
Yolonda Jones	
v.	
PPL Electric Utilities Corporation	
Initial Call-In	
Telephonic Hearing	

Docket No.:
C-2024-3048012

Pages 1 - 32

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

Tuesday, October 15, 2024
Commencing at 10:07 a.m.

INDEX TO EXHIBITS

Docket No. C-2024-3048012

Hearing Date: October 15, 2024

<u>NUMBER</u>	<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
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Payment Agreement

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Winter Collection Notice

PPL ELECTRIC EXHIBIT NO. 1

*** Account Information ***

*** Current Account Status ***

Account Number: [REDACTED]
 Mail To: CHRIS JONES
 1819 OWASCO TER
 TOBYHANNA PA 18466
 Requested By: CHRIS JONES
 Extension: 000

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
10/14/2020	BUDGET BILLING		\$319.00								
10/14/2020	Regular Bill	11/04	\$16071.86	\$15752.86	\$185.79	\$-329.26	0232/0018	64842A	30	1521	
11/12/2020	BUDGET BILLING		\$319.00								
11/12/2020	Regular Bill	12/03	\$16390.86	\$16071.86	\$236.24	\$-412.02	0372/0000	66816A	29	1974	
12/14/2020	BUDGET BILLING		\$319.00								
12/14/2020	Regular Bill	01/04	\$16709.86	\$16390.86	\$425.65	\$-305.37	0780/0000	70484A	32	3668	
01/14/2021	BUDGET BILLING		\$319.00								
01/14/2021	Regular Bill	02/04	\$17028.86	\$16709.86	\$525.90	\$-98.47	1046/0000	74950A	31	4466	
02/16/2021	BUDGET BILLING		\$319.00								
02/16/2021	Regular Bill	03/09	\$17347.86	\$17028.86	\$658.85	\$241.38	1212/0000	80586A	33	5636	
03/17/2021	BUDGET BILLING		\$319.00								
03/17/2021	Regular Bill	04/07	\$17666.86	\$17347.86	\$463.63	\$386.01	0891/0000	84508A	29	3922	
04/15/2021	Payment		\$-608.00								
04/16/2021	BUDGET BILLING		\$319.00								
04/16/2021	Regular Bill	05/10	\$17377.86	\$17058.86	\$323.64	\$390.65	0471/0000	87195A	30	2687	
05/14/2021	Payment		\$-608.00								
05/17/2021	BUDGET BILLING		\$319.00								
05/17/2021	Regular Bill	06/07	\$17088.86	\$16769.86	\$292.89	\$364.54	0326/0009	89609A	31	2414	
06/14/2021	Payment		\$-608.00								
06/16/2021	BUDGET BILLING		\$262.00								
06/16/2021	Regular Bill	07/07	\$16742.86	\$16480.86	\$173.44	\$275.98	0058/0151	90960A	30	1351	
07/15/2021	Payment		\$-400.00								
07/16/2021	BUDGET BILLING		\$262.00								
07/16/2021	Regular Bill	08/09	\$16604.86	\$16342.86	\$153.62	\$167.60	0007/0275	92129A	30	1169	
07/23/2021	Payment		\$-152.00								
08/16/2021	Special Agreement		\$-49.56								
08/16/2021	BUDGET BILLING		\$311.56								
08/16/2021	Regular Bill	09/07	\$16714.86	\$16452.86	\$143.96		0002/0275	93215A	31	1086	
08/30/2021	Payment		\$-550.00								
09/15/2021	BUDGET BILLING		\$309.00								
09/15/2021	SPECIAL AGREEMENT - BB SETTLE		\$12.39								

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	BILLED KW
09/15/2021	Regular Bill	10/06	\$16486.25	\$16164.86	\$142.21	\$-166.79	0007/0231	94286A	30	1071
09/30/2021	Payment		\$-551.00							
10/14/2021	Miscellaneous		\$-27.79							
10/14/2021	Miscellaneous		\$-29.50							
10/14/2021	Miscellaneous		\$-141.86							
10/14/2021	BUDGET BILLING		\$309.00							
10/14/2021	SPECIAL AGREEMENT - BB SETTLE		\$12.39							
10/14/2021	Late Payment Charge		\$27.79							
10/14/2021	Late Payment Charge		\$29.50							
10/14/2021	Late Payment Charge		\$141.86							
10/14/2021	Regular Bill	11/04	\$16256.64	\$15935.25	\$145.06	\$-330.73	0071/0057	95387A	29	1101
10/29/2021	Payment		\$-411.00							
11/12/2021	BUDGET BILLING		\$309.00							
11/12/2021	SPECIAL AGREEMENT - BB SETTLE		\$12.39							
11/12/2021	Late Payment Charge		\$145.72							
11/12/2021	Late Payment Charge		\$27.79							
11/12/2021	Late Payment Charge		\$24.36							
11/12/2021	Regular Bill	12/06	\$16364.90	\$15845.64	\$271.49	\$-368.24	0389/0004	97581A	29	2194
11/29/2021	Payment		\$-610.00							
12/14/2021	BUDGET BILLING		\$309.00							
12/14/2021	SPECIAL AGREEMENT - BB SETTLE		\$12.39							
12/14/2021	Late Payment Charge		\$30.26							
12/14/2021	Late Payment Charge		\$149.58							
12/14/2021	Late Payment Charge		\$16.74							
12/14/2021	Regular Bill	01/04	\$16272.87	\$15754.90	\$386.28	\$-290.96	0845/0000	00544A	32	2963
01/11/2022	Late Payment Charge		\$32.72							
01/11/2022	Late Payment Charge		\$16.74							
01/11/2022	Late Payment Charge		\$153.44							
01/14/2022	BUDGET BILLING		\$309.00							
01/14/2022	Regular Bill	02/07	\$16784.77	\$16272.87	\$347.55	\$-252.41	0967/0000	03035A	31	2491
02/14/2022	BUDGET BILLING		\$309.00							
02/14/2022	Regular Bill	03/07	\$17093.77	\$16784.77	\$398.36	\$-163.05	1231/0000	05979A	31	2944
02/15/2022	Late Payment Charge		\$35.26							
02/15/2022	Late Payment Charge		\$157.30							
02/15/2022	Late Payment Charge		\$16.74							
03/15/2022	BUDGET BILLING		\$231.00							
03/15/2022	Late Payment Charge		\$16.74							
03/15/2022	Late Payment Charge		\$35.26							
03/15/2022	Late Payment Charge		\$161.16							
03/15/2022	Regular Bill	04/05	\$17747.23	\$17093.77	\$404.60	\$10.55	0869/0000	08971A	29	2992
03/29/2022	AR Budget Billing		\$10.55							
04/06/2022	Payment		\$-405.00							
04/13/2022	BUDGET BILLING		\$363.90							

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
04/13/2022	Regular Bill	05/04	\$17716.68	\$17342.23	\$363.90		0546/0000	11651A	29	268	
04/14/2022	Late Payment Charge		\$40.05								
04/14/2022	Late Payment Charge		\$164.05								
04/14/2022	Late Payment Charge		\$12.16								
05/21/2022	Transfer Debit		\$17342.23								
05/23/2022	Miscellaneous		\$-17342.23								
05/23/2022	ELECTRIC SERVICE		\$260.65								
05/23/2022	Regular Bill	06/13	\$18193.59	\$374.45			0345/0003	13538A	30	1887	
06/14/2022	ELECTRIC SERVICE		\$142.21								
06/14/2022	Regular Bill	07/05	\$18335.80	\$18193.59			0020/0112	14413A	32	875	
07/11/2022	Payment		\$-441.00								
07/14/2022	ELECTRIC SERVICE		\$141.44								
07/14/2022	Regular Bill	08/04	\$18036.24	\$17894.80			0010/0235	15182A	30	769	
08/12/2022	ELECTRIC SERVICE		\$133.03								
08/12/2022	Regular Bill	09/06	\$18169.27	\$18036.24			0000/0388	15901A	29	719	
09/13/2022	ELECTRIC SERVICE		\$144.16								
09/13/2022	Regular Bill	10/04	\$18313.43	\$18169.27			0000/0245	16681A	32	780	

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*** Current Account Status ***

Account Number: [REDACTED]
 Mail To: CHRIS JONES
 1819 OWASCO TER
 TOBYHANNA PA 18466
 Requested By: CHRIS JONES
 Extension: 000

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
10/12/2022	ELECTRIC SERVICE		\$250.22								
10/12/2022	Regular Bill	11/02	\$18563.65	\$18313.43			0224/0024	18084A	29	1403	
11/10/2022	ELECTRIC SERVICE		\$318.59								
11/10/2022	Regular Bill	12/05	\$18882.24	\$18563.65			0370/0005	19895A	29	1811	
11/11/2022	Payment		\$-381.00								
12/12/2022	ELECTRIC SERVICE		\$631.77								
12/12/2022	Regular Bill	01/03	\$19133.01	\$18501.24			0845/0000	23398A	32	3503	
12/13/2022	Late Payment Charge		\$2.70								
12/13/2022	Late Payment Charge		\$17.38								
01/10/2023	Late Payment Charge		\$25.28								
01/10/2023	Late Payment Charge		\$2.70								
01/13/2023	ELECTRIC SERVICE		\$831.56								
01/13/2023	Regular Bill	02/06	\$20012.63	\$19133.01			0966/0000	27652A	31	4254	
02/04/2023	Miscellaneous		\$-25.28								
02/04/2023	Miscellaneous		\$-2.70								
02/10/2023	ELECTRIC SERVICE		\$808.47								
02/10/2023	Regular Bill	03/06	\$20793.12	\$19984.65			0894/0000	31795A	29	4143	
03/14/2023	ELECTRIC SERVICE		\$791.24								
03/14/2023	Late Payment Charge		\$45.78								
03/14/2023	Late Payment Charge		\$3.30								
03/14/2023	Regular Bill	04/04	\$21633.44	\$20793.12			0854/0000	35848A	32	4053	
04/11/2023	Late Payment Charge		\$55.67								
04/11/2023	Late Payment Charge		\$3.91								
04/13/2023	ELECTRIC SERVICE		\$604.20								
04/13/2023	Regular Bill	05/04	\$22297.22	\$21633.44			0555/0012	38924A	30	3076	
05/10/2023	Late Payment Charge		\$63.22								
05/10/2023	Late Payment Charge		\$4.66								
05/12/2023	ELECTRIC SERVICE		\$335.81								
05/12/2023	Regular Bill	06/05	\$22700.91	\$22297.22			0291/0015	40598A	29	1674	
06/13/2023	ELECTRIC SERVICE		\$204.24								
06/13/2023	Late Payment Charge		\$67.42								
06/13/2023	Late Payment Charge		\$5.51								
06/13/2023	Regular Bill	07/05	\$22978.08	\$22700.91			0086/0046	41639A	32	1041	

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	BILLED KW
07/11/2023	Late Payment Charge		\$69.97							
07/11/2023	Late Payment Charge		\$6.42							
07/13/2023	ELECTRIC SERVICE		\$149.97							
07/13/2023	Regular Bill	08/03	\$23204.44	\$22978.08			0005/0216	42446A	30	807
08/11/2023	ELECTRIC SERVICE		\$132.24							
08/11/2023	Regular Bill	09/05	\$23336.68	\$23204.44			0000/0262	43141A	29	695
09/12/2023	ELECTRIC SERVICE		\$157.63							
09/12/2023	Regular Bill	10/03	\$23494.31	\$23336.68			0002/0234	43976A	32	835
10/11/2023	ELECTRIC SERVICE		\$206.85							
10/11/2023	Regular Bill	11/01	\$23701.16	\$23494.31			0146/0021	45100A	29	1124
10/20/2023	Payment		\$-207.00							
11/13/2023	ELECTRIC SERVICE		\$34.04							
11/13/2023	ELECTRIC SERVICE		\$266.52							
11/13/2023	American Power & Gas of PA LLC		\$67.92							
11/13/2023	Regular Bill	12/04	\$23862.64	\$23494.16			0292/0000	465960	29	2114
12/12/2023	Late Payment Charge		\$7.37							
12/12/2023	Late Payment Charge		\$0.85							
12/12/2023	Late Payment Charge		\$81.81							
12/13/2023	ELECTRIC SERVICE		\$187.68							
12/13/2023	American Power & Gas of PA LLC		\$385.64							
12/13/2023	Regular Bill	01/03	\$24525.99	\$23862.64			0861/0000	50723A	33	3509
01/09/2024	Late Payment Charge		\$84.16							
01/09/2024	Late Payment Charge		\$8.49							
01/09/2024	Late Payment Charge		\$5.67							
01/17/2024	ELECTRIC SERVICE		\$178.65							
01/17/2024	American Power & Gas of PA LLC		\$454.72							
01/17/2024	Regular Bill	02/07	\$25257.68	\$24525.99			1008/0000	54119A	35	3396
02/13/2024	Late Payment Charge		\$86.39							
02/13/2024	Late Payment Charge		\$11.35							
02/13/2024	Late Payment Charge		\$9.72							
02/14/2024	ELECTRIC SERVICE		\$149.65							
02/14/2024	American Power & Gas of PA LLC		\$368.98							
02/14/2024	Regular Bill	03/06	\$25883.77	\$25257.68			0895/0000	57001A	28	2882
03/12/2024	Late Payment Charge		\$15.96							
03/12/2024	Late Payment Charge		\$88.26							
03/12/2024	Late Payment Charge		\$11.06							
03/15/2024	ELECTRIC SERVICE		\$171.82							
03/15/2024	American Power & Gas of PA LLC		\$531.55							
03/15/2024	Regular Bill	04/08	\$26702.42	\$25883.77			0777/0000	60359A	30	3358
04/16/2024	BUDGET BILLING		\$382.00							
04/16/2024	Regular Bill	05/07	\$27084.42	\$26702.42	\$620.67	\$238.67	0589/0000	63096A	32	2737

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
05/15/2024	BUDGET BILLING		\$382.00								
05/15/2024	Regular Bill	06/05	\$27466.42	\$27084.42	\$409.61	\$266.28	0265/0026	64696A	29	1600	
06/14/2024	BUDGET BILLING		\$382.00								
06/14/2024	Regular Bill	07/08	\$27848.42	\$27466.42	\$331.73	\$216.01	0025/0117	65837A	30	1141	
07/16/2024	BUDGET BILLING		\$407.00								
07/16/2024	Regular Bill	08/06	\$28255.42	\$27848.42	\$278.16	\$87.17	0000/0405	66785A	32	948	
08/14/2024	BUDGET BILLING		\$407.00								
08/14/2024	Regular Bill	09/04	\$28662.42	\$28255.42	\$245.86	\$-73.97	0000/0306	67622A	29	837	
09/13/2024	BUDGET BILLING		\$407.00								
09/13/2024	Regular Bill	10/07	\$29069.42	\$28662.42	\$275.71	\$-205.26	0032/0121	68553A	30	931	

PPL ELECTRIC EXHIBIT NO. 2

Account Contact History
Account: ██████████ **Customer Name: CHRIS JONES**
 From 10/1/2020 to 10/1/2024

Contact Date	Contact Type	Remarks	User
2024-09-16	Special Situation	HIGH BILL ALERT	SUPP_HB
2024-08-15	Special Situation	HIGH BILL ALERT	SUPP_HB
2024-07-17	Special Situation	HIGH BILL ALERT	SUPP_HB
2024-07-10	Correspondence - General	Template Name OnTrack Application Rejection Letter New Created By lyoung@trehab.org Letter Edited No CS Letters ID 5902936	CSLET
2024-07-10	OnTrack - Ineligible	Assistance Program application rejected for Ontrack and Operation. Reason Household is over the federal poverty income guidelines. Agency TREHAB Inc.. Agency user L. Young	SELF SERVICE USER
2024-07-10	OnTrack - Ineligible	rejected over income for OT OP H.. Also CHRIS JONES is account holder but not listed on app Submitted by L. Young Agency TREHAB	SELF SERVICE USER
2024-07-08	OnTrack Customer	emailed need another paystub Submitted by L. Young Agency TREHAB	SELF SERVICE USER
		Cond 1 Cond 2 Cond 3 Cond 4 Note OMS_CSS.services.contacts.privcontacts notification_PPL_CUSTOMER_CONTACT_VIEWPublishDocument USER_NAME	
2024-07-06	Electric Outage - Issuance	Call Type 01 AMI Power Down Event Comments none	MTR
2024-06-25	OnTrack Customer	OnTrack application submitted by EUWEB Source EuWeb	SELF SERVICE USER
2024-06-24	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 5870843	CSLET
2024-06-21	SC - REFERRAL TO ONTRACK	Caller TREHAB Agency. Referred to OnTrack.	DSWENDSE
2024-06-15	Special Situation	HIGH BILL ALERT	SUPP_HB
2024-05-16	Special Situation	HIGH BILL ALERT	SUPP_HB
2024-04-17	Special Situation	HIGH BILL ALERT	SUPP_HB
		Cond 1 Cond 2 Cond 3 Cond 4 Note OMS_CSS.services.contacts.privcontacts notification_PPL_CUSTOMER_CONTACT_VIEWPublishDocument USER_NAME	
2024-04-12	Electric Outage - Issuance	Call Type 01 AMI Power Down Event Comments none	MTR
2024-04-02	Miscellaneous	WATT CCC Formal Complaint - Ability To Pay Work Item 4201435 Created	CARMEN P URBAN
2024-04-02	SC - PUC Formal Complaint	Received notice from the PUC that the customer filed Formal Complaint Docket No. C-2024-3048012	MICHELE K SPOTTS
2024-04-02	WUR Assessment	Yolanda Jones Spouse. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC Yes. Interested in SO No.	BOBBY MYERSMADDEN
2024-04-02	Billing	Caller Yolanda Jones Spouse. to see what the PUC advise- Also adv no disc order on acct @ this time but her service is not protected @ this time	BOBBY MYERSMADDEN
2024-04-02	Billing	Caller Yolanda Jones Spouse. S W Yolanda Jones sp cci to verf disc date std she recvd 2 notices 1 for 4 2 4 4 wanted to know if she can have more time to pay amt to reinst PAG adv of amt to renist PAG 6253.00 4 1 1784.65 4 8 cust did not agree to PAG Cust std she has a complaint with the PUC-Adv to wait	BOBBY MYERSMADDEN
2024-04-02	Added Payment Agreement	Yolanda Jones Spouse. Agreement Type CU. Cust agrees to PAG terms NO. First payment of 6 253.00 is due 04 02 2024. Second payment of 1 784.65 is due on 04 08 2024 . Payment Plan installment amount 966.00.	BOBBY MYERSMADDEN
2024-04-02	Changed Payment Agreement	Yolanda Jones Spouse. Does not agree to PAG terms. Cancelled Agreed payment plan.	BOBBY MYERSMADDEN
2024-04-01	Credit	██████████ Link to Assistance Programs page presented.	SELF SERVICE USER
2024-04-01	Credit	██████████ Link to Assistance Programs page presented.	SELF SERVICE USER
2024-04-01	Correspondence - Budget Billing	bbstcsr.doc	
2024-04-01	WEB Cust Enrollment Budget Bill	CUSTOMER ENROLLED IN BB ON THE WEB. AMOUNT IS 382.00	WEBSS
2024-04-01	Credit	██████████ Link to Assistance Programs page presented.	SELF SERVICE USER
2024-04-01	Credit	Agreed to visit website for more information on assistance programs.	IVR
2024-04-01	Credit	Text sent to 6469420141 for web offer. Customer response NO RESPONSE	IVR
2024-04-01	Credit	██████████ Link to Assistance Programs page presented.	SELF SERVICE USER
2024-04-01	Credit	██████████ Link to Assistance Programs page presented.	SELF SERVICE USER
2024-04-01	Credit	██████████ Link to Assistance Programs page presented.	SELF SERVICE USER

Contact Date	Contact Type	Remarks	User
2024-04-01	Added Payment Agreement	RatePayer. Agreement Type CU. Cust agrees to PAG terms NO. First payment of 6 253.00 is due 04 01 2024. Second payment of 1 784.65 is due on 04 08 2024 . Payment Plan installment amount 966.00. Enrolled in BB NO. Emailed PAG info to [REDACTED]	SELF SERVICE USER
2024-04-01	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2024-04-01	Credit	Ratepayer. Customer indicated there was no change to financial information.	SELF SERVICE USER
2024-04-01	Financial Statement Added		SELF SERVICE USER
2024-03-18	Data Repair	Data Repair DR IR175865 D2 - UPDATE N A-DT TO 260	CSSDR044
2024-03-16	Special Situation	HIGH BILL ALERT	SUPP_HB
2024-03-14	Winter Collection	Winter Collection Notice	
2024-02-15	Winter Collection	Winter Collection Notice	
2024-02-15	Special Situation	HIGH BILL ALERT	SUPP_HB
2024-01-18	Special Situation	HIGH BILL ALERT	SUPP_HB
2024-01-11	Winter Collection	Winter Collection Notice	
2023-12-11	Winter Collection	Winter Collection Notice	
2023-10-30	Cust Choice 1 Bill	Supplier added on 2023-11-02 - American Power Gas of PA LLC	
2023-10-30	Batch Enrollment		
2023-10-25	Miscellaneous	WATT CCC Formal Complaint - Ability To Pay Work Item 3908712 Completed	HOLLY L HANKERSON
2023-10-25	SC - PUC Formal Complaint	PUC FORMAL C-2023-3041854 watt 3908712 ..Settled by Attorney. terms as follows cb 966 begin December 2023 due date.	HOLLY L HANKERSON
2023-10-25	Added Payment Agreement	PUC FORMAL settled by Attorney. terms as follows cb 966 begin December 2023 due date.	HOLLY L HANKERSON
2023-10-25	Financial Statement Added		HOLLY L HANKERSON
2023-10-19	WEB Customer Initiated Payment	Scheduled date 10 19 2023 Amount 207.00 User [REDACTED] Owner YES. Confirmation Number 23101982	SELF SERVICE USER
2023-08-04	PUC/Formal	Caller Back Office Ratepayer. Outbound 570-894-5502 not in service...646-942-0141 left VM for Yolanda with my name and 800 number. Response form to OGC.	HOLLY L HANKERSON
2023-07-31	Credit	Caller yolanda jones Spouse. bill pay her monthly bill adv her i m not sure whats the amount or her nextbill but her next read date is 8 15 2023	KERRY-ANN CHARLES
2023-07-31	Credit	Caller yolanda jones Spouse User Comments cx called because she has a shut off notice and you ahve case with puc and they adv her to call us and provided us with the number puc case number is - c-2023-3041854 cx asked if her service will shut off today adv her no it is protected cx said what is her next month bill because puc adv her starting the next	KERRY-ANN CHARLES
2023-07-31	WUR Assessment	yolanda jones Spouse. Caller s Concern Account Balance. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	KERRY-ANN CHARLES
2023-07-31	SC - GRACE EXTENSION	Caller yolanda jones Spouse. cx called to provide us with puc case number c-2023-3041854	313412
2023-07-24	SC - PUC Formal Complaint	Received notice from the PUC that the customer filed Formal Complaint Docket No. C-2023-3041854.	E02623
2023-07-24	Miscellaneous	WATT CCC Formal Complaint - Ability To Pay Work Item 3908712 Created	DONNA BARRY
2023-07-17	SC - Income Verification	Income verification required.	ORAMP1
2023-07-17	Disputed Payment Agreement	RatePayer. Agreement Type CU. Cust agrees to PAG terms NO. OUR Provided. Total payment due 07 27 2023 9 112.00. First payment of 9 112.00 is due 07 24 2023. Second payment of 525.36 is due on 08 03 2023 . Payment Plan installment amount 299.00. Enrolled in BB NO. Emailed PAG info to [REDACTED]	SELF SERVICE USER
2023-07-17	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2023-07-17	Credit	Confirmed service is scheduled for termination on 07 25 2023. Amount is 22 978.08. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	SELF SERVICE USER
2023-07-17	Financial Statement Added		SELF SERVICE USER
2023-07-11	Correspondence - Collections	CUT DATE 2023-07-25 AMOUNT 22 978.08	
2023-02-04	Data Repair	CREDIT OF LPC OVERCHARGE	CUBLP511
2023-02-04	Data Repair	CREDIT OF LPC OVERCHARGE	CUBLP511
2023-02-02	Data Repair	DR REQ10782282 - CD-NXT-COLL-ACTION UPDATE	CSSDR044
2023-01-14	Data Repair	INC10765324 - Reads Workaround	CSSDR044
2023-01-11	Winter Collection	Winter Collection Notice	
2023-01-11	OB Call - Outreach	Caller Back Office Ratepayer. called regarding pay assist- no answer- unable to leave vm	WYNTER TOLODZIESKI
2022-12-13	Winter Collection	Winter Collection Notice	

Contact Date	Contact Type	Remarks	User
2022-12-01	Miscellaneous	WATT CCC Formal Complaint - Ability To Pay Work Item 2858879 Completed	DANA M BRUNNER
2022-11-30	SC - PUC Formal Complaint	going thru old puc formal cases THIS CASE WAS CLOSED CERT OF SATISFACTION SENT 5 31 22. CLOSING SUSP CHG	e71683
2022-11-11	WUR Assessment	Yolanda Jones Spouse. Caller s Concern Payment Assistance. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	MARIO FITZWORME
2022-11-11	Credit	Caller Yolanda Jones Spouse User Comments Cust calling in and said she rec a shutoff noti and cust made her pmt online and i adv cust her acc isnt due for term	MARIO FITZWORME
2022-11-10	WEB Customer Initiated Payment	Scheduled date 11 11 2022 Amount 381.00 User [REDACTED] Owner YES. Confirmation Number 22111151	SELF SERVICE USER
2022-10-31	Correspondence - Collections	CUT DATE 2022-11-14 AMOUNT 380.49	
2022-07-08	WEB Customer Initiated Payment	Scheduled date 7 8 2022 Amount 441.00 User [REDACTED] Owner YES. Confirmation Number 22070832	SELF SERVICE USER
2022-06-21	Added Payment Agreement	working PUC Formal s w Yolanda Jones agreed to non c u p a of c b 299 for 60 mths beg with July. 441 due 7 5. satis.	DANA M BRUNNER
2022-06-21	Financial Statement Added		DANA M BRUNNER
2022-06-20	Correspondence - Collections	CUT DATE 2022-07-05 AMOUNT 260.65	
2022-05-25	Correspondence - General	Template Name Late Bill Separately Created By Boos Donna J Letter Edited Yes CS Letters ID 4645216	CSLET
2022-05-25	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2022-05-25	Miscellaneous	WATT Billing - Rejected Bill Work Item 2875382 Completed Verified Bill to allow customer to view online - not printing - Paperless account.	DONNA J BOOS
2022-05-25	Pull Bill	Verified and not printing - Paperless account	DBL VBIL
2022-05-24	Miscellaneous	WATT Billing - Rejected Bill Work Item 2875382 Created	CSS
2022-05-23	Payment Arrangement Letter Sent	Catch-Up Activation PAG	
2022-05-23	PAG Reactivated	PAYMENT AGREEMENT HAS BEEN REACTIVATED	CUBCL105
2022-05-23	Financial Statement Added		DANA M BRUNNER
2022-05-21	Credit	WATT ID 2868945 Worked too many active debit WFMS. Misc debit credit applied for 17 342.23 to consolidate debits to bill account. Entered 5 13 22 reading. PAG needs to be set up in CSS due to consolidation of debits	MARITZA RODRIGUEZ
2022-05-18	Miscellaneous	WATT No Bill - No Bill Residential Work Item 2872597 Created	CSS
2022-05-11	Credit	Caller Yolanda Jones Spouse User Comments Yolanda Jones returned a call from DANA. Tried to transfer cust to Ms.Dana contact instructed to email call back information received from the cx below Callback number [REDACTED] Tomorrow would be best at 11 AM	KATIE EVERAGE
2022-05-11	WUR Assessment	Yolanda Jones Spouse. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	KATIE EVERAGE
2022-04-26	Miscellaneous	Caller Yolanda Jones Spouse User Comments Yolanda Jones returned a call from DANA DANA not available but Crit contact instructed to email call back information received from the cx below Callback number [REDACTED] Tomorrow would be best at 11 AM EST	ANTHONY VICTOR
2022-04-26	WUR Assessment	Yolanda Jones Spouse. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO No.	ANTHONY VICTOR
2022-04-26	PUC/Formal	attempted call back to Yolanda Jones re PUC complaint left message for her to call me back. if cust calls please trans to me or if I m not avail please email me with a call back .	DANA M BRUNNER
2022-04-21	Miscellaneous	WATT CCC Formal Complaint - Ability To Pay Work Item 2858879 Created	DONNA BARRY
2022-04-21	SC - PUC Formal Complaint	Received notice from the PUC that the customer filed Formal Complaint Docket No. C-2022-3032052	E02623
2022-04-19	Data Repair	IM036612 Data repair to auto complete active debit wfm	CSSDR044
2022-04-13	Correspondence - Collections	CUT DATE 2022-04-27 AMOUNT 17 342.23	
2022-04-11	SC - PUC Mediation	Caller Back Office Ratepayer. SC Status from Open to Closed Cust Rights Given Y Cust Satisfied Y Comments WATT ID 2852749 TOTAL BALANCE 17352.78 DATE CLOSED 04 07 2022 RESOLUTION CASE DISMISSED PER 1405 D . THE CUSTOMER HAS A PRIOR UNSATISFIED PUC PAR BCS 3655857	CUCL143
2022-04-09	Miscellaneous	WATT CSS - PUC Payment Agreement Residential Exception Work Item 2852749 Completed	MONA HARRY
2022-04-09	Miscellaneous	WATT ID 2852749 TOTAL BALANCE 17352.78 DATE CLOSED 04 07 2022 RESOLUTION CASE DISMISSED PER 1405 D . THE CUSTOMER HAS A PRIOR UNSATISFIED PUC PAR BCS 3655857 .	MONA HARRY
2022-04-08	Miscellaneous	WATT CSS - PUC Payment Agreement Residential Work Item 2852749 Created	PUCMED
2022-04-05	WEB Customer Initiated Payment	Scheduled date 4 5 2022 Amount 405.00 User [REDACTED] Owner YES. Confirmation Number 22040503	SELF SERVICE USER
2022-03-29	Stop Budget Bill		CUMBB302

Contact Date	Contact Type	Remarks	User
2022-03-29	SC - PUC Mediation	PUC MDIA BCS 3825427	CUCL143
2022-03-29	Credit	Caller Yolanda Jonese Spouse User Comments cust called to get assistance with PAG updated financials 1603.00 due 4 6 monthly bill plus installment of 949.00 cust said that is too high adv cust amounts are all based on the full acct bal.	KATHERINE GOMEZ MARTINEZ
2022-03-29	WUR Assessment	Yolanda Jonese Spouse. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC Yes. Interested in SO No.	KATHERINE GOMEZ MARTINEZ
2022-03-29	Added Payment Agreement	Yolanda Jonese Spouse. Agreement Type NCU. Cust agrees to PAG terms NO. First payment of 1 603.00 is due 04 06 2022. Future payments beginning with next bill will include installment amount of 949.00. Emailed PAG info to [REDACTED]	KATHERINE GOMEZ MARTINEZ
2022-03-29	Changed Payment Agreement	Yolanda Jonese Spouse. Does not agree to PAG terms. Cancelled Agreed payment plan.	KATHERINE GOMEZ MARTINEZ
2022-03-29	Financial Statement Added		KATHERINE GOMEZ MARTINEZ
2022-03-29	Added Payment Agreement	IVR RATEPAYER. Agreement Type CU. Cust agrees to PAG terms NO. First payment of 3 014.00 is due 03 29 2022. Second payment of 942.46 is due on 04 05 2022. Payment Plan installment amount 289.00.	IVR
2022-03-21	Data Repair	Data Repair DR IR166395 D2 - UPDATE N A-DT TO 260	CSSDR044
2022-03-15	Winter Collection	Winter Collection Notice	
2022-02-23	Data Repair	IM036612 Data repair to auto complete active debit wfm	CSSDR044
2022-02-15	Winter Collection	Winter Collection Notice	
2022-01-19	Data Repair	IM036612 Data repair to auto complete active debit wfm	CSSDR044
2022-01-12	Winter Collection	Winter Collection Notice	
2021-12-13	Winter Collection	Winter Collection Notice	
2021-11-29	Changed Payment Agreement	Self Serve Ratepayer agrees to payment terms of 610.00 due by 11 29 2021 to reinstate the payment plan. The second payment of 808.26 due on 12 06 2021. Installments of 289.00 are added to each monthly bill until the previous balance is paid in full.	SELF SERVICE USER
2021-11-29	CSS WEB Interface Payment	Caller Self Serve Ratepayer. Comments Made Payment in the amount of 610.00. Confirmation number was Read. Confirmation Number 21112842	SELF SERVICE USER
2021-11-26	Credit	[REDACTED] Link to Assistance Programs page presented.	SELF SERVICE USER
2021-11-26	Credit	[REDACTED] Link to Assistance Programs page presented.	SELF SERVICE USER
2021-11-29	Added Payment Agreement	RatePayer. Agreement Type CU. Cust agrees to PAG terms YES. First payment of 610.00 is due 11 29 2021. Second payment of 808.26 is due on 12 06 2021. Payment Plan installment amount 289.00. Emailed PAG info to [REDACTED]	SELF SERVICE USER
2021-11-26	Credit	[REDACTED] Link to Assistance Programs page presented.	SELF SERVICE USER
2021-11-29	Credit	[REDACTED] Ratepayer. Customer indicated there was no change to financial information.	SELF SERVICE USER
2021-11-29	Financial Statement Added		SELF SERVICE USER
2021-11-16	Data Repair	IM036612 Data repair to auto complete active debit wfm	CSSDR044
2021-11-11	Correspondence - Collections	CUT DATE 2021-11-29 AMOUNT 15 845.64	
2021-10-29	Changed Payment Agreement	Self Serve Ratepayer agrees to payment terms of 411.00 due by 10 31 2021 to reinstate the payment plan. The second payment of 610.39 due on 11 04 2021. Installments of 289.00 are added to each monthly bill until the previous balance is paid in full.	SELF SERVICE USER
2021-10-29	CSS WEB Interface Payment	Caller Self Serve Ratepayer. Comments Made Payment in the amount of 411.00. Confirmation number was Read. Confirmation Number 21102917	SELF SERVICE USER
2021-10-28	Cut Out for Non-Pay Issued		CUMCL024
2021-10-25	Added Payment Agreement	[REDACTED] RatePayer. Agreement Type CU. Cust agrees to PAG terms YES. First payment of 411.00 is due 10 31 2021. Second payment of 610.39 is due on 11 04 2021. Payment Plan installment amount 289.00. Emailed PAG info to [REDACTED]	SELF SERVICE USER
2021-10-25	Credit	[REDACTED] Link to Assistance Programs page presented.	SELF SERVICE USER
2021-10-25	Credit	Confirmed service is scheduled for termination on 11 01 2021. Amount is 15 736.10. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	SELF SERVICE USER
2021-10-25	Credit	[REDACTED] Ratepayer. Customer indicated there was no change to financial information.	SELF SERVICE USER
2021-10-25	Financial Statement Added		SELF SERVICE USER

Contact Date	Contact Type	Remarks	User
2021-10-13	Correspondence - Collections	CUT DATE 2021-10-27 AMOUNT 15 935.25	
2021-09-29	Changed Payment Agreement	Self Serve Ratepayer agrees to payment terms of 551.00 due by 09 29 2021 to reinstate the payment plan. The second payment of 610.39 due on 10 06 2021. Installments of 289.00 are added to each monthly bill until the previous balance is paid in full.	SELF SERVICE USER
2021-09-29	CSS WEB Interface Payment	Caller Self Serve Ratepayer. Comments Made Payment in the amount of 551.00. Confirmation number was Read. Confirmation Number 21092987	SELF SERVICE USER
2021-09-29	Credit - Payment Agreement	Caller Yolanda Jones Spouse User Comments called in to see about the PAG for the account advised to start processing the payment as of 9 29 21 and would take around 3 to 5 days to process so should not hit the account until fri for the payment of 551 and then 2nd payment of 610.39 by 10 6 21	MARK HIBDON
2021-09-29	WUR Assessment	Yolanda Jones Spouse. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	MARK HIBDON
2021-09-29	Credit - Payment Agreement	Yolanda Jones Spouse. Agreement Type CU. Cust agrees to PAG terms YES. First payment of 551.00 is due 09 29 2021. Second payment of 610.39 is due on 10 06 2021 . Payment Plan installment amount 289.00.	MARK HIBDON
2021-09-29	Credit	Confirmed service is scheduled for termination on 09 30 2021. Amount is 16 164.86.	MARK HIBDON
2021-09-29	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2021-09-29	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2021-09-29	Credit	Ratepayer. Customer indicated there was no change to financial information.	SELF SERVICE USER
2021-09-29	Financial Statement Added		SELF SERVICE USER
2021-09-29	Credit	Confirmed service is scheduled for termination on 09 30 2021. Amount is 16 164.86.	SELF SERVICE USER
2021-09-23	Added Payment Agreement	Ratepayer. Agreement Type CU. Cust agrees to PAG terms YES. First payment of 551.00 is due 09 29 2021. Second payment of 610.39 is due on 10 06 2021 . Payment Plan installment amount 289.00. Emailed PAG info to	SELF SERVICE USER
2021-09-23	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2021-09-23	Credit	Confirmed service is scheduled for termination on 09 30 2021. Amount is 16 164.86. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	SELF SERVICE USER
2021-09-23	Credit	Ratepayer. Customer indicated there was no change to financial information.	SELF SERVICE USER
2021-09-23	Financial Statement Added		SELF SERVICE USER
2021-09-21	Data Repair	IM036612 Data repair to auto complete active debit wfm	CSSDR044
2021-09-14	Correspondence - Collections	CUT DATE 2021-09-28 AMOUNT 16 164.86	
2021-08-30	Changed Payment Agreement	Self Serve Ratepayer agrees to payment terms of 550.00 due by 08 30 2021 to reinstate the payment plan. The second payment of 551.00 due on 09 07 2021. Installments of 289.00 are added to each monthly bill until the previous balance is paid in full.	SELF SERVICE USER
2021-08-30	CSS WEB Interface Payment	Caller Self Serve Ratepayer. Comments Made Payment in the amount of 550.00. Confirmation number was Read. Confirmation Number 21082985	SELF SERVICE USER
2021-08-25	Added Payment Agreement	Ratepayer. Agreement Type CU. Cust agrees to PAG terms YES. First payment of 550.00 is due 08 30 2021. Second payment of 551.00 is due on 09 07 2021 . Payment Plan installment amount 289.00. Emailed PAG info to	SELF SERVICE USER
2021-08-25	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2021-08-25	Credit	Confirmed service is scheduled for termination on 08 31 2021. Amount is 16 452.86. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	SELF SERVICE USER
2021-08-25	Credit	Ratepayer. Customer indicated there was no change to financial information.	SELF SERVICE USER
2021-08-25	Financial Statement Added		SELF SERVICE USER
2021-08-16	Correspondence - Collections	CUT DATE 2021-08-30 AMOUNT 16 452.86	
2021-07-23	Changed Payment Agreement	Self Serve Ratepayer agrees to payment terms of 151.00 due by 07 27 2021 to reinstate the payment plan. The second payment of 551.00 due on 08 09 2021. Installments of 289.00 are added to each monthly bill until the previous balance is paid in full.	SELF SERVICE USER
2021-07-23	CSS WEB Interface Payment	Caller Self Serve Ratepayer. Comments Made Payment in the amount of 152.00. Confirmation number was Read. Confirmation Number 21072379	SELF SERVICE USER
2021-07-20	Data Repair	IM036612 Data repair to auto complete active debit wfm	CSSDR044
2021-07-15	Credit	Caller Julanda Jones Spouse User Comments rp just wanted to make sure that making the rest of what is due for PAG on 7 23 that it would stop order for term. I adv that it would stop the term order as long as pymnt is made then.	ARIANNA MACKERLEY

Contact Date	Contact Type	Remarks	User
2021-07-15	WUR Assessment	Julanda Jones Spouse. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	ARIANNA MACKERLEY
2021-07-15	Added Payment Agreement	IVR RATEPAYER. Agreement Type CU. Cust agrees to PAG terms YES. First payment of 551.00 is due 07 27 2021. Second payment amount and due date will appear on next bill . Payment Plan installment amount 289.00.	IVR
2021-07-14	Correspondence - Collections	CUT DATE 2021-07-28 AMOUNT 16 742.86	
2021-07-14	WEB Customer Initiated Payment	Scheduled date 7 15 2021 Amount 400.00 User [REDACTED] Owner YES. Confirmation Number 21071530	SELF SERVICE USER
2021-06-14	WEB Customer Initiated Payment	Scheduled date 6 14 2021 Amount 608.00 User [REDACTED] Owner YES. Confirmation Number 21061428	SELF SERVICE USER
2021-05-14	WEB Customer Initiated Payment	Scheduled date 5 14 2021 Amount 608.00 User [REDACTED] Owner YES. Confirmation Number 21051415	SELF SERVICE USER
2021-04-20	Data Repair	IM036612 Data repair to auto complete active debit wfm	CSSDR044
2021-04-15	WEB Customer Initiated Payment	Scheduled date 4 15 2021 Amount 608.00 User [REDACTED] Owner YES. Confirmation Number 21041548	SELF SERVICE USER
2021-04-13	Reoccurring OnTrack Referral	You were Referred. Reminder call made. Call reminds the customer to check for application and submit back to agency in their county.	CSLET
2021-04-06	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 4078620	CSLET
2021-04-02	Credit	Caller CHRIS JONES Ratepayer User Comments set up CSS NCU 608.00 4 15 21 289.00 for 59 months final 296.86	DONALD SADLER
2021-04-02	WUR Assessment	CHRIS JONES Ratepayer. Caller s Concern Payment Assistance. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO No.	DONALD SADLER
2021-04-05	Payment Arrangement Letter Sent	Non-Catch-Up Activation PAG	
2021-04-05	Added Payment Agreement	NCU CSS 4 15 21 608.00 289 for 59 months final 296.86	DONALD SADLER
2021-04-05	Changed Payment Agreement	cancelled agreement CU	DONALD SADLER
2021-04-05	Financial Statement Added		DONALD SADLER
2021-04-02	Credit	IVR Ratepayer. Offered LIHEAP - Yes . Emailed agency contact info to [REDACTED] .	IVR
2021-04-05	SC - REFERRAL TO ONTRACK	Referred to Ontrack.	IVR
2021-04-05	Added Payment Agreement	IVR RATEPAYER. Agreement Type CU. Cust agrees to PAG terms NO. First payment of 7 936.00 is due 04 05 2021. Second payment of 633.00 is due on 04 07 2021 . Payment Plan installment amount 314.00.	IVR
2021-03-26	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note OMS_CSS.services.contacts.privcontacts.notification_PPL_CUSTOMER_CONTACT_VIEWPublishDocument USER_NAME Call Type 01 AMI Power Down Event Comments none	MTR
2021-03-26	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note OMS_CSS.services.contacts.privcontacts.notification_PPL_CUSTOMER_CONTACT_VIEWPublishDocument USER_NAME Call Type 01 AMI Power Down Event Comments none	MTR
2021-03-17	Winter Collection	Winter Collection Notice	
2021-02-23	Data Repair	IM036612 Data repair to auto complete active debit wfm	CSSDR044
2021-02-16	Winter Collection	Winter Collection Notice	
2021-01-28	Miscellaneous	COVID-19 Pre-term Notice Sent.	CSLET
2021-01-28	Special Situation	COVID-19 Pre-term Notice Sent. Refer to Einstein COVID-19 page for pay assist info. All res customers are eligible for a new non-catch up at this time. Comm accounts - transfer to Small business team	CSLET
2021-01-20	Data Repair	IM036612 Data repair to auto complete active debit wfm	CSSDR044
2021-01-12	Winter Collection	Winter Collection Notice	
2020-12-14	Winter Collection	Winter Collection Notice	
2020-11-23	LIHEAP	LIHEAP application mailed to customer	CSLET
2020-11-06	Other Meter Investigation Completed	Action Taken Field Work Completed	MDT
2020-11-03	Other Meter Investigation Issued	Pay Assist Door Hanger initiative please hang EU Assistance Door Hanger on door or conspicuous place for resident	BILLIE J MCHALE
2020-10-02	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR

PPL ELECTRIC EXHIBIT NO. 3

Maintain Payment Agreement for Account [REDACTED]

Edit Help

Type: **Catch-Up** Status: **Agreed**

Current Billing Information		Budget Billing Details	
Bill Due Date:	06/05/24	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$27,466.42	Current BB Amount:	\$382.00

Agreement Details		Installment Details	
Start Date:	04/02/24	Installment Amount:	\$966.00
Agreement Amount:	\$25,883.77	Number Of Installments:	21
		Remaining Installments:	21
		Final Installment Amount:	\$310.77

Initial Payment Details		Customer Offer	
Due Date:	04/02/24	Downpayment Amount:	\$0.00
Payment Amount:	\$6,253.00	Downpayment Due Date:	//
		Installment Amount:	\$0.00
		Installment Due Date:	//

Restore Amount: \$6,253.00

Task List
Customer Contact...

OK Cancel

Outstanding Money... ?

Special Situation Details	
Special Circumstance:	
Supervisor Discretion:	

View Payment Agreement for Account [REDACTED]

Edit Help

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

Current Billing Information	Budget Billing Details
Bill Due Date: 06/05/24	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$27,466.42	Current BB Amount: \$382.00

Agreement Details	Installment Details
Start Date: 04/01/24	Installment Amount: \$966.00
Agreement Amount: \$25,883.77	Number Of Installments: 21
	Remaining Installments: 21
	Final Installment Amount: \$310.77

Initial Payment Details	Customer Offer
Due Date: 04/01/24	Downpayment Amount: \$0.00
Payment Amount: \$6,253.00	Downpayment Due Date: //
Restore Amount: \$6,253.00	Installment Amount: \$0.00
	Installment Due Date: //

Task List

- Customer Contact...

OK Cancel

Outstanding Money... ?

Special Situation Details
Special Circumstance: [REDACTED]
Supervisor Discretion: [REDACTED]

View Payment Agreement for Account [REDACTED]

Edit Help

Type: PUC Non-Catch-Up Status: Defaulted

Current Billing Information		Budget Billing Details	
Bill Due Date:	06/05/24	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$27,466.42	Current BB Amount:	\$382.00

Agreement Details		Installment Details	
Start Date:	10/25/23	Installment Amount:	\$966.00
Agreement Amount:	\$23,494.16	Number Of Installments:	24
		Remaining Installments:	24
		Final Installment Amount:	\$1,276.16

Initial Payment Details		Customer Offer	
Due Date:	11/02/23	Downpayment Amount:	\$0.00
Payment Amount:	\$0.00	Downpayment Due Date:	//
		Installment Amount:	\$0.00
		Installment Due Date:	//

Restore Amount: \$10,318.00

Task List	
Customer Contact...	

OK Cancel

Outstanding Money... ?

Special Situation Details	
Special Circumstance:	
Supervisor Discretion:	

View Payment Agreement for Account [REDACTED]

Edit Help

Type: **Catch-Up** Status: **Expired**

Current Billing Information		Budget Billing Details	
Bill Due Date:	11/01/23	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$23,701.16	Setup BB Amount:	\$431.00

Agreement Details		Installment Details	
Start Date:	07/17/23	Installment Amount:	\$299.00
Agreement Amount:	\$22,978.08	Number Of Installments:	47
		Remaining Installments:	47
		Final Installment Amount:	\$112.08

Initial Payment Details		Customer Offer	
Due Date:	07/24/23	Downpayment Amount:	\$0.00
Payment Amount:	\$9,112.00	Downpayment Due Date:	//
		Installment Amount:	\$0.00
		Installment Due Date:	//

Restore Amount: \$9,112.00

Task List	
Customer Contact...	

OK Cancel

Outstanding Money... ?

Special Situation Details	
Special Circumstance:	
Supervisor Discretion:	

View Payment Agreement for Account [REDACTED]

Edit Help

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

Current Billing Information		Budget Billing Details	
Bill Due Date:	11/01/23	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$23,701.16	Setup BB Amount:	\$431.00

Agreement Details		Installment Details	
Start Date:	06/21/22	Installment Amount:	\$299.00
Agreement Amount:	\$18,335.80	Number Of Installments:	60
		Remaining Installments:	60
		Final Installment Amount:	\$253.80

Initial Payment Details		Customer Offer	
Due Date:	07/05/22	Downpayment Amount:	\$0.00
Payment Amount:	\$441.00	Downpayment Due Date:	//
		Installment Amount:	\$0.00
		Installment Due Date:	//

Restore Amount: \$304.00

Task List	
Customer Contact...	

OK Cancel

Outstanding Money... ?

Special Situation Details	
Special Circumstance:	
Supervisor Discretion:	

View Payment Agreement for Account [REDACTED]

Edit Help

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

Current Billing Information		Budget Billing Details	
Bill Due Date:	11/01/23	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$23,701.16	Setup BB Amount:	\$431.00

Agreement Details		Installment Details	
Start Date:	03/29/22	Installment Amount:	\$949.00
Agreement Amount:	\$17,747.23	Number Of Installments:	21
		Remaining Installments:	20
		Final Installment Amount:	\$162.59

Initial Payment Details		Customer Offer	
Due Date:	04/06/22	Downpayment Amount:	\$0.00
Payment Amount:	\$1,603.00	Downpayment Due Date:	//
		Installment Amount:	\$0.00
		Installment Due Date:	//

Restore Amount: \$1,603.00

Task List	
Customer Contact...	

OK Cancel

Outstanding Money... ?

Special Situation Details	
Special Circumstance:	
Supervisor Discretion:	

View Payment Agreement for Account [REDACTED]

Edit Help

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

Current Billing Information		Budget Billing Details	
Bill Due Date:	11/01/23	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$23,701.16	Setup BB Amount:	\$431.00

Agreement Details		Installment Details	
Start Date:	03/29/22	Installment Amount:	\$289.00
Agreement Amount:	\$17,093.77	Number Of Installments:	49
		Remaining Installments:	49
		Final Installment Amount:	\$207.77

Initial Payment Details		Customer Offer	
Due Date:	03/29/22	Downpayment Amount:	\$0.00
Payment Amount:	\$3,014.00	Downpayment Due Date:	//
		Installment Amount:	\$0.00
		Installment Due Date:	//

Restore Amount: \$3,014.00

Task List	
Customer Contact...	

OK Cancel

Outstanding Money... ?

Special Situation Details	
Special Circumstance:	
Supervisor Discretion:	

View Payment Agreement for Account [REDACTED]

Edit Help

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

Current Billing Information		Budget Billing Details	
Bill Due Date:	11/01/23	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$23,701.16	Setup BB Amount:	\$431.00

Agreement Details		Installment Details	
Start Date:	11/29/21	Installment Amount:	\$289.00
Agreement Amount:	\$15,845.64	Number Of Installments:	53
		Remaining Installments:	53
		Final Installment Amount:	\$207.64

Initial Payment Details		Customer Offer	
Due Date:	11/29/21	Downpayment Amount:	\$0.00
Payment Amount:	\$610.00	Downpayment Due Date:	//
Restore Amount:	\$610.00	Installment Amount:	\$0.00
		Installment Due Date:	//

Task List

- Customer Contact...

OK Cancel

Outstanding Money... ?

Special Situation Details	
Special Circumstance:	
Supervisor Discretion:	

View Payment Agreement for Account [REDACTED]

Edit Help

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

Current Billing Information		Budget Billing Details	
Bill Due Date:	11/01/23	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$23,701.16	Setup BB Amount:	\$431.00

Agreement Details		Installment Details	
Start Date:	10/25/21	Installment Amount:	\$289.00
Agreement Amount:	\$15,935.25	Number Of Installments:	54
		Remaining Installments:	54
		Final Installment Amount:	\$207.25

Initial Payment Details		Customer Offer	
Due Date:	10/31/21	Downpayment Amount:	\$0.00
Payment Amount:	\$411.00	Downpayment Due Date:	//
		Installment Amount:	\$0.00
		Installment Due Date:	//

Restore Amount: \$411.00

Task List	
Customer Contact...	

OK Cancel

Outstanding Money... ?

Special Situation Details	
Special Circumstance:	
Supervisor Discretion:	

View Payment Agreement for Account [REDACTED]

Edit Help

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

Current Billing Information	Budget Billing Details
Bill Due Date: 11/01/23	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$23,701.16	Setup BB Amount: \$431.00
Agreement Details	Installment Details
Start Date: 09/23/21	Installment Amount: \$289.00
Agreement Amount: \$16,164.86	Number Of Installments: 55
Initial Payment Details	Remaining Installments: 55
Due Date: 09/29/21	Final Installment Amount: \$7.86
Payment Amount: \$551.00	Customer Offer
Restore Amount: \$551.00	Downpayment Amount: \$0.00
Task List	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //

OK Cancel

Outstanding Money... ?

Special Situation Details

Special Circumstance: [REDACTED]

Supervisor Discretion: [REDACTED]

View Payment Agreement for Account [REDACTED]

Edit Help

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

Current Billing Information	Budget Billing Details
Bill Due Date: 11/01/23	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$23,701.16	Setup BB Amount: \$431.00
Agreement Details	Installment Details
Start Date: 08/25/21	Installment Amount: \$289.00
Agreement Amount: \$16,452.86	Number Of Installments: 56
Initial Payment Details	Remaining Installments: 56
Due Date: 08/30/21	Final Installment Amount: \$7.86
Payment Amount: \$550.00	Customer Offer
Restore Amount: \$550.00	Downpayment Amount: \$0.00
Task List	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //

OK Cancel

Outstanding Money... ?

Special Situation Details

Special Circumstance: [REDACTED]

Supervisor Discretion: [REDACTED]

View Payment Agreement for Account [REDACTED]

Edit Help

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

Current Billing Information		Budget Billing Details	
Bill Due Date:	11/01/23	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$23,701.16	Setup BB Amount:	\$431.00

Agreement Details		Installment Details	
Start Date:	07/15/21	Installment Amount:	\$289.00
Agreement Amount:	\$16,742.86	Number Of Installments:	57
		Remaining Installments:	57
		Final Installment Amount:	\$7.86

Initial Payment Details		Customer Offer	
Due Date:	07/27/21	Downpayment Amount:	\$0.00
Payment Amount:	\$551.00	Downpayment Due Date:	//
Restore Amount:	\$551.00	Installment Amount:	\$0.00
		Installment Due Date:	//

Task List

- Customer Contact...

OK Cancel

Outstanding Money... ?

Special Situation Details	
Special Circumstance:	
Supervisor Discretion:	

View Payment Agreement for Account [REDACTED]

Edit Help

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

Current Billing Information		Budget Billing Details	
Bill Due Date:	11/01/23	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$23,701.16	Setup BB Amount:	\$431.00

Agreement Details		Installment Details	
Start Date:	04/05/21	Installment Amount:	\$289.00
Agreement Amount:	\$17,666.86	Number Of Installments:	59
		Remaining Installments:	57
		Final Installment Amount:	\$296.86

Initial Payment Details		Customer Offer	
Due Date:	04/15/21	Downpayment Amount:	\$0.00
Payment Amount:	\$608.00	Downpayment Due Date:	//
		Installment Amount:	\$0.00
		Installment Due Date:	//

Restore Amount: \$608.00

Task List	
Customer Contact...	

OK Cancel

Outstanding Money... ?

Special Situation Details	
Special Circumstance:	
Supervisor Discretion:	

View Payment Agreement for Account [REDACTED]

Edit Help

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

Current Billing Information	Budget Billing Details
Bill Due Date: 11/01/23	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$23,701.16	Setup BB Amount: \$431.00
Agreement Details	Installment Details
Start Date: 04/05/21	Installment Amount: \$314.00
Agreement Amount: \$17,347.86	Number Of Installments: 30
Initial Payment Details	Remaining Installments: 30
Due Date: 04/05/21	Final Installment Amount: \$305.86
Payment Amount: \$7,936.00	Customer Offer
Restore Amount: \$7,936.00	Downpayment Amount: \$0.00
Task List	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //

OK Cancel

Outstanding Money... ?

Special Situation Details

Special Circumstance: [REDACTED]

Supervisor Discretion: [REDACTED]

View Payment Agreement for Account [REDACTED]

Edit Help

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

Current Billing Information	Budget Billing Details
Bill Due Date: 11/01/23	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$23,701.16	Setup BB Amount: \$431.00
Agreement Details	Installment Details
Start Date: 05/15/20	Installment Amount: \$314.00
Agreement Amount: \$17,039.59	Number Of Installments: 40
Initial Payment Details	Remaining Installments: 40
Due Date: 05/15/20	Final Installment Amount: \$305.59
Payment Amount: \$4,488.00	Customer Offer
Restore Amount: \$4,488.00	Downpayment Amount: \$0.00
Task List	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //

OK Cancel

Outstanding Money... ?

Special Situation Details

Special Circumstance: [REDACTED]

Supervisor Discretion: [REDACTED]

View Payment Agreement for Account [REDACTED]

Edit Help

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

Current Billing Information	Budget Billing Details
Bill Due Date: 11/01/23	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$23,701.16	Setup BB Amount: \$431.00
Agreement Details	Installment Details
Start Date: 01/14/20	Installment Amount: \$314.00
Agreement Amount: \$15,721.17	Number Of Installments: 44
Initial Payment Details	Remaining Installments: 44
Due Date: 01/27/20	Final Installment Amount: \$305.17
Payment Amount: \$1,914.00	Customer Offer
Restore Amount: \$1,914.00	Downpayment Amount: \$0.00
Task List	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //

OK Cancel

Outstanding Money... ?

Special Situation Details

Special Circumstance: [REDACTED]

Supervisor Discretion: [REDACTED]

View Payment Agreement for Account [REDACTED]

Edit Help

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

Current Billing Information		Budget Billing Details	
Bill Due Date:	11/01/23	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$23,701.16	Setup BB Amount:	\$431.00

Agreement Details		Installment Details	
Start Date:	11/18/19	Installment Amount:	\$314.00
Agreement Amount:	\$15,240.18	Number Of Installments:	46
		Remaining Installments:	46
		Final Installment Amount:	\$304.18

Initial Payment Details		Customer Offer	
Due Date:	11/24/19	Downpayment Amount:	\$0.00
Payment Amount:	\$806.00	Downpayment Due Date:	//
		Installment Amount:	\$0.00
		Installment Due Date:	//

Restore Amount: \$806.00

Task List	
Customer Contact...	

OK Cancel

Outstanding Money... ?

Special Situation Details	
Special Circumstance:	
Supervisor Discretion:	

View Payment Agreement for Account [REDACTED]

Edit Help

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

Current Billing Information	Budget Billing Details
Bill Due Date: 11/01/23	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$23,701.16	Setup BB Amount: \$431.00
Agreement Details	Installment Details
Start Date: 10/17/19	Installment Amount: \$314.00
Agreement Amount: \$15,362.10	Number Of Installments: 47
Initial Payment Details	Remaining Installments: 47
Due Date: 10/27/19	Final Installment Amount: \$304.10
Payment Amount: \$614.00	Customer Offer
Restore Amount: \$614.00	Downpayment Amount: \$0.00
Task List	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //

OK Cancel

Outstanding Money... ?

Special Situation Details

Special Circumstance: [REDACTED]

Supervisor Discretion: [REDACTED]

PPL ELECTRIC EXHIBIT NO. 4

Opening Pending (9) Mediations Informals Formals Admin

Home

My Work

Case Search

Reports

Advanced Search

Assign Informals (3)

Reassign Informals (110)

Informal Review

Final Review

Sent Not Analyzed (848)

Decisions Received (1)

Mediation Case View

General			
BCS Case No.	3825427	Case Notes	Count : 0 Detail...
CSS Account No.	[REDACTED]	Received Date	03/29/2022
CSS Name	CHRIS JONES	Due Date	04/27/2022
PUC Name	CHRIS JONES	Investigator Name	CASE POOL, BCS
Service Address 1	1819 OWASCO TER	Mailing Address 1	
Service Address 2		Mailing Address 2	
Service City, State Zip	TOBYHANNA, PA 18466-8601	Mailing City, State Zip	, -
PUC Address	1819 OWASCO TR,,TOBYHANNA,PA,18466-8601		
Service Class	RESIDENTIAL	Case Origin	PUC WEBSITE
Phone Number		Prior Case Number	0
Income Level	2	On Track	No
Reason For Contact	ON - PAR NEEDED (# 61)		
Customer Position			
Company Position	03/29/2022 COMPANY IS REQUESTING THE BALANCE TO MAINTAIN SERVICE.		
Related Information	61 & CUSTOMER NEEDS A PAYMENT ARRANGEMENT. - RELIEF SOUGHT - PAR TO MAINTAIN SERVICE. THE CELL PHONE NUMBER [REDACTED] BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS [REDACTED] HAS BEEN ALLOWED TO BE SHARED.		
Misc Info			
Heating	Yes	Service	On
Acct Bal Due Date	04/05/2022	Total Account Balance	17757.78
Budget Bill Amount	266.00	Termination Date	
Arrearage	17093.77	Reported Income Amount	0.00
Date of Last Customer Contact prior to Complaint	03/29/2022		

Type Assignment

Case Type	Mediation
Mediation Type	Long

Ownership

Contact Person	E153462 - Eibach,Linda M
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Income Fields

Total Gross Income	3000.00	Employment Income	3000.00
DPW	0.00	Social Security	0.00
Unemployment Comp	0.00	Disability	0.00
Pension		Other	0.00
Date Info Obtained	03/29/2022		

Other Information

Adults	3	Children	0
Amount Needed to Update Most Recent Payment Arrangement	1603.00	Universal Service Program	No

Final Report

Did the customer accurately state the company position?	No
What did the company tell the customer?	On 3/29/22, the customer contacted the Company regarding the overdue balance. The Company offered to re-establish the payment agreement. The Company updated the customer's ability to pay (level 2 income), which did not reflect a change in income from the most recent agreement it offered. The Company requested \$1603.00 due 4/6/22. This amount is required to catch up on the previously defaulted agreement. The Company explained the repayment terms were to pay \$949.00 plus the monthly bill until the customer completely paid the overdue balance. The customer could not agree to the terms.
Dispute Information	The customer is over the income guidelines for a referral to the OnTrack program (Level 2) BCS #3686735 CLOSED 8/7/19...Balance: \$14,752.32 DISMISSAL LETTR SCIC

	INVALID- LAST PAYMENT ARRANGEMENT WAS NOT FROM THE PUC. DISMISSED PER 1405(E).
Company Final Position	<p>The Company records show that the customer had not eliminated the arrearages from a PUC payment agreement (bcs case number 3655857). Date closed 10/24/18. Account balance \$11,147.87. Income level 1. Therefore, the regulations found at 1405D apply.</p> <p>The Company is requesting the customer pay \$1603.00 to reinstate the payment agreement, then monthly bills plus \$949.00 until the overdue balance is completely paid.</p> <p>While the Company report details payment agreements that are associated with the customer balance, all other data is relative to transactions that occurred on this particular account. The investigator can obtain account activity statements, as well as other information from current and prior accounts, including up to 48 months of payment history, by visiting the BCS Portal. If the investigator needs access rights, or has questions regarding this report, he or she could contact the Company at pucinquiries@pplweb.com.</p>
CAP Amount (OnTrack)	

Prior Agreement Information

Type	Date	Balance	Income Level	Terms
Catch Up	10/27/2019	\$15,362.10	1	\$614.00 due 10/27/19, then monthly bill + installment of \$314.00 beg with the next bill.
Settlement	9/17/2019	\$15,362.10	1	\$614.00 due 10/4/19, then monthly bill + installment of \$314.00 beg with the next bill.
PUC	10/24/2018	\$11,147.87	1	\$300.00 due 12/01/18, then monthly bill + installment of \$186.00 beg with the next bill.

Payment Information

Date	Amount	Payment Method/Status
11/29/2021	610.00	
10/29/2021	411.00	
9/30/2021	551.00	
8/30/2021	550.00	
7/23/2021	152.00	
7/15/2021	400.00	
6/14/2021	608.00	
5/14/2021	608.00	
4/15/2021	608.00	

7/13/2020	600.00	
5/15/2020	2400.00	
4/1/2020	526.00	

[Analysis Information](#)

Justified	Not Analyzed
No Analysis Items Found	

Return To Search	Case History	Attachments	Print
Delete	Violations	Decision	Analysis
	Change State	Dismiss	

Opening Pending (9) Mediations Informals Formals Admin

- Home
- My Work
- Case Search
- Reports
- Advanced Search
- Assign Informals (3)
- Reassign Informals (110)
- Informal Review
- Final Review
- Sent Not Analyzed (848)
- Decisions Received (1)

Decision Detail

General			
BCS Case No.	3825427	CSS Account No.	██████████
Customer Name	CHRIS JONES	Investigator Name	CASE POOL, BCS
Address 1	1819 OWASCO TER	Service Class	RESIDENTIAL
Address 2		Case Origin	PUC WEBSITE
City, State Zip	TOBYHANNA , PA 18466	Head Date	
Service Restore Amount		Current Monthly Payment	
Service Continue Amount		Service Continue Date	
Decision Issue	No	Ending Monthly Payment	
Chapter		Oral/Written	Written
Section Rule		Violation	NO
Total Balance	17352.78	Closed Date	04/07/2022
Reconnect Amount	0.00	Balance Date	04/07/2022
Special Budget Amount		Regular Budget Amount	
Arrears Payment Plus		Final Monthly Payment	
Resolution	CASE DISMISSED PER 1405(D). THE CUSTOMER HAS A PRIOR UNSATISFIED PUC PAR (BCS# 3655857).		
Terms			
Letter Description			

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

Up Front Amount	<input type="text"/>	Up Front Due Date	<input type="text"/>
Bill Type	<input type="text" value="v"/>		
Plus Amount	<input type="text"/>		
Beginning Date	<input type="text"/>		
Write-Off Amount	<input type="text"/>		
Comments	<input type="text"/>		
Processed By	SYSTEM	Processed Date	4/7/2022 2:00:10 PM

[Return to Case](#)

PPL ELECTRIC EXHIBIT NO. 5

PPL Electric Utilities
2 North 9th Street CPC-GENN1 Allentown, PA 18101-1175
Tel. 800.358.6623 Fax 484.634.3713
pplelectric.com



PPL Electric Utilities

WINTER COLLECTION
0041 WINTCOL
[REDACTED]

November 06, 2017

Bill Account No: [REDACTED]

Amt Past Due: [REDACTED]

For: [REDACTED]

Dear Customer -

We're contacting you regarding your overdue account balance.

Although Pennsylvania Public Utility Commission (PUC) places a hold on service terminations for certain customers during winter months, we want to help you manage your account throughout the year so we can prevent collection activity.

We have several programs that can help you reduce and pay down your balance.

It's easy to make payment arrangements and apply for assistance online at **pplelectric.com**.

Here's what you need to do:

1. Using your computer or smart phone, go to **pplelectric.com**.
2. Click on "View my account."
3. Log in to your account - or register for an account in three simple steps.
4. Click on your account summary, choose "Get Help Paying" and answer a few questions to see what assistance programs are available to you.

You can also call us at 1-800-342-5775.

Thank you.

PPL Electric Utilities