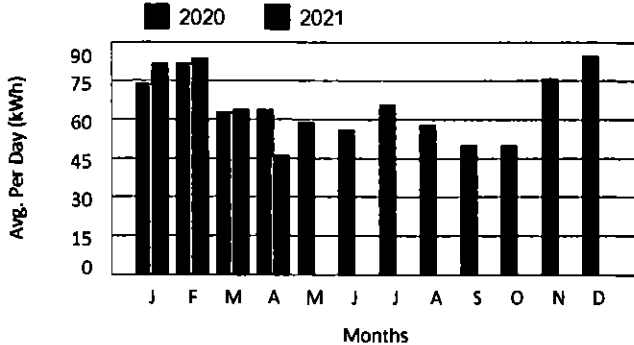
Your Electric Usage Profile

Service to:
PETER J MANCUSO
390 LAKEWOOD CT
LAKE ARIEL, PA 18436

Meter: 300978955

Your next meter reading is on or about May 28, 2021.

This section helps you understand your year-to-year electric use by month. Meter readings are actual unless otherwise noted.



Monthly Comparison	Days Billed	kWh	Average kWh/Day	Average Temp.
Apr 2021	30	1387	46	46F
Apr 2020	32	2056	64	46F

Billing Period	Type	Reading
Apr 29	Actual	58898
Mar 30	Actual	57511
30 Days	kWh Billed	1387

Yearly Comparison	Total Use	Avg. Monthly
May 2020 - Apr 2021	23874	1990
May 2019 - Apr 2020	20847	1737

Billing Summary

(Billing details on back)

Balance as of Apr 29, 2021 **\$1,017.83**

Charges:
Total Distribution Charges \$74.30
Total Generation & Transmission Charges \$101.49
Total Other Charges -\$992.83

Total Current Charges **\$200.79**

Amount Due By May 20, 2021 \$200.79

Account Balance **\$1,193.62**

How To Shop For Electricity

You can choose the company that supplies your electricity. Visit papowerswitch.com or www.oca.state.pa.us for supplier offers. If you are shopping, know your contract expiration date.

Here's the information you need to shop:

Bill Account Number: **74511-15046** Rate Schedule: **RS (Residential)**
Current Supplier: **PPL Electric Utilities**

PPL Electric Utilities price to compare for your rate is \$0.07317 per kWh. This changes the 1st of June and December.

Manage Your Account

Pay Your Bill	Online Options (pplelectric.com)
Online: Visit pplelectric.com	- Report an outage/check outage status
Phone: Call 1-800-342-5775	- Make a payment, view your bill and usage history.
Mail: Use envelope provided	- Sign up for alerts.
Card: MasterCard, Discover, Visa or debit, call 1-844-278-3310 (service fee applies)	- Enroll in paperless billing, automatic bill pay, budget billing.
	- View your rate schedule at: pplelectric.com/rates

Correspondence:

Customer Services, 827 Hausman Road, Allentown, PA 18104-9392

Other Important Information on the back of this bill →

Return this stub in the envelope provided with a check payable to PPL Electric Utilities.



PPL Electric Utilities

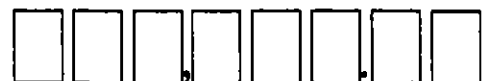
AV 01 037814 815798165 A**5DGT



PETER J MANCUSO
203 THE HIDEOUT
LAKE ARIEL, PA 18436-9769

Bill Acct. No.	Due Date	Amount Due
74511-15046	May 20, 2021	\$200.79

Amount Enclosed:



PPL ELECTRIC UTILITIES
2 NORTH 9TH STREET CPC-GENN1
ALLENTOWN, PA 18101-1175



1 2000011936200001193629 7451115046

Understanding Your Payment Programs

• Payment Plan Summary:

Last Month You Owed	\$1,042.83
You Paid	\$25.00
You Still Owe	\$1,017.83

Please note that this amount does not include extra payments you may have made.

Your Message Center

- With paperless billing, you can receive and pay your PPL Electric Utilities bills online. The process is free, quick, convenient and secure. To learn more or sign up, visit ppllectric.com.
- Learn how to save energy and get information about energy efficiency rebates on our website, ppllectric.com.
- Clean the lint filter on your dryer between loads. A clogged filter cuts air flow and wastes energy. A clean filter shortens drying time and saves money.

General Information

Generation prices and charges are set by the electric generation supplier you have chosen. The Public Utility Commission regulates distribution rates and services. The Federal Energy Regulatory Commission regulates transmission prices and services.

PPL Electric Utilities uses about \$11.57 of this bill to pay state taxes and about \$70.42 is used to pay the PA Gross Receipts Tax.

Understanding Your Bill

Act 129 Compliance Rider - Monthly charge to recover costs for energy efficiency and conservation programs approved by the PUC.

Storm Damage Expense Rider - Monthly charge to recover certain costs to make repairs after major storms.

Customer Charge - Monthly charge to recover costs of billing, meters and equipment.

Distribution Charge - Monthly charge to recover costs of local equipment used to deliver electricity from high-voltage transmission lines (see Transmission Charge) and safely step down voltage for use in your home or business.

System Improvement Charge - Monthly charge to recover costs for improving, repairing and replacing equipment that delivers electricity to your home or business.

Rate RS - Rate for service to a private home.

Billing Details - (Bill Acct. 74511-15046)

Previous Balance	\$1,271.58	
Payment Received Apr 21, 2021 - Thank You!	-\$253.75	
Balance as of Apr 29, 2021		\$1,017.83
Charges for - PPL Electric Utilities		
Residential Rate: RS for Mar 30 - Apr 29		
Distribution Charge:		
Customer Charge	18.65	
1,387 kWh at 4.32000000¢ per kWh	59.91	
Tax Cut and Jobs Act Credit at -7.00%	-4.42	
System Improvement Charge at 0.20%	0.15	
PA Tax Adj Surcharge at 0.01500000%	0.01	
Total Distribution Charges		\$74.30
Generation & Transmission Charges for Mar 30 - Apr 29		
Transmission Charge:		
1,387 kWh at 2.59100000¢ per kWh	35.94	
Generation Charge:		
Capacity and Energy		
1,387 kWh at 4.72600000¢ per kWh	65.55	
Total Generation & Transmission Charges		\$101.49
Other Charges for PPL Electric Utilities		
Payment Plan Adjustment	-1,017.83	
Payment Plan Amount	25.00	
Total of Other Charges		-\$992.83
Amount Due By May 20, 2021		\$200.79
Account Balance		\$1,193.62

Smart Meter Rider - Monthly charge to recover costs associated with the smart meter programs approved by the PUC.

Tax Cut and Jobs Act Credit - Monthly adjustment for federal tax changes.

Transmission Charge - Monthly charge to recover the cost of moving electricity over high-voltage transmission lines from generation facilities to PPL Electric Utilities' distribution lines (see Distribution Charge).

Generation Charge - Monthly charge to recover the cost of the production or purchase of electricity.

State Tax Adjustment Surcharge - Monthly charge or credit to reflect changes in various state taxes. The surcharge may vary by bill component.



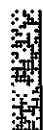
Pay/Manage your account online at ppllectric.com

Questions? Please contact us by May 20. 1-800-DIAL-PPL (1-800-342-5775) Mon-Fri: 7am to 8pm

Bill Acct. No.	Due Date	Amount Due
74511-15046	May 20, 2021	\$200.79

- Before digging around your home or property, you should always call the state's One Call notification system to locate any underground utility lines. You can do this by simply dialing 811, which will connect you to the One Call system. Be safe and call 811 before you dig.
- Save postage and late charges - sign up for Automated Bill Payment.

037814 2/2



Understanding Your Bill (cont'd)

kWh (Kilowatt-hour) - A measure of how much electricity your household uses. One kilowatt-hour equals the amount of electricity used by ten 100-watt lights left on for one hour.

Type(s) of Meter Readings:

Actual - Measures your monthly electricity use based on an actual reading.

Print

1/22/2020 3:11:13 p.m. IC: Welcome to PPL Electric Utilities!

3:11:18 p.m. IC: Hello! I am Alecia, a customer care specialist with PPL Electric Utilities. How can I help you today?

3:16:23 p.m. Peter J Mancuso: I just came out of the hospital having had major surgery. I did not receive or lost while away the bill for January 2020. I paid prior to my surgery \$ 77.00 to keep my billing arrangement in tack. I paid today 1/22/20 \$250.00 additional towards my account. I do not want to loose my account. Where do I stand.

3:17:13 p.m. Alecia: Good Afternoon, I am sorry to hear of the situation. I am happy to review your account with you. May I have your name please?

3:17:41 p.m. Peter J Mancuso: Peter Mancuso

3:18:09 p.m. Alecia: Thank you

3:20:03 p.m. Alecia: I see your payment agreement to pay \$77.00 due 1/12 (which you paid on 1/3), then your current bill plus \$25.00 towards your past due bill. You have \$480.77 due 1/21, minus your \$250 payment, you will still owe \$230.77

3:21:25 p.m. Alecia: Also, you may want to reach out to your supplier, Eligo Energy, it appears they charged you over .12 per kwh on your last bill

3:25:41 p.m. Peter J Mancuso: Can I switch suppliers today? Also, I will have to double up on payments to catch up. I now need to purchase a washing machine. my wife is disabled, with strokes and dementia. I am on a fixed income. need to work with me.

3:26:55 p.m. Alecia: You can take action with your supplier today, I encourage you to call them before you take any action. They may

have cancelation fees associated with canceling the rate.

- 3:27:21 p.m. Alecia: You are not in danger of termination at this time. Please continue to pay as much as you can towards you account
- 3:27:25 p.m. Alecia: your*
- 3:28:49 p.m. Peter J Mancuso: I do not know who they are, or, their number or, my supposed account number with them.
- 3:29:25 p.m. Alecia: You can reach them at 888-744-8125, they are listed on page 3 of your bill
- 3:29:53 p.m. Peter J Mancuso: I thought it all went through you.
- 3:30:41 p.m. Alecia: No, we are only handle the billing
- 3:33:41 p.m. Peter J Mancuso: If I call them today and cancel? How will I get my electricity? Do you automatically pick it up as my supplier?
- 3:34:01 p.m. Alecia: Yes, that is correct you will automatically return to PPL
- 3:34:49 p.m. Peter J Mancuso: OK, I will call them. What do I ask for?
- 3:36:13 p.m. Alecia: Your account number will be the same with them, you may want to ask about your contract, by specifically if there are fees to cancel. Then you may cancel once your conformable with what they are telling you. They may try to offer you a lower rate to get you to stay with them
- 3:38:13 p.m. Alecia: We encourage our customer to shop of a supplier but you want to make sure you are aware of the rate and compare it to our rate of .07632. Also make sure you are aware of the terms and conditions, like fees and if the rate is variable or fixed and for how long
- 3:38:55 p.m. Peter J Mancuso: I understand but what is the rate difference with PPI?
- 3:39:27 p.m. Alecia: On this last bill they charged you .12 vs our rate of
- 3:39:33 p.m. Alecia: .07632
- 3:42:51 p.m. Peter J Mancuso: With all the issues I have at home caring for my wife, and then my own surgery I can not maintain a guard on my bills. I hope to trust the company I do business with to be in my best interest. I hope you understand.
- 3:44:07 p.m. Alecia:

I certainly understand, this is also why I am trying to explain what is happening on your account. We are not able to take action for you

3:47:03 p.m. Peter J Mancuso: I will call them today and cancel. As far as my still being behind on my bill. I will pay as much as I can to catch up starting next month's billing. And thank you for the info and understanding my situation.

3:47:57 p.m. Alecia: Great, we will send you a letter to confirm you are back with PPL. If you have any other concerns please let us know

3:48:18 p.m. Peter J Mancuso: Thank You

**Some links may not be valid after the chat ends.*



Pay/Manage your account online at pplelectric.com

Questions? Please contact us by Nov 7. 1-800-DIAL-PPL (1-800-342-5775) Mon-Fri: 7am to 8pm

[Copy]

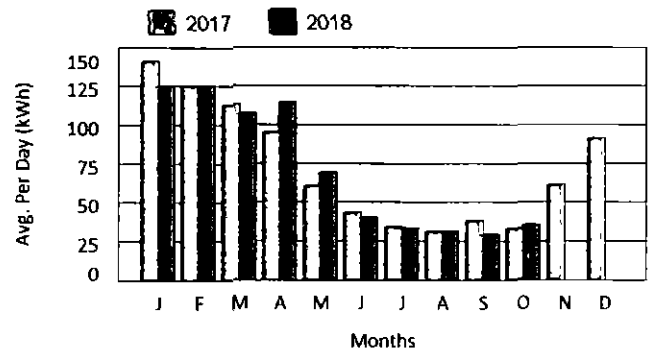
Bill Acct. No.	Due Date	Amount Due
74511-15046	Nov 7, 2018	\$198.20

Your Electric Usage Profile

Service to:
PETER J MANCUSO
390 LAKEWOOD CT
LAKE ARIEL, PA 18436

Meter: 300978955
Your next meter reading is on or about Nov 12, 2018.

This section helps you understand your year-to-year electric use by month. Meter readings are actual unless otherwise noted.



Monthly Comparison	Days Billed	kWh	Average kWh/Day	Average Temp.
Oct 2018	29	1038	36	65F
Oct 2017	29	981	34	67F

Billing Period	Type	Reading
Oct 12	Actual	2337
Sep 13	Actual	1299
29 Days	kWh Billed	1038

Yearly Comparison	Total Use	Avg. Monthly
Nov 2017 - Oct 2018	26476	2206
Nov 2016 - Oct 2017	27654	2305

Billing Summary

(Billing details on back)

Balance as of Oct 17, 2018 **\$1,410.09**

Charges:

- Total Distribution Charges \$60.30
- Total Generation & Transmission Charges \$81.90
- Total Other Charges -\$1,354.09

Total Current Charges **\$198.20**

Amount Due By Nov 7, 2018 **\$198.20**

Account Balance **\$1,552.29**

How To Shop For Electricity

You can choose the company that supplies your electricity. Visit papowerswitch.com or www.oca.state.pa.us for supplier offers. If you are shopping, know your contract expiration date.

Here's the information you need to shop:

Bill Account Number: **74511-15046** Rate Schedule: **RS (Residential)**
Current Supplier: **Direct Energy Services**

PPL Electric Utilities price to compare for your rate is \$0.07449 per kWh. This changes the 1st of June and December.

Manage Your Account

Pay Your Bill	Online Options (pplelectric.com)
Online: Visit pplelectric.com	- Report an outage/check outage status
Phone: Call 1-800-342-5775	- Make a payment, view your bill and usage history.
Mail: Use envelope provided	- Sign up for alerts.
Card: MasterCard, Discover, Visa or debit, call 1-844-278-3310 (service fee applies)	- Enroll in paperless billing, automatic bill pay, budget billing.
	- View your rate schedule at: pplelectric.com/rates

Correspondence:
Customer Services, 827 Hausman Road, Allentown, PA 18104-9392

Other important information on the back of this bill →

Return this stub in the envelope provided with a check payable to PPL Electric Utilities.



Bill Acct. No.	Due Date	Amount Due
74511-15046	Nov 7, 2018	\$198.20

Amount Enclosed:

--	--	--	--	--	--	--	--

AV 02 041083 70297E200 A**5DGT



PETER J MANCUSO
203 THE HIDEOUT
LAKE ARIEL, PA 18436-9769

PPL ELECTRIC UTILITIES
2 NORTH 9TH STREET CPC-GENN1
ALLENTOWN, PA 18101-1175



1 8800015522980001552299 7451115046

Your Message Center

- With paperless billing, you can receive and pay your PPL Electric Utilities bills online. The process is free, quick, convenient and secure. To learn more or sign up, visit ppllectric.com.
- Learn how to save energy and get information about energy efficiency rebates on our website, ppllectric.com.
- Before digging around your home or property, you should always call the state's One Call notification system to locate any underground utility lines. You can do this by simply dialing 811, which will connect you to the One Call system. Be safe and call 811 before you dig.
- Keep light bulbs and fixtures clean. Dust and dirt absorb light and can reduce light output by as much as half.
- Save postage and late charges - sign up for Automated Bill Payment.

General Information

Generation prices and charges are set by the electric generation supplier you have chosen. The Public Utility Commission regulates distribution rates and services. The Federal Energy Regulatory Commission regulates transmission prices and services.

PPL Electric Utilities uses about \$14.26 of this bill to pay state taxes and about \$86.75 is used to pay the PA Gross Receipts Tax.

Understanding Your Bill

Act 129 Compliance Rider - Monthly charge to recover costs for energy efficiency and conservation programs approved by the PUC.

Storm Damage Expense Rider - Monthly charge to recover certain costs to make repairs after major storms.

Customer Charge - Monthly charge to recover costs of billing, meters and equipment.

Distribution Charge - Monthly charge to recover costs of local equipment used to deliver electricity from high-voltage transmission lines (see Transmission Charge) and safely step down voltage for use in your home or business.

System Improvement Charge - Monthly charge to recover costs for improving, repairing and replacing equipment that delivers electricity to your home or business.

Rate RS - Rate for service to a private home.

Billing Details - (Bill Acct. 74511-15046)

Previous Balance	\$1,642.08	
Payment Received Oct 11, 2018 - Thank You!	-\$231.99	
Balance as of Oct 17, 2018		\$1,410.09
Charges for - PPL Electric Utilities		
Residential Rate: RS for Sep 13 - Oct 12		
Distribution Charge:		
Customer Charge	17.53	
1,038 kWh at 4.35500000¢ per kWh	45.20	
Tax Cut and Jobs Act Credit at -7.05%	-3.58	
System Improvement Charge at 1.95%	1.15	
Total Distribution Charges		\$60.30
Total Generation & Transmission Charges (see Supplier Billing Details page)		\$81.90
Other Charges for PPL Electric Utilities		
Payment Plan Adjustment	-1,410.09	
Payment Plan Amount	56.00	
Total of Other Charges		\$-1,354.09
Amount Due By Nov 7, 2018		\$198.20
Account Balance		\$1,552.29

kWh (Kilowatt-hour) - A measure of how much electricity your household uses. One kilowatt-hour equals the amount of electricity used by ten 100-watt lights left on for one hour.

Smart Meter Rider - Monthly charge to recover costs associated with the smart meter programs approved by the PUC.

Tax Cut and Jobs Act Credit - Monthly adjustment for federal tax changes.

Type(s) of Meter Readings:

Actual - Measures your monthly electricity use based on an actual reading.



17 North Second Street
12th Floor
Harrisburg, PA 17101-1601
717-731-1970-Main
717-731-1985 Main Fax
www.postschell.com

Devin Ryan

dryan@postschell.com
717-612-6052 Direct
717-731-1985 Direct Fax
File #: 140074

October 19, 2018

4
570

START
NOV 15 TH
2018

VIA ELECTRONIC FILING

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street, 2nd Floor North
P.O. Box 3265
Harrisburg, PA 17105-3265

Re: Peter Mancuso v. PPL Electric Utilities Corporation
Docket No. F-2018-3004141

Dear Secretary Chiavetta:

Enclosed for filing on behalf of PPL Electric Utilities Corporation is a Certificate of Satisfaction in the above-referenced proceeding. Copies will be provided as indicated on the Certificate of Service.

Respectfully submitted,

Devin Ryan

DTR/kls
Enclosures

cc: Gail Chiodo, Special Agent
Certificate of Service

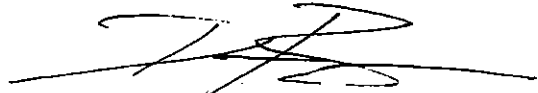
CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing has been served upon the following persons, in the manner indicated, in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a participant).

VIA E-MAIL & FIRST CLASS MAIL

Peter Mancuso
203 The Hideout
Lake Ariel, PA 18436
E-mail: golferPete1@yahoo.com

Date: October 19, 2018



Devin T. Ryan

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Peter Mancuso,	:	
	:	
Complainant,	:	
	:	
v.	:	Docket No. F-2018-3004141
	:	
PPL Electric Utilities Corporation,	:	
	:	
Respondent.	:	

CERTIFICATE OF SATISFACTION

Pursuant to Section 5.24(b)(2) of Title 52 of the Pennsylvania Code, 52 Pa. Code § 5.24(b)(2), PPL Electric Utilities Corporation ("PPL Electric"), Respondent in the above-captioned matter, hereby submits this Certificate of Satisfaction. PPL Electric hereby certifies that Peter Mancuso ("Complainant") has advised that he no longer wishes to pursue the Complaint.

~~PPL Electric and the Complainant have agreed to a payment agreement, under which he will pay his current bill plus \$25.00 on a monthly basis beginning November 15, 2018, until his past due balance is paid in full.~~

PPL Electric has served this Certificate of Satisfaction upon the Complainant as evidenced by the attached Certificate of Service. Unless the Complainant objects within 10 days of the filing of this Certificate of Satisfaction, the Pennsylvania Public Utility Commission ("Commission") shall withdraw the Complaint and mark the case closed.

The Complainants may object to this Certificate of Satisfaction by writing a letter to the Secretary of the Commission at P.O. Box 3265, Harrisburg, PA 17105-3265 with a copy to the Respondent.

PPL Electric notes that the filing of this Certificate of Satisfaction will have no impact on the Complainant's eligibility to enroll in budget billing, if he chooses to do so in the future.

WHEREFORE, PPL Electric Utilities Corporation respectfully requests that the Complaint of Peter Mancuso be withdrawn and marked closed.

Respectfully submitted,



Kimberly A. Klock (ID # 89716)
PPL Services Corporation
Two North Ninth Street
Allentown, PA 18101
Phone: 610-774-5696
Fax: 610-774-4101
E-mail: kklock@pplweb.com

David B. MacGregor (ID #28804)
Post & Schell, P.C.
Four Penn Center
1600 John F. Kennedy Boulevard
Philadelphia, PA 19103-2808
Phone: 215-587-1197
Fax: 215-320-4879
E-mail: dmacgregor@postschell.com

Of Counsel:

Post & Schell, P.C.

Date: October 19, 2018

Devin T. Ryan (ID #316602)
Post & Schell, P.C.
12th Floor, 17 North Second
Harrisburg, PA 17101-1601
Phone: 717-731-1970
Fax: 717-731-1985
E-mail: dryan@postschell.com

Attorneys for PPL Electric Utilities Corporation



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
Office of Administrative Law Judge
400 NORTH STREET, HARRISBURG, PA 17120
October 19, 2018

IN REPLY PLEASE
REFER TO OUR FILE

In Re: F-2018-3004141

(SEE ATTACHED)

Peter Mancuso v. PPL Electric Utilities Corporation

Cancellation Notice

This is to inform you of the following cancellation:

Type: Initial Call-In Telephonic Hearing

Date: Monday, November 5, 2018

Time: 10:00 AM

Presiding: Special Agent Gail M. Chiodo

Please mark your records accordingly.

c:

ALJ Chiodo
Ashlee Zrncic
Calendar File
File Room

F-2018-3004141 - PETER MANCUSO v. PPL ELECTRIC UTILITIES CORPORATION

PETER MANCUSO
203 THE HIDEOUT
LAKE ARIEL PA 18436
973.851.0875

DEVIN T RYAN ESQUIRE
17 NORTH 2ND STREET
12TH FLOOR
HARRISBURG PA 17101-1601
717.612.6052

ACCEPTS E-SERVICE

PPL Electric Utilities: Payment Request Received

From: CustomerService@pplweb.com (customerservice@pplweb.com)

To: golferpete1@yahoo.com

Date: Saturday, December 14, 2019, 09:08 AM EST

PPL Electric Utilities Account Activity

[Home](#) [My Account](#) [Ways to Save](#) [About Us](#) | [Sign in](#)



Confirmation - Payment Request Received

We have received your online payment request for the following PPL Electric Utilities account:

Account Number:	XXXXX-15046
Payment Amount:	\$250.00
Confirmation Number:	19121409
Request Received:	12/14/2019
Date Scheduled:	12/14/2019

Payments are typically posted within three business days. You may check to see if your payment has been posted by signing in to your online account and viewing Payment History.

If you did not make this request and feel you are receiving this message in error, please contact us at **1-800-DIAL-PPL (1-800-342-5775)**.

Thank you for using pplelectric.com. We appreciate the opportunity to serve you.

Manage Your Account Online

[Sign in to your online profile](#) to manage your PPL Electric Utilities account online:



Please do not reply to this automated email. This mailbox is not monitored.

Please visit the [PPL Electric Utilities website](#) for the latest news and services.

Questions? You may also contact PPL Electric Utilities Customer Service by calling 1-800-DIAL-PPL (1-800-342-5775).

To ensure delivery of important email messages regarding your account, add CustomerService@pplweb.com to your address book.



Interact with us





Supplier Billing Details

Bill Acct. No.	Due Date	Amount Due
74511-15046	Nov 7, 2018	\$198.20

These are the generation and transmission charges from your supplier(s). If you have questions, please contact the supplier that served you during that period.



For questions on these charges, please contact this supplier at:

Phone:
1-888-734-0741

**Direct Energy Services
Customer Services**
PO Box 180
TULSA, OK 74101-0180

Charges for - Direct Energy Services

Generation & Transmission Charges for Sep 13 - Oct 12

1038.0000 KWH @ 0.078900 81.90

Total Direct Energy Services Charges **\$81.90**

Total Generation & Transmission Charges: \$81.90



Pay/Manage your account online at ppllectric.com



Questions? Please contact us by Nov 7. 1-800-DIAL-PPL (1-800-342-5775) Mon-Fri: 7am to 8pm

[Copy]

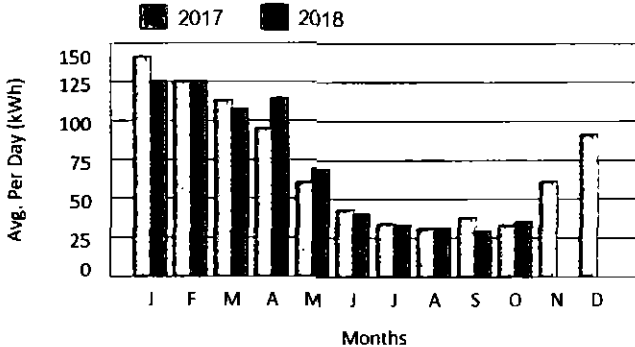
Bill Acct. No.	Due Date	Amount Due
74511-15046	Nov 7, 2018	\$198.20

Your Electric Usage Profile

Service to:
PETER J MANCUSO
390 LAKEWOOD CT
LAKE ARIEL, PA 18436

Meter: 300978955
Your next meter reading is on or about Nov 12, 2018.

This section helps you understand your year-to-year electric use by month. Meter readings are actual unless otherwise noted.



Monthly Comparison	Days Billed	kWh	Average kWh/Day	Average Temp.
Oct 2018	29	1038	36	65F
Oct 2017	29	981	34	67F

Billing Period	Type	Reading
Oct 12	Actual	2337
Sep 13	Actual	1299
29 Days	kWh Billed	1038

Yearly Comparison	Total Use	Avg. Monthly
Nov 2017 - Oct 2018	26476	2206
Nov 2016 - Oct 2017	27654	2305

Billing Summary

(Billing details on back)

Balance as of Oct 17, 2018	\$1,410.09
Charges:	
Total Distribution Charges	\$60.30
Total Generation & Transmission Charges	\$81.90
Total Other Charges	-\$1,354.09
Total Current Charges	\$198.20
Amount Due By Nov 7, 2018	\$198.20
Account Balance	\$1,552.29

How To Shop For Electricity

You can choose the company that supplies your electricity. Visit papowerswitch.com or www.oca.state.pa.us for supplier offers. If you are shopping, know your contract expiration date.

Here's the information you need to shop:
 Bill Account Number: **74511-15046** Rate Schedule: **RS (Residential)**
 Current Supplier: **Direct Energy Services**

PPL Electric Utilities price to compare for your rate is \$0.07449 per kWh. This changes the 1st of June and December.

Manage Your Account

Pay Your Bill	Online Options (ppllectric.com)
Online: Visit ppllectric.com Phone: Call 1-800-342-5775 Mail: Use envelope provided Card: MasterCard, Discover, Visa or debit, call 1-844-278-3310 (service fee applies)	<ul style="list-style-type: none"> - Report an outage/check outage status - Make a payment, view your bill and usage history. - Sign up for alerts. - Enroll in paperless billing, automatic bill pay, budget billing. - View your rate schedule at: ppllectric.com/rates
Correspondence: Customer Services, 827 Hausman Road, Allentown, PA 18104-9392	

Other important information on the back of this bill →

Return this stub in the envelope provided with a check payable to PPL Electric Utilities.



PPL Electric Utilities



PETER J MANCUSO
203 THE HIDEOUT
LAKE ARIEL, PA 18436-9769

Bill Acct. No.	Due Date	Amount Due
74511-15046	Nov 7, 2018	\$198.20

Amount Enclosed:

--	--	--	--	--	--	--	--

PPL ELECTRIC UTILITIES
2 NORTH 9TH STREET CPC-GENN1
ALLENTOWN, PA 18101-1175



1 8800015522980001552299 7451115046

04 1083 1/2
687 000 000 000 000 000

1,2,3,6

Your Message Center

- With paperless billing, you can receive and pay your PPL Electric Utilities bills online. The process is free, quick, convenient and secure. To learn more or sign up, visit ppllectric.com.
- Learn how to save energy and get information about energy efficiency rebates on our website, ppllectric.com.
- Before digging around your home or property, you should always call the state's One Call notification system to locate any underground utility lines. You can do this by simply dialing 811, which will connect you to the One Call system. Be safe and call 811 before you dig.
- Keep light bulbs and fixtures clean. Dust and dirt absorb light and can reduce light output by as much as half.
- Save postage and late charges - sign up for Automated Bill Payment.

General Information

Generation prices and charges are set by the electric generation supplier you have chosen. The Public Utility Commission regulates distribution rates and services. The Federal Energy Regulatory Commission regulates transmission prices and services.

PPL Electric Utilities uses about \$14.26 of this bill to pay state taxes and about \$86.75 is used to pay the PA Gross Receipts Tax.

Understanding Your Bill

Act 129 Compliance Rider - Monthly charge to recover costs for energy efficiency and conservation programs approved by the PUC.

Storm Damage Expense Rider - Monthly charge to recover certain costs to make repairs after major storms.

Customer Charge - Monthly charge to recover costs of billing, meters and equipment.

Distribution Charge - Monthly charge to recover costs of local equipment used to deliver electricity from high-voltage transmission lines (see Transmission Charge) and safely step down voltage for use in your home or business.

System Improvement Charge - Monthly charge to recover costs for improving, repairing and replacing equipment that delivers electricity to your home or business.

Rate RS - Rate for service to a private home.

Billing Details - (Bill Acct. 74511-15046)

Previous Balance	\$1,642.08	
Payment Received Oct 11, 2018 - Thank You!	-\$231.99	
Balance as of Oct 17, 2018		\$1,410.09
Charges for - PPL Electric Utilities		
Residential Rate: RS for Sep 13 - Oct 12		
Distribution Charge:		
Customer Charge	17.53	
1,038 kWh at 4.35500000¢ per kWh	45.20	
Tax Cut and Jobs Act Credit at -7.05%	-3.58	
System Improvement Charge at 1.95%	1.15	
Total Distribution Charges		\$60.30
Total Generation & Transmission Charges (see Supplier Billing Details page)		\$81.90
Other Charges for PPL Electric Utilities		
Payment Plan Adjustment	-1,410.09	
Payment Plan Amount	56.00	
Total of Other Charges		-\$1,354.09
Amount Due By Nov 7, 2018		\$198.20
Account Balance		\$1,552.29

kWh (Kilowatt-hour) - A measure of how much electricity your household uses. One kilowatt-hour equals the amount of electricity used by ten 100-watt lights left on for one hour.

Smart Meter Rider - Monthly charge to recover costs associated with the smart meter programs approved by the PUC.

Tax Cut and Jobs Act Credit - Monthly adjustment for federal tax changes.

Type(s) of Meter Readings:

Actual - Measures your monthly electricity use based on an actual reading.



Supplier Billing Details

Bill Acct. No.	Due Date	Amount Due
74511-15046	Nov 7, 2018	\$198.20

These are the generation and transmission charges from your supplier(s). If you have questions, please contact the supplier that served you during that period.



For questions on these charges, please contact this supplier at:

Phone:
1-888-734-0741

**Direct Energy Services
Customer Services**
PO Box 180
TULSA, OK 74101-0180

Charges for - Direct Energy Services

Generation & Transmission Charges for Sep 13 - Oct 12

1038.0000 KWH @ 0.078900 81.90

Total Direct Energy Services Charges \$81.90

Total Generation & Transmission Charges: \$81.90



17 North Second Street
12th Floor
Harrisburg, PA 17101-1601
717-731-1970 Main
717-731-1985 Main Fax
www.postschell.com

Devin Ryan

dryan@postschell.com
717-612-6052 Direct
717-731-1985 Direct Fax
File #: 140074

October 19, 2018

VIA ELECTRONIC FILING

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street, 2nd Floor North
P.O. Box 3265
Harrisburg, PA 17105-3265

*CERTIFICATE
OF
SATISFACTION*

Re: Peter Mancuso v.-PPL Electric Utilities Corporation
Docket No. F-2018-3004141

Dear Secretary Chiavetta:

Enclosed for filing on behalf of PPL Electric Utilities Corporation is a Certificate of Satisfaction in the above-referenced proceeding. Copies will be provided as indicated on the Certificate of Service.

Respectfully submitted,

Devin Ryan

DTR/kls
Enclosures

cc: Gail Chiodo, Special Agent
Certificate of Service

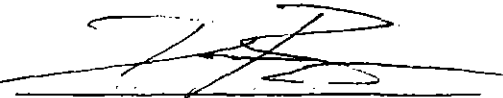
CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing has been served upon the following persons, in the manner indicated, in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a participant).

VIA E-MAIL & FIRST CLASS MAIL

Peter Mancuso
203 The Hideout
Lake Ariel, PA 18436
E-mail: golferPete1@yahoo.com

Date: October 19, 2018


Devin T. Ryan

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Peter Mancuso,	:	
	:	
Complainant,	:	
	:	
v.	:	Docket No. F-2018-3004141
	:	
PPL Electric Utilities Corporation,	:	
	:	
Respondent.	:	

CERTIFICATE OF SATISFACTION

Pursuant to Section 5.24(b)(2) of Title 52 of the Pennsylvania Code, 52 Pa. Code § 5.24(b)(2), PPL Electric Utilities Corporation ("PPL Electric"), Respondent in the above-captioned matter, hereby submits this Certificate of Satisfaction. PPL Electric hereby certifies that Peter Mancuso ("Complainant") has advised that he no longer wishes to pursue the Complaint.

PPL Electric and the Complainant have agreed to a payment agreement, under which he will pay his current bill plus \$25.00 on a monthly basis beginning November 15, 2018, until his past due balance is paid in full.

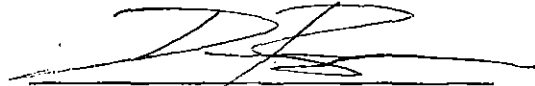
PPL Electric has served this Certificate of Satisfaction upon the Complainant as evidenced by the attached Certificate of Service. Unless the Complainant objects within 10 days of the filing of this Certificate of Satisfaction, the Pennsylvania Public Utility Commission ("Commission") shall withdraw the Complaint and mark the case closed.

The Complainants may object to this Certificate of Satisfaction by writing a letter to the Secretary of the Commission at P.O. Box 3265, Harrisburg, PA 17105-3265 with a copy to the Respondent.

PPL Electric notes that the filing of this Certificate of Satisfaction will have no impact on the Complainant's eligibility to enroll in budget billing, if he chooses to do so in the future.

WHEREFORE, PPL Electric Utilities Corporation respectfully requests that the Complaint of Peter Mancuso be withdrawn and marked closed.

Respectfully submitted,



Kimberly A. Klock (ID # 89716)
PPL Services Corporation
Two North Ninth Street
Allentown, PA 18101
Phone: 610-774-5696
Fax: 610-774-4101
E-mail: kklock@pplweb.com

David B. MacGregor (ID #28804)
Post & Schell, P.C.
Four Penn Center
1600 John F. Kennedy Boulevard
Philadelphia, PA 19103-2808
Phone: 215-587-1197
Fax: 215-320-4879
E-mail: dmacgregor@postschell.com

Of Counsel:

Post & Schell, P.C.

Devin T. Ryan (ID #316602)
Post & Schell, P.C.
12th Floor, 17 North Second
Harrisburg, PA 17101-1601
Phone: 717-731-1970
Fax: 717-731-1985
E-mail: dryan@postschell.com

Date: October 19, 2018

Attorneys for PPL Electric Utilities Corporation

Subject: Mancuso v. PPL Electric Utilities Corporation; F-2018-3004141

From: Sitrler, Kathy (KSitrler@PostSchell.com)

To: gchiodo@pa.gov; golferPete1@yahoo.com

Cc: DRyan@PostSchell.com; dmacgregor@postschell.com

Date: Friday, October 19, 2018, 02:03 PM EDT

Attached please find the Certificate of Satisfaction filed in the above-referenced proceeding. Copies will be provided per the Certificate of Service.

Kathy L. Sitrler
Secretary
Post & Schell, P.C.
17 North Second Street
12th Floor
Harrisburg, PA 17101

717-612-6018 (Phone)

717-731-1985 (Fax)

KSitrler@PostSchell.com

www.postschell.com

This message is from the law firm Post & Schell, P.C. . This message and any attachments may contain legally privileged or confidential information, and are intended only for the individual or entity identified above as the addressee. If you are not the addressee, or if this message has been addressed to you in error, you are not authorized to read, copy, or distribute this message and any attachments, and we ask that you please delete this message and attachments (including all copies) and notify the sender by return e-mail or by phone at 215-587-1000. Delivery of this message and any attachments to any person other than the intended recipient(s) is not intended in any way to waive confidentiality or a privilege. All personal messages express views only of the sender, which are not to be attributed to Post & Schell, P.C., and may not be copied or distributed without this statement.



17 North Second Street
12th Floor
Harrisburg, PA 17101-1601
717-731-1970 Main
717-731-1985 Main Fax
www.postschell.com

Devin Ryan

dryan@postschell.com
717-612-6052 Direct
717-731-1981 Direct Fax
File #: 140074

October 17, 2018

VIA ELECTRONIC FILING

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street, 2nd Floor North
P.O. Box 3265
Harrisburg, PA 17105-3265

Re: Peter Mancuso v. PPL Electric Utilities Corporation
Docket No. F-2018-3004141

Dear Secretary Chiavetta:

Enclosed for filing is the Notice of Entry of Appearance of Kimberly A. Klock, Esquire as counsel on behalf of PPL Electric Utilities Corporation and Withdrawal of Appearance of Amy E. Hirakis, Esquire, as counsel on behalf of PPL Electric Utilities Corporation in the above-referenced proceeding. Copies will be provided as indicated on the Certificate of Service.

Respectfully submitted,



Devin Ryan

DTR/jl
Enclosures

cc: Gail Chiodo, Special Agent
Certificate of Service

CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing has been served upon the following persons, in the manner indicated, in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a participant).

VIA E-MAIL & FIRST CLASS MAIL

Peter Mancuso
203 The Hideout
Lake Ariel, PA 18436
E-mail: golferPetel@yahoo.com

Date: October 17, 2018



Devin T. Ryan

~~BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION~~

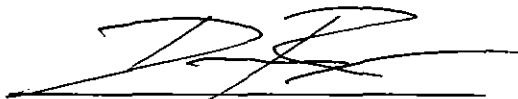
Peter Mancuso :
 :
 v. : Docket No. F-2018-3004141
 :
 PPL Electric Utilities Corporation :

NOTICE OF ENTRY OF APPEARANCE AND WITHDRAWAL OF APPEARANCE

Please enter the appearance of Kimberly A. Klock, Esquire as counsel on behalf of PPL Electric Utilities Corporation in the above-referenced proceeding.

Please withdraw the appearance of Amy E. Hirakis, Esquire as counsel on behalf of PPL Electric Utilities Corporation in the above-captioned proceeding.

Respectfully submitted,



Kimberly A. Klock (ID # 89716)
PPL Services Corporation
Two North Ninth Street
Allentown, PA 18101
Phone: 610-774-5696
Fax: 610-774-4101
E-mail: kklock@pplweb.com

David B. MacGregor (ID # 28804)
Post & Schell, P.C.
Four Penn Center
1600 John F. Kennedy Boulevard
Philadelphia, PA 19103-2808
Phone: 215-587-1198
Fax: 215-320-4879
E-mail: dmacgregor@postschell.com

Of Counsel:

Post & Schell, P.C.

Date: October 17, 2018

Devin T. Ryan (ID # 316602)
Post & Schell, P.C.
17 North Second Street, 12th Floor
Harrisburg, PA 17101-16
Phone: 717-731-1970
Fax: 717-731-1985
E-mail: dryan@postschell.com

Attorneys for PPL Electric Utilities Corporation

PETER J. MANCUSO
LUDMILLA MANCUSO
#203 (THE HIDEOUT)
LAKE ARIEL, PA 18436

Retail



17120

RDC 99

U.S. POSTAGE PAID
FCM LG ENV
HAMLIN, PA 18427
APR 05, 2024

\$2.83

R2304H108557-3

PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU
400 NORTH STREET 2ND FLOOR
HARRISBURG, PA. 17120

CASE #

3960337



PRESS FIRMLY TO SEAL



17120

U.S. POSTAGE PAID
PME 1-Day
HAMLIN, PA 18427
MAY 09, 2024

\$34.10

R2304H108557-3

RDC 07

PRIORITY MAIL EXPRESS®

FLAT RATE ENVELOPE

FLAT RATE ■ ANY WEIGHT

schedule free Package Pickup, scan the QR code.



PRIORITY MAIL EXPRESS®



EJ 971 229 992 US

CUSTOMER USE ONLY

FROM: (PLEASE PRINT) PHONE ()

Peter Mancuso
230 The Hideout
Lake Ariel PA 18436

DELIVERY OPTIONS (Customer Use Only)

SIGNATURE REQUIRED Note: The mailer must check the "Signature Required" box if the mailer: 1) Requires the addressee's signature; OR 2) Purchases additional insurance; OR 3) Purchases COD service; OR 4) Purchases Return Receipt service. If the box is not checked, the Postal Service will leave the item in the addressee's mail receptacle or other secure location without attempting to obtain the addressee's signature on delivery.

Delivery Options

No Saturday Delivery (delivered next business day)

Sunday/Holiday Delivery Required (additional fee, where available)
*Refer to USPS.com® or local Post Office™ for availability.

TO: (PLEASE PRINT) PHONE ()

PA Public Utility Commissioner
400 N. Street → Attn Rosemary Choukha
Harrisburg, PA

ZIP + 4® (U.S. ADDRESSES ONLY)
17120

■ For pickup or USPS Tracking™, visit USPS.com or call 800-222-1811.
■ \$100.00 Insurance included.

RECEIVED

PAYMENT BY ACCOUNT (If applicable)

USPS® Corporate Acct. No. Federal Agency Acct. No. or Postal Service™ Acct. No.

MAY 10 2024

ORIGIN (POSTAL SERVICE USE ONLY)

1-Day 2-Day 3-Day 4-Day 5-Day 7-Day Priority Mail Express®

PO ZIP Code Scheduled Delivery Date (MMDDYY) Postage \$

PUBLIC UTILITY COMMISSIONER'S BUREAU

Date

Time

Spot

\$

Walt

DE

Del

Del

LAB



RECEIVED

To: CHIAVETA, R. PUC

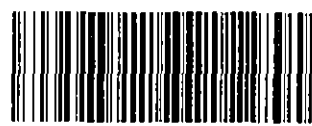
Agency: PUC MAY 10 2024

Floor: PA PUB
External Carrier: EXPRESS

CMPC

717-705-1952

5/10/2024-8:03:42 AM



EJ971229992US



PS10001000006

EP13F July 2022
OD: 12 1/2 x 9 1/2

PEEL FROM THIS CORNER



UNITED STATES POSTAL SERVICE