

COMMONWEALTH OF PENNSYLVANIA
(Public Utility Commission)

-----*
BARRY KAPLAN, :
Complainant, : Docket No.:
vs. : F-2024-3050324
PPL ELECTRIC UTILITIES :
CORPORATION, :
Respondent. :
-----*

Pages 1 through 64 TELEPHONIC HEARING
Judge's Chambers
Commonwealth Keystone Bldg.
400 North Street
Harrisburg, PA 17120

Tuesday, January 7, 2025
Met, pursuant to notice, at 10:58 a.m.

BEFORE: THE HONORABLE JOHN M. COOGAN
Administrative Law Judge

INDEX TO EXHIBITS
Docket No.: F-2024-3050324
Hearing Date: January 7, 2025

EXHIBITS INDEX

NUMBER		MARKED	IN EVIDENCE
COMPLAINANT:			
	NONE		
PPL ELECTRIC UTILITIES CORPORATION:			
1	(Account statement)	25	39
2	(Account contact history)	25	39
3		25	
4	(Form termination notice)	25	39
5	(Account statement from new account)	25	39
6		25	

PPL ELECTRIC
EXHIBIT 1

*** Account Information ***

*** Current Account Status ***

Account Number: [REDACTED]
 Mail To: BARRY KAPLAN
 BOX 1031 THE HIDEOUT
 LAKE ARIEL PA 18436
 Requested By: BARRY KAPLAN
 [REDACTED]

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
01/05/2021	Payment		\$-330.55								
01/12/2021	Budget Bill Int Only		\$-0.12								
01/12/2021	Payment		\$-330.55								
01/12/2021	BUDGET BILLING		\$305.00								
01/12/2021	SPECIAL AGREEMENT - BB SETTLE		\$27.14								
01/12/2021	Regular Bill	02/02	\$1.47		\$498.81	\$-1125.79	1094/0000	67136A	33	4228	
02/11/2021	BUDGET BILLING		\$305.00								
02/11/2021	SPECIAL AGREEMENT - BB SETTLE		\$27.14								
02/11/2021	Regular Bill	03/04	\$333.61	\$1.47	\$566.35	\$-864.44	1121/0000	71960A	30	4824	
03/15/2021	Payment		\$-700.00								
03/15/2021	Budget Bill Int Only		\$-0.08								
03/15/2021	BUDGET BILLING		\$274.00								
03/15/2021	SPECIAL AGREEMENT - BB SETTLE		\$27.14								
03/15/2021	Regular Bill	04/05	\$-65.33		\$534.14	\$-604.30	1055/0000	76501A	32	4541	
04/14/2021	Budget Bill Int Only		\$-0.05								
04/14/2021	BUDGET BILLING		\$274.00								
04/14/2021	SPECIAL AGREEMENT - BB SETTLE		\$27.14								
04/14/2021	Regular Bill	05/05	\$235.76		\$242.54	\$-635.76	0614/0000	78477A	30	1976	
05/10/2021	Payment		\$-700.00								
05/13/2021	Budget Bill Int Only		\$-0.06								
05/13/2021	Budget Bill Settlement		\$-441.69								
05/13/2021	BUDGET BILLING										
05/13/2021	SPECIAL AGREEMENT - BB SETTLE		\$27.25								
05/13/2021	Regular Bill	06/03	\$-878.74		\$194.07		0425/0001	80024A	29	1547	
06/14/2021	BUDGET BILLING		\$238.00								
06/14/2021	Regular Bill	07/06	\$-640.74		\$113.42	\$-124.58	0087/0141	80856A	32	832	
07/14/2021	Budget Bill Int Only		\$-0.01								
07/14/2021	BUDGET BILLING		\$238.00								
07/14/2021	Regular Bill	08/04	\$-402.75		\$49.68	\$-312.90	0016/0232	81131A	30	275	
08/10/2021	Payment		\$-400.00								
08/12/2021	Budget Bill Int Only		\$-0.03								
08/12/2021	BUDGET BILLING		\$238.00								
08/12/2021	Regular Bill	09/02	\$-564.78		\$47.10	\$-503.80	0002/0213	81384A	29	253	
09/13/2021	Budget Bill Int Only		\$-0.05								
09/13/2021	BUDGET BILLING		\$238.00								
09/13/2021	Regular Bill	10/04	\$-326.83		\$46.06	\$-695.74	0014/0223	81628A	32	244	

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	CHG KW
10/12/2021	Budget Bill Int Only		\$-0.07								
10/12/2021	BUDGET BILLING		\$238.00								
10/12/2021	Regular Bill	11/02	\$-88.90		\$78.89	\$-854.85	0074/0062	82159A	29	531	
11/10/2021	Budget Bill Int Only		\$-0.09								
11/10/2021	BUDGET BILLING		\$238.00								
11/10/2021	Regular Bill	12/02	\$149.01		\$192.18	\$-900.67	0392/0005	83671A	29	1512	
11/29/2021	Payment		\$-149.01								
12/10/2021	Budget Bill Int Only		\$-0.09								
12/10/2021	BUDGET BILLING		\$238.00								
12/10/2021	Regular Bill	01/03	\$237.91		\$366.99	\$-771.68	0801/0000	86526A	30	2855	
12/22/2021	Payment		\$-237.91								
01/12/2022	Budget Bill Int Only		\$-0.08								
01/12/2022	BUDGET BILLING		\$238.00								
01/12/2022	Regular Bill	02/02	\$237.92		\$561.51	\$-448.17	0992/0000	90609A	33	4083	
02/08/2022	Late Payment Charge		\$2.97								
02/10/2022	BUDGET BILLING		\$238.00								
02/10/2022	Regular Bill	03/03	\$478.89	\$237.92	\$636.59	\$-49.58	1222/0000	95386A	29	4777	
03/02/2022	Payment		\$-478.89								
03/11/2022	BUDGET BILLING		\$307.00								
03/11/2022	Regular Bill	04/04	\$307.00		\$524.80	\$168.22	0881/0000	99303A	29	3917	
03/29/2022	Payment		\$-614.00								
04/11/2022	BUDGET BILLING		\$307.00								
04/11/2022	Regular Bill	05/02			\$410.33	\$271.55	0684/0000	02340A	31	3037	
05/11/2022	Special Agreement		\$-298.12								
05/11/2022	BUDGET BILLING		\$605.12								
05/11/2022	Regular Bill	06/01	\$307.00		\$333.57		0362/0003	04788A	30	2448	
06/01/2022	Payment		\$-307.00								
06/10/2022	BUDGET BILLING		\$280.00								
06/10/2022	SPECIAL AGREEMENT - BB SETTLE		\$49.68								
06/10/2022	Regular Bill	07/05	\$329.68		\$98.00	\$-182.00	0028/0100	05372A	30	584	
07/11/2022	Payment		\$-1000.00								
07/12/2022	BUDGET BILLING		\$280.00								
07/12/2022	SPECIAL AGREEMENT - BB SETTLE		\$49.68								
07/12/2022	Regular Bill	08/02	\$-340.64		\$89.62	\$-372.38	0013/0210	05825A	32	453	
08/10/2022	Budget Bill Int Only		\$-0.02								
08/10/2022	BUDGET BILLING		\$280.00								
08/10/2022	SPECIAL AGREEMENT - BB SETTLE		\$49.68								
08/10/2022	Regular Bill	08/31	\$-10.98		\$50.33	\$-602.05	0000/0358	06040A	29	215	
09/09/2022	Budget Bill Int Only		\$-0.05								

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED
09/09/2022	BUDGET BILLING		\$280.00								
09/09/2022	SPECIAL AGREEMENT - BB SETTLE		\$49.68								
09/09/2022	Regular Bill	10/03	\$318.65		\$57.16	\$-824.89	0001/0213	06295A	30		255

09/28/2022	Payment		\$-750.00								

10/10/2022	Budget Bill Int Only		\$-0.07								
10/10/2022	BUDGET BILLING		\$280.00								
10/10/2022	SPECIAL AGREEMENT - BB SETTLE		\$49.68								
10/10/2022	Regular Bill	10/31	\$-101.74		\$148.48	\$-956.41	0218/0037	07091A	31		796

11/08/2022	Budget Bill Int Only		\$-0.09								
11/08/2022	BUDGET BILLING		\$280.00								
11/08/2022	SPECIAL AGREEMENT - BB SETTLE		\$49.72								
11/08/2022	Regular Bill	11/29	\$227.89		\$245.15	\$-991.26	0340/0008	08464A	29		1373

11/29/2022	Payment		\$-600.00								

12/08/2022	Budget Bill Int Only		\$-0.10								
12/08/2022	BUDGET BILLING		\$307.00								
12/08/2022	Regular Bill	12/29	\$-65.21		\$510.37	\$-787.89	0744/0000	11317A	30		2853

*** Account Information ***

*** Current Account Status ***

Account Number: [REDACTED] Mail To: BARRY KAPLAN
 BOX 1031 THE HIDEOUT
 LAKE ARIEL PA 18436
 Requested By: BARRY KAPLAN
 [REDACTED] 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
01/12/2023	Budget Bill Int Only		\$-2.84								
01/12/2023	BUDGET BILLING		\$307.00								
01/12/2023	Regular Bill	02/02	\$238.95		\$856.38	\$-238.51	1036/0000	15699A	33	4382	
01/24/2023	Payment		\$-600.00								
02/08/2023	Budget Bill Int Only		\$-0.86								
02/08/2023	BUDGET BILLING		\$307.00								
02/08/2023	Regular Bill	03/01	\$-54.91		\$802.75	\$257.24	0951/0000	19812A	29	4113	
03/10/2023	BUDGET BILLING		\$509.00								
03/10/2023	Regular Bill	04/03	\$454.09		\$660.72	\$408.96	0807/0000	23183A	30	3371	
03/21/2023	Payment		\$-900.00								
04/11/2023	BUDGET BILLING		\$509.00								
04/11/2023	Regular Bill	05/02	\$63.09		\$553.11	\$453.07	0705/0000	25992A	32	2809	
04/24/2023	Payment		\$-63.09								
05/10/2023	Special Agreement		\$-192.60								
05/10/2023	BUDGET BILLING		\$701.60								
05/10/2023	Regular Bill	05/31	\$509.00		\$248.53		0319/0029	27210A	29	1218	
06/06/2023	Payment		\$-1000.00								
06/09/2023	BUDGET BILLING		\$360.00								
06/09/2023	SPECIAL AGREEMENT - BB SETTLE		\$32.10								
06/09/2023	Regular Bill	07/03	\$-98.90		\$167.41	\$-192.59	0137/0036	28036A	30	826	
07/11/2023	Budget Bill Int Only		\$-0.12								
07/11/2023	BUDGET BILLING		\$360.00								
07/11/2023	SPECIAL AGREEMENT - BB SETTLE		\$32.10								
07/11/2023	Regular Bill	08/01	\$293.08		\$88.95	\$-463.64	0020/0181	28477A	32	441	
07/26/2023	Payment		\$-293.08								
08/09/2023	Budget Bill Int Only		\$-1.21								
08/09/2023	BUDGET BILLING		\$360.00								
08/09/2023	SPECIAL AGREEMENT - BB SETTLE		\$32.10								
08/09/2023	Regular Bill	08/30	\$390.89		\$50.13	\$-773.51	0000/0217	28684A	29	207	
09/06/2023	Late Payment Charge		\$4.48								
09/07/2023	Payment		\$-800.00								
09/08/2023	Budget Bill Int Only		\$-2.44								
09/08/2023	BUDGET BILLING		\$360.00								

PPL ELECTRIC
EXHIBIT 2

Account Contact History
Account: [REDACTED] **Customer Name: BARRY KAPLAN**
 From 12/27/2020 to 12/27/2024

Contact Date	Contact Type	Remarks	User
2024-08-02	SC - PUC Formal Complaint	The customer filed Formal Complaint Docket No. F-2024-3050324- WATT ID 4301371	E02623
2024-08-01	Miscellaneous	WATT CCC Formal Complaint - Bill Dispute Service Related Work Item 4301371 Created	CARMEN P URBAN
2024-07-22	Correspondence - General	Template Name Master Utility Report Created By KAREN C RENARD Letter Edited No CS Letters ID 5923509	CSLET
2024-07-22	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2024-07-22	Bill Comparison	Caller BARRY KAPLAN Ratepayer User Comments winter usage inline year after year cust has elec heat sent wur	KAREN C RENARD
2024-07-22	WUR Assessment	BARRY KAPLAN Ratepayer. Caller s Concern Billed Amounts. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No.	KAREN C RENARD
2024-07-22	Call Transfer	Caller BARRY KAPLAN Ratepayer User Comments BARRY KAPLAN rp cci to ask questions about his final acct serv was cut out and they already start serv cx recvd check cx said something broke on his address when we turn off serv cx asking about his final acct transf to ee cx understood	JENICA NICOLE SUING
2024-07-22	WUR Assessment	BARRY KAPLAN Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	JENICA NICOLE SUING
2024-07-22	Call Transfer	Caller Back Office Ratepayer User Comments Caller barry Kaplan request to speak to someone in billing as he believes the usage is way too high on the account as he does not live there. Caller also is irate due to his power being shut off.	DAKOTA NOONAN
2024-07-22	WUR Assessment	Back Office Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	DAKOTA NOONAN
2024-07-18	Connect Issued	CTP-Applicant caller BARRY KAPLAN CallerRelation Ratepayer date of connect 07 19 2024 new address 4146 CHESTNUT HILL DR LAKE ARIEL PA 18436 DepositAmt 0 DepositReq No Pre Bal 0 Pre Bal Req No ID Req Yes Send AddName Letter No Send SecDep Letter Yes	DANIELLE PAUL
2024-07-18	WUR Assessment	BARRY KAPLAN Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	MELISSA PATTEN
2024-07-18	Call Transfer	Caller BARRY KAPLAN Ratepayer User Comments cci to make sure service is turned on at address on acct verified acct transferred to MSS for assist	MELISSA PATTEN
2024-07-16	Billing	Caller BARRY KAPLAN Ratepayer User Comments Adv the bal is paid off cx wanted to get the services connected again adv to call tomorrow and speak with with S S during buss hours 8-5	BRAYAN HERNANDEZ SINGH
2024-07-16	WUR Assessment	BARRY KAPLAN Ratepayer. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	BRAYAN HERNANDEZ SINGH
2024-07-12	Billing	Caller BARRY KAPLAN Ratepayer User Comments call ended not able to assess sat	KATHLEEN DUFFEY
2024-07-12	WUR Assessment	BARRY KAPLAN Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	KATHLEEN DUFFEY
2024-07-12	Billing	Caller BARRY KAPLAN Ratepayer. cci re acct closing adv disconnected 5 1 24 due to non payment adv per notes was notified of disconnect adv has a 0.00 balance paid in full. adv previous bills were sent to mailing adv mailing address updated 6 11 24. adv can call back to start new service for this address. cust stated frustrated with system for PPL.	KATHLEEN DUFFEY
2024-07-01	Correspondence - Collections	Final Bill Reminder	
2024-06-17	Miscellaneous	WATT CSS - PUC Payment Agreement Residential Work Item 4263181 Completed	RPAPR16
2024-06-17	SC - GRACE EXTENSION	Caller Back Office Ratepayer. Complaint dismissed. Refer to WATT 4263181 for dismissal details.	RPAPR16
2024-06-17	SC - PUC Mediation	Caller Back Office Ratepayer. SC Status from Open to Closed Cust Rights Given Y Cust Satisfied Y Comments Complaint dismissed. Refer to WATT 4263181 for dismissal details.	CUCL143
2024-06-15	Miscellaneous	WATT CSS - PUC Payment Agreement Residential Work Item 4263181 Created	PUCMED
2024-06-12	Miscellaneous	WATT Generalist - Northeast - Property Damage - CCR - Field Only Work Item 4259744 Completed	KEVIN G GEORGE

Contact Date	Contact Type	Remarks	User
2024-06-12	Miscellaneous	WATT ID 4259744 TODAY 6-12-24 I spoke with Mr. Kaplan and explained to him PPL followed the proper process to terminate the service. He was very unhappy w PPL stated he will follow through with the PUC. Claim denied	KEVIN G GEORGE
2024-06-12	Miscellaneous	WATT ID 4259744 Claim Denied. Reviewed service termination path. Term notice sent on 4 15 indicating overdue balance of 806.21 and term date on or after 4 29. Three-day call attempts completed 4 19 1004AM and 4 22 533PM . Service terminated 5 1. PPL followed proper process.	DENNIS R WORTHINGTON
2024-06-12	Billing	Caller Back Office Ratepayer. Said all we had to do was call the HIDEOUT and find out his number. Said we should not have closed down acct. Said he does not need help w anything else and he wil be contacting the PUC. Said unsure if there was electric to begin with as some wires are down. Cx disco call. Cx did not verify telephone num on file when asked.	RIANNA GILDHARRY
2024-06-12	Billing	Caller Back Office Ratepayer. Said he want to pay bill said we could ve given 4 discount and he would ve paid for the year. Stated we called but said we had old numbers which is why we did not get in touch for him and we sent bills to physical add. Said his info was never updated by us.	RIANNA GILDHARRY
2024-06-12	Billing	Caller Back Office Ratepayer. house said serv was shut off and he was not notified. Said unable to get through to us said bill is wrong. Wants to know who regulates PPL adv PPL is regulated by PUC. Wants to get PUC number provided PUC number. Said electric was turned off.	RIANNA GILDHARRY
2024-06-12	Billing	Caller Back Office Ratepayer. Spoke w BARRY KAPLAN. Said he called many times and it does not work. Said we are not a government agency and he said he does not und why we have to send him a text to verify who he is to pay bill. Said Valentine s Day weekend he went up to	RIANNA GILDHARRY
2024-06-11	Property Damage	Caller BARRY KAPLAN Ratepayer User Comments Cust cld upset that he has prop damage of food loss due to power being shut off. Cust said he was never notified except for door hanger he found at location. Cust said he has sick wife and was away from 2nd home. Advsd we sent bills w past due amnt 10 day 3 day and door hanger. Submitted Watt 4259744.	MARK BENNETT
2024-06-11	WUR Assessment	BARRY KAPLAN Ratepayer. Caller s Concern Property Damage. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	MARK BENNETT
2024-06-11	Miscellaneous	Cust advsd he was never properly notified that he was going to shut off and wanted to issue prop damage claim.	MARK BENNETT
2024-06-11	Miscellaneous	WATT Generalist - Northeast - Property Damage - CCR - Field Only Work Item 4259744 Created	MARK BENNETT
2024-06-11	Maintain Bill Account	Caller BARRY KAPLAN Ratepayer updated mailing address from 1031 THE HIDEOUT LAKE ARIEL PA 18436 to BOX 1031 THE HIDEOUT LAKE ARIEL PA 18436. Reason Forwarding Address	MARK BENNETT
2024-06-11	Connect/Disconnect	Text sent to [REDACTED] for stop service 2FA. Customer response NO RESPONSE	IVR
2024-06-11	Connect/Disconnect	Text sent to [REDACTED] for stop service 2FA. Customer response NO RESPONSE	IVR
2024-06-07	Billing	Caller BARRY KAPLAN Ratepayer User Comments call ended not able to assess sat	KATHLEEN DUFFEY
2024-06-07	WUR Assessment	BARRY KAPLAN Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	KATHLEEN DUFFEY
2024-06-07	Billing	Caller BARRY KAPLAN Ratepayer. cust states address for mailing box 1031 lake ariel pa 18436. adv has not called to update mail went to address on file. Rev 06 07 2024 12 19 cust states when calls system does not recognize any info. very frustrated with system.	KATHLEEN DUFFEY
2024-06-07	Billing	Caller BARRY KAPLAN Ratepayer. cci states was not notified re termination adv we sent multiple calls. did not rec a response. we issued disconnect 5 1 24. cust states attempted to call but lines were always busy could not stay on line had sick spouse. adv supervisor attempted call back today at 1124am.	KATHLEEN DUFFEY
2024-06-07	OB Call - Outreach	Caller Back Office Ratepayer. Supervisor callback - no response 1st attempt	TISHARRA CLARKE
2024-06-06	Correspondence - General	Template Name Master Utility Report Created By LEANN SCOTT Letter Edited No CS Letters ID 5844854	CSLET
2024-06-06	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2024-06-06	Billing	Caller BARRY KAPLAN Ratepayer. disconnected	LEANN SCOTT
2024-06-06	Billing	Caller BARRY KAPLAN Ratepayer User Comments cci to query charges on acc. cx said something is wrong with bill as april bill states 1 032.28 and bal due currently is 812.41 due 6 19. adv cx that when acc closed he was ahead on bb - 366.68 so this was credited to to April bill. adv last payment was in nov thus 6 months missed payments. after recap cx	LEANN SCOTT
2024-06-06	WUR Assessment	BARRY KAPLAN Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No.	LEANN SCOTT
2024-06-04	Credit	Caller BARRY KAPLAN Ratepayer. ABOUT SHUT OFF CX ALSO STATED APPLIANCES WERE DAMAGED CX ADV TO CONTACT INSURANCE COMPANY CX WANTS TO SPEAK WITH SUP CALL ESCALATED SAT NO	PHYLLICIA ALLEYNE

Contact Date	Contact Type	Remarks	User
2024-06-04	Credit	Caller BARRY KAPLAN Ratepayer User Comments CX STATED SERVICE WAS SHUT OFF BUT HE WAS NOT NOTIFIED CX STATED HE LIVES IN ANOTHER STATE AND WAS ATTENDING TO SICK WIFE CX ADV THAT WE TRIED CONTACTING HIM ON SEVERAL OCCASIONS PRIOR TO SERVICE BEING DISCONNECTED CX STATED HE DOES NOT LIVE AT ADDRESS AND BILLS ARE HIGH CX STATED HE WAS NOT NOTIFIED ABOUT	PHYLLICIA ALLEYNE
2024-06-04	WUR Assessment	BARRY KAPLAN Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	PHYLLICIA ALLEYNE
2024-05-30	Financial Statement Added		KELLY A BELL
2024-05-30	SC - PUC Mediation	PUC MDIA BCS 3991065	CUCL143
2024-05-29	Disconnect Completed		BATCH
2024-05-29	Connect/Disconnect	Caller BARRY KAPLAN Ratepayer User Comments cci reg no service acct was CNP cust hung up MH assist acct should have been finalized	MELISSA MORALES
2024-05-29	Disconnect Maintained	closing acct for 5 1 24 date it was cut for non pmt	MICHELLE HALL
2024-05-29	WUR Assessment	BARRY KAPLAN Ratepayer. Caller s Concern Account End Date. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	MELISSA MORALES
2024-05-29	Request Credit		MICHELLE HALL
2024-05-29	Request Credit	cancel billing removed lpc	MICHELLE HALL
2024-05-29	Cancel/Only Service	billed past cut date of 5 1 24	MICHELLE HALL
2024-05-29	Maintain Bill Account	Caller BARRY KAPLAN Ratepayer updated primary phone from [REDACTED] to primary phone [REDACTED]. Consent Attained	MELISSA MORALES
2024-05-29	Call Transfer	Caller BARRY KAPLAN Ratepayer. cci to ask why serv was turned off at 4146 Chestnut Hill Dr. cust claims there was no notice sent to him. cust also needed to report downed wires.	KYLE PROKIPCHAK
2024-05-29	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note 317395 Call Type 31 Wire Down Pole to Pole Comments wires are down pole to pole due to branches falling down and pulling.	WCT
2024-05-29	Data Repair	REQ10852846 - Reset order for COAR	CSSDR044
2024-05-21	Miscellaneous	WATT Regional Ops - AMR Past Due - Disconnect Work Item 4240168 Created	CSS
2024-05-16	Disconnect Issued		BATCH
2024-04-29	Cut Out for Non-Pay Issued		CUMCL024
2024-04-15	Correspondence - Collections	CUT DATE 2024-04-29 AMOUNT 806.21	
2024-03-06	Removed from Collections - Deferred BB Balance		CUBSI006
2024-03-05	Removed from Collections - Deferred BB Balance		CUBSI006
2024-02-05	Removed from Collections - Deferred BB Balance		CUBSI006
2024-02-02	Removed from Collections - Deferred BB Balance		CUBSI006
2024-01-17	Miscellaneous	Caller BARRY KAPLAN Ratepayer User Comments Spoke with r p wanted to know whos wire was low advised Bell telephone then hung up	FLAXINE GRUBE
2024-01-17	WUR Assessment	BARRY KAPLAN Ratepayer. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat No. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	FLAXINE GRUBE
2023-11-06	Correspondence - General	Template Name Master Utility Report Created By ARIELA JOSEPH Letter Edited No CS Letters ID 5523148	CSLET
2023-11-06	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2023-11-03	WUR Assessment	BARRY KAPLAN Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No. Interested in SO Not on Phone.	ARIELA JOSEPH
2023-11-03	Credit	Caller BARRY KAPLAN Ratepayer. CCI TO ASK Y WAS HE CONTACTED ADV CX IT WAS PROBALLY RO CONFIRM HIS AMT OF 0.00 ON THE ACC. NO STAT	ARIELA JOSEPH
2023-10-31	Removed from Collections - Deferred BB Balance		CUBSI006
2023-06-05	Miscellaneous	5 3 23 OnTrack Customer contact was added in error. This customer was not called regarding OnTrack recertification.	CSLET
2023-05-03	OnTrack Customer	Automated phone call scheduled to remind customer it s time to reapply for OnTrack	CSLET
2023-05-03	Miscellaneous	PPL Price to Compare Change Alert sent via Phone Call	CSLET
2023-04-24	Service	BARRY KAPLAN. I adv per microstrategy the lines that are hanging low are Bell telephone lines.	JAMES J LENNOX
2023-04-21	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note 311436 Call Type 86 Other Comments cust called to report low hanging wire following the tree falling on it tree was removed but wire is hanging low cust wou	WCT

Contact Date	Contact Type	Remarks	User
2023-02-04	Data Repair	DR_REQ10782282 - CD-NXT-COLL-ACTION UPDATE	CSSDR044
2023-02-02	Data Repair	DR_REQ10782282 - CD-NXT-COLL-ACTION UPDATE	CSSDR044
2023-01-13	Data Repair	INC10765324 - Reads Workaround	CSSDR044
2022-12-17	Credit	Caller BARRY KAPLAN Ratepayer. informed cx that power outaged started on 12 15 22 at 11 47pm and the ticket was closed 15 16 22 5pm. adv cx to call during the week to put compliant about loss of food.	MORGAN CHINN
2022-07-07	Removed from Collections - Deferred BB Balance		CUBSI006
2022-07-06	Removed from Collections - Deferred BB Balance		CUBSI006
2022-02-04	Removed from Collections - Deferred BB Balance		CUBSI006
2022-02-03	Removed from Collections - Deferred BB Balance		CUBSI006
2021-11-29	WUR Assessment	BARRY KAPLAN Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	NAVLEEN SAPPAL
2021-11-29	Credit	Caller BARRY KAPLAN Ratepayer. from 8am-5pm. adv 0 balance. adv online. adv we called for price compare but can also be because we recvd pymnt today. cust hung up while assessing sat.	NAVLEEN SAPPAL
2021-11-29	Credit	Caller BARRY KAPLAN Ratepayer. cust called in to see why he got a call from us. cust adv he got a call on his cell phone number starting with 917. adv i dont see a 917 on his acct. cust ver number on acct. adv it can be a pymnt recvd reminder. adv i see pymnt recvd today 11 29 for 149.01. adv 0 balance. cust had BB questions. adv to speak to BB dept	NAVLEEN SAPPAL
2021-04-30	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note OMS_CSS.services.contacts.privcontacts.notification_PPL_CUSTOMER_CONTACT_VIEWPublishDocument USER_NAME Call Type 01 AMI Power Down Event Comments none	MTR
2020-12-30	Credit	Caller BARRY KAPLAN Ratepayer. ibc rp verified acct service address and name. rp was advised on total bal amt 330.55 due 12 31 2020. pay assist was offered. rp ptp tomorrow. he will mail chk. Rev 12 30 2020 12 48 rp verified phone as alt	ROBERT PEPPERS

PPL ELECTRIC
EXHIBIT 4

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



PPL Electric Utilities

RESIDENTIAL TERMINATION
0009 RESTERM
[REDACTED]

July 30, 2017

SERVICE TERMINATION NOTICE **(Aviso DE Terminación DE Servicio)**

For [REDACTED]

Account Number: [REDACTED]

Service will be shut off for nonpayment of bills on or after
8:00 AM on [REDACTED]

Dear Customer & Occupants of [REDACTED]

We don't want you to lose service. If you are able, pay the past due amount of \$ [REDACTED] 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](tel: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 espanol.*

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 \$ [REDACTED]
- ◆ Security Deposit \$ [REDACTED]
- ◆ Reconnection Fee \$ [REDACTED]
- ◆ 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.

Special Protections:

If any of these protections apply to you, please call us IMMEDIATELY at 800-358-6623 to prevent shut off.

Medical Notice: Let us know if someone living in your home is seriously ill or has a medical condition that would be worsened by the termination of service. We will not shut off your service if you have a licensed physician, nurse practitioner, or physician's assistant certify in writing within 3 days that such illness exists and that it might be aggravated if service is stopped. You would still need to pay your current bills for service each month.

Domestic Abuse: If you are a victim of abuse and have a valid PFA (Protection from Abuse) order from a court, special medical emergency procedures and other protections might apply.

Tenants: If your landlord pays your electric bill, you have certain legal protections.

Disability: If you have trouble understanding or speaking English or have a disability, please call us for free interpretation.

Winter Hardship: If your service is shut off between Dec. 1 and Mar. 31, we will turn it back on within 24 hours after you arrange to pay your bill. If street digging is required, it might take up to 7 days.

If your household income is at or below 250% of the federal poverty guidelines, we need to ask the Pennsylvania Public Utility Commission before shutting off your service.

Monthly income at 250% of Federal Poverty Level: 2022

Household Size	1	2	3	4
Monthly Income	\$2,831	\$3,815	\$4,798	\$5,781

Add \$983 for each additional household member.

Your Rights and Options: If you have questions or need more information, contact us as soon as possible at 800-358-6623. After you talk to us, if you are not satisfied, you may file a complaint with the Public Utility Commission. The Public Utility Commission may delay shut off if you file the complaint before the shut off date. To contact them, call 800-692-7380 or write to Pennsylvania Public Utility Commission, P.O. Box 3265, Harrisburg, Pennsylvania 17105-3265.

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We know finances can be tight sometimes. Our team cares deeply about the health and welfare of our customers and our community. We want to help you save on your electric service, and we're committed to working hard every day to keep our electric grid resilient and safe. If you have any questions or need assistance, please contact us.

We look forward to working with you.

Your PPL Customer Service Team,

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

THIS NOTICE IS VALID FOR 60 DAYS.

PPL ELECTRIC
EXHIBIT 5

