



# **PPL ELECTRIC**

## **EXHIBIT 1**

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

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

Account Number:   
 Requested By:   
 CHRISTOPHER BRINER   
 (484)330-0150 Extension:

Mail To:   
 CHRISTOPHER BRINER   
 9130 BREINIGSVILLE RD   
 BREINIGSVILLE PA 18031

Payment Agreement   
 Installment: \$41.00 Balance: \$607.58   
 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 |
|------------|---------------------|----------|--------------------|-----------------|---------------|------------------|-------------|----------|-----------|------|-----------|
| 12/30/2020 | ELECTRIC SERVICE    |          | \$57.97            |                 |               |                  |             |          |           |      |           |
| 12/30/2020 | Green Mountain (3)  |          | \$85.56            |                 |               |                  |             |          |           |      |           |
| 12/30/2020 | Regular Bill        | 01/20    | \$2650.28          | \$2506.75       |               |                  | 0996/0000   | 65170A   | 34        | 1083 |           |
| 01/29/2021 | ELECTRIC SERVICE    |          | \$56.90            |                 |               |                  |             |          |           |      |           |
| 01/29/2021 | Green Mountain (3)  |          | \$77.58            |                 |               |                  |             |          |           |      |           |
| 01/29/2021 | Regular Bill        | 02/22    | \$2784.76          | \$2650.28       |               |                  | 1005/0000   | 66152A   | 30        | 982  |           |
| 02/16/2021 | Payment             |          | \$-300.00          |                 |               |                  |             |          |           |      |           |
| 03/02/2021 | ELECTRIC SERVICE    |          | \$125.40           |                 |               |                  |             |          |           |      |           |
| 03/02/2021 | Green Mountain (3)  |          | \$210.46           |                 |               |                  |             |          |           |      |           |
| 03/02/2021 | Regular Bill        | 03/23    | \$2820.62          | \$2484.76       |               |                  | 1188/0000   | 68816A   | 32        | 2664 |           |
| 03/15/2021 | Payment             |          | \$-330.00          |                 |               |                  |             |          |           |      |           |
| 04/05/2021 | ELECTRIC SERVICE    |          | \$21.77            |                 |               |                  |             |          |           |      |           |
| 04/05/2021 | ELECTRIC SERVICE    |          | \$4.07             |                 |               |                  |             |          |           |      |           |
| 04/05/2021 | ELECTRIC SERVICE    |          | \$78.22            |                 |               |                  |             |          |           |      |           |
| 04/05/2021 | Green Mountain (3)  |          | \$6.79             |                 |               |                  |             |          |           |      |           |
| 04/05/2021 | AP GAS AND ELECTRIC |          | \$65.77            |                 |               |                  |             |          |           |      |           |
| 04/05/2021 | Regular Bill        | 04/26    | \$2667.24          | \$2490.62       |               |                  | 0571/0000   | 70631A   | 29        | 1815 |           |
| 04/23/2021 | Payment             |          | \$-220.00          |                 |               |                  |             |          |           |      |           |
| 05/03/2021 | ELECTRIC SERVICE    |          | \$67.70            |                 |               |                  |             |          |           |      |           |
| 05/03/2021 | AP GAS AND ELECTRIC |          | \$52.05            |                 |               |                  |             |          |           |      |           |
| 05/03/2021 | Regular Bill        | 05/24    | \$2566.99          | \$2447.24       |               |                  | 0409/0008   | 71856A   | 30        | 1225 |           |
| 05/14/2021 | Payment             |          | \$-201.75          |                 |               |                  |             |          |           |      |           |
| 06/03/2021 | ELECTRIC SERVICE    |          | \$6.16             |                 |               |                  |             |          |           |      |           |
| 06/03/2021 | ELECTRIC SERVICE    |          | \$51.70            |                 |               |                  |             |          |           |      |           |
| 06/03/2021 | AP GAS AND ELECTRIC |          | \$37.26            |                 |               |                  |             |          |           |      |           |
| 06/03/2021 | Cirro Energy        |          | \$5.72             |                 |               |                  |             |          |           |      |           |
| 06/03/2021 | Regular Bill        | 06/24    | \$2466.08          | \$2365.24       |               |                  | 0156/0050   | 727330   | 29        | 983  |           |
| 06/08/2021 | Payment             |          | \$-201.75          |                 |               |                  |             |          |           |      |           |
| 06/25/2021 | Payment             |          | \$-182.84          |                 |               |                  |             |          |           |      |           |
| 06/30/2021 | ELECTRIC SERVICE    |          | \$68.17            |                 |               |                  |             |          |           |      |           |
| 06/30/2021 | Cirro Energy        |          | \$66.58            |                 |               |                  |             |          |           |      |           |
| 06/30/2021 | Regular Bill        | 07/21    | \$2216.24          | \$2081.49       |               |                  | 0059/0197   | 74072A   | 32        | 1233 |           |
| 07/15/2021 | Payment             |          | \$-216.75          |                 |               |                  |             |          |           |      |           |
| 07/30/2021 | ELECTRIC SERVICE    |          | \$71.39            |                 |               |                  |             |          |           |      |           |

| DATE       | TRANSACTION TYPE               | DUE DATE | TRANSACTION AMOUNT | BALANCE FORWARD | ACTUAL BILLED | DEFERRED BALANCE | DEG DAY H/C | RDG/TYPE | DAYS USED | KWH  | BILLED KW |
|------------|--------------------------------|----------|--------------------|-----------------|---------------|------------------|-------------|----------|-----------|------|-----------|
| 07/30/2021 | Cirro Energy                   |          | \$71.01            |                 |               |                  |             |          |           |      |           |
| 07/30/2021 | Regular Bill                   | 08/23    | \$2141.89          | \$1999.49       |               |                  | 0001/0307   | 75387A   | 30        | 1315 |           |
| 08/20/2021 | Payment                        |          | \$-224.40          |                 |               |                  |             |          |           |      |           |
| 08/30/2021 | ELECTRIC SERVICE               |          | \$72.57            |                 |               |                  |             |          |           |      |           |
| 08/30/2021 | Cirro Energy                   |          | \$72.58            |                 |               |                  |             |          |           |      |           |
| 08/30/2021 | Regular Bill                   | 09/20    | \$2062.64          | \$1917.49       |               |                  | 0002/0282   | 76731A   | 29        | 1344 |           |
| 09/16/2021 | Payment                        |          | \$-186.15          |                 |               |                  |             |          |           |      |           |
| 09/29/2021 | ELECTRIC SERVICE               |          | \$71.07            |                 |               |                  |             |          |           |      |           |
| 09/29/2021 | Cirro Energy                   |          | \$70.58            |                 |               |                  |             |          |           |      |           |
| 09/29/2021 | Regular Bill                   | 10/20    | \$2018.14          | \$1876.49       |               |                  | 0028/0142   | 78038A   | 32        | 1307 |           |
| 10/26/2021 | Payment                        |          | \$-182.65          |                 |               |                  |             |          |           |      |           |
| 10/28/2021 | ELECTRIC SERVICE               |          | \$53.91            |                 |               |                  |             |          |           |      |           |
| 10/28/2021 | Cirro Energy                   |          | \$49.52            |                 |               |                  |             |          |           |      |           |
| 10/28/2021 | Regular Bill                   | 11/18    | \$1938.92          | \$1835.49       |               |                  | 0155/0010   | 78955A   | 29        | 917  |           |
| 11/24/2021 | Payment                        |          | \$-144.43          |                 |               |                  |             |          |           |      |           |
| 11/30/2021 | ELECTRIC SERVICE               |          | \$61.30            |                 |               |                  |             |          |           |      |           |
| 11/30/2021 | ELECTRIC SERVICE               |          | \$12.16            |                 |               |                  |             |          |           |      |           |
| 11/30/2021 | American Power & Gas of PA LLC |          | \$83.42            |                 |               |                  |             |          |           |      |           |
| 11/30/2021 | Cirro Energy                   |          | \$11.50            |                 |               |                  |             |          |           |      |           |
| 11/30/2021 | Regular Bill                   | 12/21    | \$1962.87          | \$1794.49       |               |                  | 0112/0000   | 791680   | 33        | 1398 |           |
| 12/16/2021 | Payment                        |          | \$-209.38          |                 |               |                  |             |          |           |      |           |
| 12/30/2021 | ELECTRIC SERVICE               |          | \$102.18           |                 |               |                  |             |          |           |      |           |
| 12/30/2021 | American Power & Gas of PA LLC |          | \$198.33           |                 |               |                  |             |          |           |      |           |
| 12/30/2021 | Regular Bill                   | 01/24    | \$2054.00          | \$1753.49       |               |                  | 0825/0000   | 82454A   | 30        | 2101 |           |
| 01/11/2022 | Payment                        |          | \$-341.51          |                 |               |                  |             |          |           |      |           |
| 01/31/2022 | ELECTRIC SERVICE               |          | \$120.14           |                 |               |                  |             |          |           |      |           |
| 01/31/2022 | American Power & Gas of PA LLC |          | \$352.07           |                 |               |                  |             |          |           |      |           |
| 01/31/2022 | Regular Bill                   | 02/22    | \$2184.70          | \$1712.49       |               |                  | 1136/0000   | 85027A   | 30        | 2573 |           |
| 03/01/2022 | ELECTRIC SERVICE               |          | \$121.60           |                 |               |                  |             |          |           |      |           |
| 03/01/2022 | American Power & Gas of PA LLC |          | \$416.27           |                 |               |                  |             |          |           |      |           |
| 03/01/2022 | Regular Bill                   | 03/22    | \$2722.57          | \$2184.70       |               |                  | 1081/0000   | 87637A   | 31        | 2610 |           |
| 03/03/2022 | Late Payment Charge            |          | \$10.79            |                 |               |                  |             |          |           |      |           |
| 03/03/2022 | Late Payment Charge            |          | \$16.52            |                 |               |                  |             |          |           |      |           |
| 03/09/2022 | Payment                        |          | \$-145.00          |                 |               |                  |             |          |           |      |           |
| 03/29/2022 | ELECTRIC SERVICE               |          | \$102.40           |                 |               |                  |             |          |           |      |           |
| 03/29/2022 | American Power & Gas of PA LLC |          | \$389.55           |                 |               |                  |             |          |           |      |           |
| 03/29/2022 | Regular Bill                   | 04/19    | \$3096.83          | \$2577.57       |               |                  | 0666/0000   | 89774A   | 28        | 2137 |           |
| 03/30/2022 | Payment                        |          | \$-578.00          |                 |               |                  |             |          |           |      |           |
| 04/28/2022 | BUDGET BILLING                 |          | \$238.00           |                 |               |                  |             |          |           |      |           |

Bill Account:

Account Activity Statement

Date: 12/31/24

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 |
|------------|---------------------|----------|--------------------|-----------------|---------------|------------------|-------------|----------|-----------|------|-----------|
| 04/28/2022 | Regular Bill        | 05/19    | \$2756.83          | \$2518.83       | \$495.90      | \$257.90         | 0071/0000   | 91975A   | 30        | 317  |           |
| 05/09/2022 | Payment             |          | \$-279.00          |                 |               |                  |             |          |           |      |           |
| 05/26/2022 | BUDGET BILLING      |          | \$238.00           |                 |               |                  |             |          |           |      |           |
| 05/26/2022 | Regular Bill        | 06/16    | \$2715.83          | \$2477.83       | \$258.45      | \$278.35         | 0189/0031   | 93845A   | 29        | 1870 |           |
| 06/08/2022 | Payment             |          | \$-279.00          |                 |               |                  |             |          |           |      |           |
| 06/27/2022 | BUDGET BILLING      |          | \$238.00           |                 |               |                  |             |          |           |      |           |
| 06/27/2022 | Regular Bill        | 07/18    | \$2674.83          | \$2436.83       | \$366.77      | \$407.12         | 0012/0144   | 96058A   | 32        | 2213 |           |
| 07/13/2022 | Payment             |          | \$-279.00          |                 |               |                  |             |          |           |      |           |
| 07/27/2022 | BUDGET BILLING      |          | \$323.00           |                 |               |                  |             |          |           |      |           |
| 07/27/2022 | Regular Bill        | 08/17    | \$2718.83          | \$2395.83       | \$381.85      | \$465.97         | 0000/0353   | 98293A   | 30        | 2235 |           |
| 08/25/2022 | BUDGET BILLING      |          | \$323.00           |                 |               |                  |             |          |           |      |           |
| 08/25/2022 | Late Payment Charge |          | \$12.98            |                 |               |                  |             |          |           |      |           |
| 08/25/2022 | Late Payment Charge |          | \$0.34             |                 |               |                  |             |          |           |      |           |
| 08/25/2022 | Late Payment Charge |          | \$16.38            |                 |               |                  |             |          |           |      |           |
| 08/25/2022 | Late Payment Charge |          | \$4.30             |                 |               |                  |             |          |           |      |           |
| 08/25/2022 | Regular Bill        | 09/15    | \$3075.83          | \$2718.83       | \$368.68      | \$511.65         | 0000/0313   | 00448A   | 29        | 2155 |           |
| 08/31/2022 | Payment             |          | \$-275.00          |                 |               |                  |             |          |           |      |           |
| 09/13/2022 | Payment             |          | \$-400.00          |                 |               |                  |             |          |           |      |           |
| 09/20/2022 | Payment             |          | \$-606.00          |                 |               |                  |             |          |           |      |           |
| 09/26/2022 | BUDGET BILLING      |          | \$323.00           |                 |               |                  |             |          |           |      |           |
| 09/26/2022 | Regular Bill        | 10/17    | \$2117.83          | \$1794.83       | \$387.45      | \$576.10         | 0042/0160   | 02678A   | 32        | 2230 |           |
| 10/06/2022 | Payment             |          | \$-364.00          |                 |               |                  |             |          |           |      |           |
| 10/25/2022 | BUDGET BILLING      |          | \$442.00           |                 |               |                  |             |          |           |      |           |
| 10/25/2022 | Regular Bill        | 11/15    | \$2195.83          | \$1753.83       | \$292.79      | \$426.89         | 0363/0000   | 04335A   | 29        | 1657 |           |
| 11/09/2022 | Payment             |          | \$-333.79          |                 |               |                  |             |          |           |      |           |
| 11/23/2022 | BUDGET BILLING      |          | \$442.00           |                 |               |                  |             |          |           |      |           |
| 11/23/2022 | Late Payment Charge |          | \$22.87            |                 |               |                  |             |          |           |      |           |
| 11/23/2022 | Late Payment Charge |          | \$0.41             |                 |               |                  |             |          |           |      |           |
| 11/23/2022 | Regular Bill        | 12/19    | \$2327.32          | \$1862.04       | \$324.45      | \$309.34         | 0523/0005   | 06181A   | 29        | 1846 |           |
| 12/06/2022 | Payment             |          | \$-365.45          |                 |               |                  |             |          |           |      |           |
| 12/30/2022 | BUDGET BILLING      |          | \$442.00           |                 |               |                  |             |          |           |      |           |
| 12/30/2022 | Regular Bill        | 01/23    | \$2403.87          | \$1961.87       | \$440.71      | \$308.05         | 1131/0000   | 08473E   | 36        | 2292 |           |
| 01/13/2023 | Payment             |          | \$-500.71          |                 |               |                  |             |          |           |      |           |
| 01/26/2023 | BUDGET BILLING      |          | \$603.00           |                 |               |                  |             |          |           |      |           |
| 01/26/2023 | Regular Bill        | 02/16    | \$2506.16          | \$1903.16       | \$480.18      | \$185.23         | 0754/0000   | 10900A   | 28        | 2427 |           |
| 02/09/2023 | Payment             |          | \$-531.18          |                 |               |                  |             |          |           |      |           |

Bill Account: [REDACTED]

Account Activity Statement

Date: 12/31/24  
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 |
|------|------------------|----------|--------------------|-----------------|---------------|------------------|-------------|----------|-----------|-----|-----------|
|------|------------------|----------|--------------------|-----------------|---------------|------------------|-------------|----------|-----------|-----|-----------|



|            |                           |       |           |           |          |           |           |        |    |      |  |
|------------|---------------------------|-------|-----------|-----------|----------|-----------|-----------|--------|----|------|--|
| 09/05/2023 | Payment                   |       | \$-446.82 |           |          |           |           |        |    |      |  |
| 09/25/2023 | BUDGET BILLING            |       | \$389.00  |           |          |           |           |        |    |      |  |
| 09/25/2023 | Regular Bill              | 10/16 | \$1672.49 | \$1263.49 | \$251.17 | \$-290.24 | 0054/0147 | 26322A | 32 | 1384 |  |
| 10/11/2023 | Payment                   |       | \$-421.93 |           |          |           |           |        |    |      |  |
| 10/24/2023 | BUDGET BILLING            |       | \$352.00  |           |          |           |           |        |    |      |  |
| 10/24/2023 | Regular Bill              | 11/14 | \$1602.56 | \$1250.56 | \$226.77 | \$-415.47 | 0262/0012 | 27563A | 29 | 1241 |  |
| 10/30/2023 | Payment                   |       | \$-393.00 |           |          |           |           |        |    |      |  |
| 11/06/2023 | Payment                   |       | \$-41.00  |           |          |           |           |        |    |      |  |
| 11/08/2023 | Returned Check            |       | \$41.00   |           |          |           |           |        |    |      |  |
| 11/08/2023 | RETURNED CHECK NSF CHARGE |       | \$20.00   |           |          |           |           |        |    |      |  |
| 11/21/2023 | Payment                   |       | \$-41.00  |           |          |           |           |        |    |      |  |
| 11/22/2023 | BUDGET BILLING            |       | \$352.00  |           |          |           |           |        |    |      |  |
| 11/22/2023 | Regular Bill              | 12/18 | \$1540.56 | \$1168.56 | \$284.69 | \$-482.78 | 0566/0000 | 29144A | 29 | 1581 |  |
| 12/05/2023 | Credit                    |       | \$-20.00  |           |          |           |           |        |    |      |  |
| 12/06/2023 | Payment                   |       | \$-413.00 |           |          |           |           |        |    |      |  |
| 12/27/2023 | BUDGET BILLING            |       | \$352.00  |           |          |           |           |        |    |      |  |
| 12/27/2023 | Regular Bill              | 01/17 | \$1459.56 | \$1107.56 | \$518.86 | \$-315.92 | 0947/0000 | 32254A | 35 | 3110 |  |
| 01/11/2024 | Payment                   |       | \$-393.00 |           |          |           |           |        |    |      |  |
| 01/29/2024 | BUDGET BILLING            |       | \$352.00  |           |          |           |           |        |    |      |  |
| 01/29/2024 | Regular Bill              | 02/20 | \$1418.56 | \$1066.56 | \$449.57 | \$-218.35 | 1047/0000 | 35016A | 33 | 2762 |  |
| 02/06/2024 | Payment                   |       | \$-393.00 |           |          |           |           |        |    |      |  |
| 02/27/2024 | BUDGET BILLING            |       | \$352.00  |           |          |           |           |        |    |      |  |
| 02/27/2024 | Regular Bill              | 03/19 | \$1377.56 | \$1025.56 | \$408.49 | \$-161.86 | 0890/0000 | 37522A | 29 | 2506 |  |
| 03/18/2024 | Payment                   |       | \$-393.00 |           |          |           |           |        |    |      |  |
| 03/27/2024 | BUDGET BILLING            |       | \$215.73  |           |          |           |           |        |    |      |  |
| 03/27/2024 | Regular Bill              | 04/17 | \$1200.29 | \$984.56  | \$377.59 |           | 0618/0000 | 39831A | 29 | 2309 |  |
| 04/12/2024 | Payment                   |       | \$-256.73 |           |          |           |           |        |    |      |  |
| 04/26/2024 | BUDGET BILLING            |       | \$359.00  |           |          |           |           |        |    |      |  |
| 04/26/2024 | Regular Bill              | 05/20 | \$1302.56 | \$943.56  | \$199.31 | \$-159.69 | 0445/0000 | 41003A | 30 | 1172 |  |
| 05/15/2024 | Payment                   |       | \$-400.00 |           |          |           |           |        |    |      |  |
| 05/28/2024 | BUDGET BILLING            |       | \$359.00  |           |          |           |           |        |    |      |  |
| 05/28/2024 | Regular Bill              | 06/18 | \$1261.56 | \$902.56  | \$117.76 | \$-400.93 | 0142/0083 | 41655A | 32 | 652  |  |

Bill Account: XXXXXXXXXX

Account Activity Statement

Date: 12/31/24

Page: 6

| DATE       | TRANSACTION TYPE       | DUE DATE | TRANSACTION AMOUNT | BALANCE FORWARD | ACTUAL BILLED | DEFERRED BALANCE | DEG DAY H/C | RDG/TYPE | DAYS USED | KWH | BILLED KW |
|------------|------------------------|----------|--------------------|-----------------|---------------|------------------|-------------|----------|-----------|-----|-----------|
| 06/13/2024 | Payment                |          | \$-400.00          |                 |               |                  |             |          |           |     |           |
| 06/26/2024 | Budget Bill Settlement |          | \$-271.99          |                 |               |                  |             |          |           |     |           |
| 06/26/2024 | BUDGET BILLING         |          |                    |                 |               |                  |             |          |           |     |           |
| 06/26/2024 | Regular Bill           | 07/17    | \$589.57           | \$589.57        | \$128.94      |                  | 0010/0225   | 42421A   | 29        | 766 |           |



# **PPL ELECTRIC**

## **EXHIBIT 2**

**Account Contact History**  
**Account:** [REDACTED] **Customer Name: CHRISTOPHER BRINER**  
From 12/30/2020 to 12/31/2024

| Contact Date | Contact Type                   | Remarks  | User              |
|--------------|--------------------------------|--|-------------------|
| 2024-12-31   | Data Repair                    | REQ10824172 - DATA REPAIR FOR EXPIRED GEN EQUIP.   | CSSDR044          |
| 2024-12-31   | Supplier Switch Letter         | Supplier Added - Cust Choice 1 Bill.   | CSSDR044          |
| 2024-12-30   | Cust Choice 1 Bill             | Supplier added on 2025-01-03 - Clearview Electric Inc.   |                   |
| 2024-12-30   | Batch Enrollment               |  |                   |
| 2024-12-24   | Data Repair                    | REQ10824172 - DATA REPAIR FOR EXPIRED GEN EQUIP.   | CSSDR044          |
| 2024-12-17   | Data Repair                    | REQ10824172 - DATA REPAIR FOR EXPIRED GEN EQUIP.   | CSSDR044          |
| 2024-12-10   | Special Situation              | WU WALKIN paid 55.00   | SELF SERVICE USER |
| 2024-12-10   | Data Repair                    | REQ10824172 - DATA REPAIR FOR EXPIRED GEN EQUIP.   | CSSDR044          |
| 2024-12-05   | Meter                          | WATT Billing - CSS Command Center Date Discrepancy Work Item 4358190 Completed--Meter changed 12 5 24. Meter [REDACTED] Discovered 12 5 2024 10 03 AM  | DONNA J BOOS      |
| 2024-12-04   | SC - GRACE EXTENSION           | Caller Back Office Ratepayer. SC Status from Open to Closed Cust Rights Given Y Cust Satisfied Y Comments BCS 4010519 DEC CLOSED 12 04 2024 AT INFORM LEVEL OF PUC INVEST ACT READS ARE DEEMED CORRECT UNLESS EVIDENCE PRESENTED TO CONTRARY. CUST ENROLL IN BB AND BUDGETS MAY ADJUST UP DOWN DEPENDING ON USAGE. CUST NO LONGER ENROLL IN BB AS OF BILL DATE 6 26 24 | CUCL143           |
| 2024-12-04   | Correspondence - General       | Template Name Master Utility Report Created By LATRICE BLAKNEY Letter Edited No CS Letters ID 6185366  | CSLET             |
| 2024-12-04   | SC - GRACE EXTENSION           | Suspend Charge automatically added by CSLET  | CSLET             |
| 2024-12-04   | WUR Assessment                 | CHRISTOPHER BRINER Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat No. WUR Required Yes. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No. Interested in SO Not on Phone.  | LATRICE BLAKNEY   |
| 2024-12-04   | Credit - Payment Agreement     | Caller CHRISTOPHER BRINER Ratepayer. due for this month 302.00. offer LI HEAP he stated he makes 10 over. Cx hung up before recap. Rev 12 04 2024 11 04 and S O. delay with audio on call  | LATRICE BLAKNEY   |
| 2024-12-04   | Credit - Payment Agreement     | Caller CHRISTOPHER BRINER Ratepayer. Cx stated he can make a payment of 55.00 For this month. Inform cx he is on a PAG PAG 302.00 DD 12 16. I offer Non catch up Balance 662.58. cx mentioned usage I offer To transfer him to EE for more info about usage charges He mentioned he would like for me to help him on the Charges he wanted to know why his amount      | LATRICE BLAKNEY   |
| 2024-12-03   | Data Repair                    | REQ10824172 - DATA REPAIR FOR EXPIRED GEN EQUIP.   | CSSDR044          |
| 2024-11-26   | Data Repair                    | REQ10824172 - DATA REPAIR FOR EXPIRED GEN EQUIP.   | CSSDR044          |
| 2024-11-19   | Data Repair                    | REQ10824172 - DATA REPAIR FOR EXPIRED GEN EQUIP.   | CSSDR044          |
| 2024-11-18   | WEB Customer Initiated Payment | Scheduled date 11 17 2024 Amount 57.38 User EAGLESECUR Owner YES. Confirmation Number 24111709   | SELF SERVICE USER |
| 2024-11-12   | Data Repair                    | REQ10824172 - DATA REPAIR FOR EXPIRED GEN EQUIP.   | CSSDR044          |
| 2024-11-11   | Change Meter Only Issued       | INTERNAL ONLY Appears Meter had been installed elsewhere and not sent for testing. Entered 10 25 24 AMR R 12-9.9.  | DONNA J BOOS      |
| 2024-11-11   | IVR Customer Initiated Payment | Scheduled date 11 11 2024 Amount 130.00 User IVR Owner YES. Confirmation Number 24111100   | IVR               |
| 2024-11-05   | Data Repair                    | REQ10824172 - DATA REPAIR FOR EXPIRED GEN EQUIP.   | CSSDR044          |
| 2024-10-30   | Correspondence - General       | Template Name Meter Tested OK - Fee Waived Created By Eibach Linda Letter Edited Yes CS Letters ID 6123018   | CSLET             |
| 2024-10-30   | SC - GRACE EXTENSION           | Suspend Charge automatically added by CSLET  | CSLET             |
| 2024-10-30   | SC - METER TEST                | SENT METER TEST RESULTS TO CUSTOMER ON 10 30 24  | e153462           |
| 2024-10-30   | Miscellaneous                  | WATT Generalist - Meter Test-CMO Issued Work Item 4356448 Completed  | LINDA M EIBACH    |
| 2024-10-30   | Miscellaneous                  | WATT ID 4356448 SENT METER TEST RESULTS TO CUSTOMER ON 10 30 24  | LINDA M EIBACH    |
| 2024-10-29   | Data Repair                    | REQ10824172 - DATA REPAIR FOR EXPIRED GEN EQUIP.   | CSSDR044          |
| 2024-10-24   | Miscellaneous                  | WATT Billing - CSS Command Center Date Discrepancy Work Item 4358190 Created   | CSS               |
| 2024-10-23   | Miscellaneous                  | ISSUED METER TEST CMO FOR PUC FORMAL HEARING   | LINDA M EIBACH    |
| 2024-10-23   | Miscellaneous                  | WATT Generalist - Meter Test-CMO Issued Work Item 4356448 Created  | LINDA M EIBACH    |

| Contact Date | Contact Type                | Remarks  | User              |
|--------------|-----------------------------|--|-------------------|
| 2024-10-23   | SC - METER TEST             | METER TEST REQUEST PER PUC FORMAL COMPLAINT  | e153462           |
| 2024-10-23   | Change Meter Only Issued    | Customer requested meter tested. Tag and box old meter with bill acct and send to SFC-Meter Test-Customer Complaint.   | LINDA M EIBACH    |
| 2024-10-22   | SC - PUC Formal Complaint   | c-2024-3051719 PUC FORMAL  | e71683            |
| 2024-10-22   | Data Repair                 | REQ10824172 - DATA REPAIR FOR EXPIRED GEN EQUIP.   | CSSDR044          |
| 2024-10-21   | Miscellaneous               | WATT CCC Formal Complaint - Bill Dispute High Bill Work Item 4355255 Created   | CARMEN P URBAN    |
| 2024-10-16   | Correspondence - General    | Template Name OnTrack Application Rejection Letter New Created By asantiago@allentowndiocese.org Letter Edited No CS Letters ID 6096371  | CSLET             |
| 2024-10-16   | OnTrack - Ineligible        | Ontrack application Rejected. Reason You have failed to submit documentation for all sources of household income. If you submit copies of the missing documentation below your application will be processed promptly. Please return this letter along with your documents and send to the agency address below. SSI SSD current year award letter for all household | SELF SERVICE USER |
| 2024-10-15   | Data Repair                 | REQ10824172 - DATA REPAIR FOR EXPIRED GEN EQUIP.   | CSSDR044          |
| 2024-10-14   | Special Situation           | WU WALKIN paid 173.60  | SELF SERVICE USER |
| 2024-10-08   | Data Repair                 | REQ10824172 - DATA REPAIR FOR EXPIRED GEN EQUIP.   | CSSDR044          |
| 2024-10-01   | Data Repair                 | REQ10824172 - DATA REPAIR FOR EXPIRED GEN EQUIP.   | CSSDR044          |
| 2024-09-21   | Data Repair                 | REQ10824172 - DATA REPAIR FOR EXPIRED GEN EQUIP.   | CSSDR044          |
| 2024-09-17   | Data Repair                 | REQ10824172 - DATA REPAIR FOR EXPIRED GEN EQUIP.   | CSSDR044          |
| 2024-09-11   | Special Situation           | WU WALKIN paid 230.00  | SELF SERVICE USER |
| 2024-09-10   | Data Repair                 | REQ10824172 - DATA REPAIR FOR EXPIRED GEN EQUIP.   | CSSDR044          |
| 2024-09-04   | Data Repair                 | REQ10824172 - DATA REPAIR FOR EXPIRED GEN EQUIP.   | CSSDR044          |
| 2024-08-29   | OnTrack Customer            | Income verification email reminder sent.   | SELF SERVICE USER |
| 2024-08-27   | Data Repair                 | REQ10824172 - DATA REPAIR FOR EXPIRED GEN EQUIP.   | CSSDR044          |
| 2024-08-23   | Special Situation           | WU WALKIN paid 100.00  | SELF SERVICE USER |
| 2024-08-21   | OnTrack Customer            | OnTrack application submitted by SYATES@PPLWEB.COM Source Rep  | SELF SERVICE USER |
| 2024-08-20   | Data Repair                 | REQ10824172 - DATA REPAIR FOR EXPIRED GEN EQUIP.   | CSSDR044          |
| 2024-08-14   | SC - PUC Informal Complaint | PUC MDIA BCS 4010519   | CUCL143           |
| 2024-08-14   | Miscellaneous               | WATT Collection - Mediation - Net Metering Work Item 4309668 Created   | PUCMED            |
| 2024-08-13   | Data Repair                 | REQ10824172 - DATA REPAIR FOR EXPIRED GEN EQUIP.   | CSSDR044          |
| 2024-08-12   | Credit                      | Caller CHRISTOPHER BRINER Ratepayer. phone provided. Understood.   | JAZMIN BETANCOURT |
| 2024-08-12   | Credit                      | Caller CHRISTOPHER BRINER Ratepayer User Comments Cc bc cannot afford the charges received. Adv is on a pag and amt due 229.07 due on 8 1 24. Adv have the option to contact us on 8 19 to get an extension for 14 days while we receive his pmt to keep the act protected and may qualify for ophelp program. send the info by email and cust ask for ott program   | JAZMIN BETANCOURT |
| 2024-08-12   | Correspondence - General    | Template Name Master Utility Report Created By JAZMIN BETANCOURT Letter Edited No CS Letters ID 5962963  | CSLET             |
| 2024-08-12   | SC - GRACE EXTENSION        | Suspend Charge automatically added by CSLET  | CSLET             |
| 2024-08-12   | WUR Assessment              | CHRISTOPHER BRINER Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat No. WUR Required Yes. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No. Interested in SO Not on Phone.  | JAZMIN BETANCOURT |
| 2024-08-12   | Credit                      | CHRISTOPHER BRINER Ratepayer. Offered Operation HELP - Yes . Emailed agency contact info to christopher.briner@yahoo.com .   | JAZMIN BETANCOURT |
| 2024-08-12   | Credit                      | CHRISTOPHER BRINER Ratepayer. Customer indicated there was no change to financial information.   | JAZMIN BETANCOURT |
| 2024-08-12   | Financial Statement Added   | Cond 1 Cond 2 Cond 3 Cond 4 Note IVR Call Type 10 No   | JAZMIN BETANCOURT |
| 2024-08-09   | Electric Outage - Issuance  | Lights Comments none   | IVR               |
| 2024-08-09   | Miscellaneous               | Caller CHRISTOPHER BRINER Ratepayer. cci out of power adv esti restore time not avail  | KAMAL SAMAROO     |
| 2024-08-06   | Data Repair                 | REQ10824172 - DATA REPAIR FOR EXPIRED GEN EQUIP.   | CSSDR044          |
| 2024-07-30   | Data Repair                 | REQ10824172 - DATA REPAIR FOR EXPIRED GEN EQUIP.   | CSSDR044          |
| 2024-07-23   | Data Repair                 | REQ10824172 - DATA REPAIR FOR EXPIRED GEN EQUIP.   | CSSDR044          |
| 2024-07-16   | Data Repair                 | REQ10824172 - DATA REPAIR FOR EXPIRED GEN EQUIP.   | CSSDR044          |
| 2024-07-09   | Data Repair                 | REQ10824172 - DATA REPAIR FOR EXPIRED GEN EQUIP.   | CSSDR044          |

| Contact Date | Contact Type              | Remarks  | User              |
|--------------|---------------------------|--|-------------------|
| 2024-07-02   | Data Repair               | REQ10824172 - DATA REPAIR FOR EXPIRED GEN EQUIP.   | CSSDR044          |
| 2024-06-25   | Data Repair               | REQ10824172 - DATA REPAIR FOR EXPIRED GEN EQUIP.   | CSSDR044          |
| 2024-06-19   | Budget Billing            | Caller CHRISTOPHER BRINER Ratepayer User Comments why bill so high adv on BB at 359 adv actual was 117.76 removed from BB adv 400.93 will be applied adv to still follow p a terms   | SUZANNE R CONKLIN |
| 2024-06-19   | WUR Assessment            | CHRISTOPHER BRINER Ratepayer. Caller s Concern General Information. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.   | SUZANNE R CONKLIN |
| 2024-06-19   | Stop Budget Bill          | Caller CHRISTOPHER BRINER Ratepayer. BB stopped with NEXT bill. 400.93 will be deducted from the next bill. Emailed to christopher.briner@yahoo.com  | SUZANNE R CONKLIN |
| 2024-06-19   | Call Transfer             | Caller CHRISTOPHER BRINER Ratepayer User Comments call transfer to EE cust states bill has been so high and he is unhappy  | AMANDA PODOLSKY   |
| 2024-06-19   | WUR Assessment            | CHRISTOPHER BRINER Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. WUR Required No. Provided PUC No. Interested in SO Not on Phone.  | AMANDA PODOLSKY   |
| 2024-06-18   | Data Repair               | REQ10824172 - DATA REPAIR FOR EXPIRED GEN EQUIP.   | CSSDR044          |
| 2024-06-13   | Special Situation         | WU WALKIN paid 400.00  | SELF SERVICE USER |
| 2024-06-11   | Data Repair               | REQ10824172 - DATA REPAIR FOR EXPIRED GEN EQUIP.   | CSSDR044          |
| 2024-05-29   | Data Repair               | REQ10824172 - DATA REPAIR FOR EXPIRED GEN EQUIP.   | CSSDR044          |
| 2024-05-13   | Special Situation         | WU WALKIN paid 400.00  | SELF SERVICE USER |
| 2024-04-11   | Special Situation         | WU WALKIN paid 256.73  | SELF SERVICE USER |
| 2024-03-15   | Special Situation         | WU WALKIN paid 393.00  | SELF SERVICE USER |
| 2024-03-14   | Correspondence - General  | Template Name Master Utility Report Created By MATHEW CASEY Letter Edited No CS Letters ID 5698367   | CSLET             |
| 2024-03-14   | SC - GRACE EXTENSION      | Suspend Charge automatically added by CSLET  | CSLET             |
| 2024-03-14   | Energy Education          | Caller CHRISTOPHER BRINER Ratepayer. issued bill copy Customer Und fut val   | MATHEW CASEY      |
| 2024-03-14   | Issued Duplicate Bill     | Caller CHRISTOPHER BRINER Ratepayer. Issued Duplicate Bill.  | MATHEW CASEY      |
| 2024-03-14   | Energy Education          | Caller CHRISTOPHER BRINER Ratepayer. BD 1 377.56 PD 1 025.56 Amt owed 393.00 DD 3 14 Incl mo inst 41 Customer asked bill copy  | MATHEW CASEY      |
| 2024-03-14   | WUR Assessment            | CHRISTOPHER BRINER Ratepayer. Caller s Concern Billed Amounts. Position Stated Yes. Sat No. WUR Required Yes. Caller s Concern Accepted Methods of Payment. Position Stated Yes. Sat No. WUR Required Yes. Caller s Concern Account Balance. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No. Interested in SO No.                              | MATHEW CASEY      |
| 2024-03-14   | Energy Education          | Caller CHRISTOPHER BRINER Ratepayer. IB Energy Education SW RP CHRISTOPHER BRINER Customer asked to remove C O Pmt 11 6 41.00 Returned 11 8 Acct Frozen Pmt 8 24 173.00 Returned 8 29 Acct Frozen Two or more returned pmts within 12 mos C O for one year Elig for removal 11 2024  | MATHEW CASEY      |
| 2024-02-05   | Special Situation         | WU WALKIN paid 393.00  | SELF SERVICE USER |
| 2024-01-10   | Special Situation         | WU WALKIN paid 393.00  | SELF SERVICE USER |
| 2024-01-08   | Credit                    | EAGLESECUR. Link to Assistance Programs page presented.  | SELF SERVICE USER |
| 2024-01-08   | Credit                    | Self Serve Ratepayer. Offered Operation HELP - Yes . .   | SELF SERVICE USER |
| 2024-01-08   | Financial Statement Added |  | SELF SERVICE USER |
| 2023-12-06   | Credit - Outbound Call    | Caller Back Office Ratepayer. rec d an email from WFM regarding a VM the customer left at the OGC s mailbox cust is stating he wants to be part of the civil lawsuit against PPL attempted to contact the customer at 484-330-0150 rec d VM LM adv cust to call us w any ques concerns   | WENDY M MERKEL    |
| 2023-12-06   | Correspondence - General  | Template Name Master Utility Report Created By KAMAL SAMAROO Letter Edited No CS Letters ID 5571302  | CSLET             |
| 2023-12-06   | SC - GRACE EXTENSION      | Suspend Charge automatically added by CSLET  | CSLET             |
| 2023-12-05   | Special Situation         | WU WALKIN paid 413.00  | SELF SERVICE USER |
| 2023-12-05   | Credit                    | Caller CHRISTOPHER BRINER Ratepayer User Comments cci under late charge on acc if can have removed on disability have limited income. adv was charged 20 check return fee due to paymt returned ACCOUNT FROZEN. cx still trying to get acc unfrozen. adv can credit 20 as 1 time courtesy. adv issued 20 credit on acc.mount Due 393.00. cx hung up no sat und | KAMAL SAMAROO     |
| 2023-12-05   | WUR Assessment            | CHRISTOPHER BRINER Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No. Interested in SO Not on Phone.   | KAMAL SAMAROO     |
| 2023-12-05   | Request Credit            | goodwill given as 1 time courtesy re NSF charge.   | KAMAL SAMAROO     |

| Contact Date | Contact Type                    | Remarks   | User                  |
|--------------|---------------------------------|---|-----------------------|
| 2023-12-05   | Credit                          | Caller CHRISTOPHER BRINER Ratepayer User Comments Cx called in regards to lawsuit gave number to OGC 1800-748-7104. Concerned about the bill Educated the cx bill is 413 which is 352 bb 41 install 20 nrf . 284.69 is actual usage . Wants the nrf of 20 removed .Transferred to billing   | LASHAE BOURGEOIS      |
| 2023-12-05   | WUR Assessment                  | CHRISTOPHER BRINER Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO Not on Phone.  | LASHAE BOURGEOIS      |
| 2023-12-05   | Credit                          | Caller Back Office Ratepayer. cx gave no resp. to agent after opening call and no resp to cb  | SHUR-KAINAH WILKINSON |
| 2023-11-21   | Payment Arrangement Letter Sent | Catch-Up Activation PAG   |                       |
| 2023-11-21   | PAG Reactivated                 | PAYMENT AGREEMENT HAS BEEN REACTIVATED  | CUBCL105              |
| 2023-11-21   | Special Situation               | WU WALKIN paid 41.00  | SELF SERVICE USER     |
| 2023-11-08   | Payment Arrangement Letter Sent | Catch-Up Activation PAG   |                       |
| 2023-11-08   | PAG Reactivated                 | PAYMENT AGREEMENT HAS BEEN REACTIVATED  | CUBCL105              |
| 2023-11-08   | Returned Item                   | RETURNED ITEM AMOUNT 41.00 DATE OF RETURNED ITEM 2023-11-08 REASON R16 ACCOUNT FROZEN   | CUBAR080              |
| 2023-11-08   | Correspondence - Returned Item  | Return Item - Serious   |                       |
| 2023-11-06   | WEB Customer Initiated Payment  | Scheduled date 11 4 2023 Amount 41.00 User EAGLESECUR Owner YES. Confirmation Number 23110419   | SELF SERVICE USER     |
| 2023-10-27   | WEB Customer Initiated Payment  | Scheduled date 10 28 2023 Amount 393.00 User EAGLESECUR Owner YES. Confirmation Number 23102846   | SELF SERVICE USER     |
| 2023-10-23   | Payment Arrangement Letter Sent | Catch-Up Activation PAG   |                       |
| 2023-10-23   | PAG Reactivated                 | PAYMENT AGREEMENT HAS BEEN REACTIVATED  | CUBCL105              |
| 2023-10-14   | Miscellaneous                   | WATT Scanned - Blue Mail Other Work Item 4038385 Completed  | JILLIAN COLLINS       |
| 2023-10-02   | Credit                          | Caller CHRISTOPHER BRINER Ratepayer. cust states he didnt agree to ay the 389 he is to pay 251 17 advised to reach back in mornign to pseak with bb billing and advised he doesnt keep terms in pag deafult end in collections cust hugn up   | LAUREN ENGLE          |
| 2023-10-02   | Credit                          | Caller CHRISTOPHER BRINER Ratepayer. Self Serve Ratepayer agrees to payment terms of 214.00 due by 09 12 2023 to reinstate the payment plan. The second payment of 446.82 due on 09 14 2023. Installments of 41.00 are added to each monthly bill until the previous balance is paid in full.   | LAUREN ENGLE          |
| 2023-10-02   | Credit                          | Caller CHRISTOPHER BRINER Ratepayer. 389 bb billing for the past 4 months and advise the cust 41 installmetn added to the normal bill   | LAUREN ENGLE          |
| 2023-10-02   | Credit                          | Caller CHRISTOPHER BRINER Ratepayer. christopher briner ratepyr call in about his bill 450  | LAUREN ENGLE          |
| 2023-09-21   | Miscellaneous                   | WATT Scanned - Blue Mail Other Work Item 3936473 Completed  | STACY MOYER           |
| 2023-09-21   | Miscellaneous                   | WATT ID 3936473 RP set up PAG made required payments. Account current for PAG arrangements.   | STACY MOYER           |
| 2023-09-05   | WEB Customer Initiated Payment  | Scheduled date 9 3 2023 Amount 446.82 User EAGLESECUR Owner YES. Confirmation Number 23090383   | SELF SERVICE USER     |
| 2023-08-31   | Correspondence - General        | Template Name Master Utility Report Created By SINAI EDWARDS Letter Edited No CS Letters ID 5408636   | CSLET                 |
| 2023-08-31   | SC - GRACE EXTENSION            | Suspend Charge automatically added by CSLET   | CSLET                 |
| 2023-08-31   | Credit                          | Caller CHRISTOPHER BRINER Ratepayer. Cci to know what is going on with his acct. 214.00 due by 09 12 2023 to reinstate the payment plan. The second payment of 446.82 due on 09 14 2023. Installments of 41.00 are added to each monthly bill until the previous balance is paid in full. Call ended prior to accessing sat understanding. Cx hung up | SINAI EDWARDS         |
| 2023-08-31   | WUR Assessment                  | CHRISTOPHER BRINER Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No. Interested in SO Not on Phone.  | SINAI EDWARDS         |
| 2023-08-30   | CSS WEB Interface Payment       | Caller Self Serve Ratepayer. Comments Made Payment in the amount of 214.00. Confirmation number was Read. Confirmation Number 23083010  | SELF SERVICE USER     |
| 2023-08-30   | Added Payment Agreement         | Self Serve Ratepayer agrees to payment terms of 214.00 due by 09 12 2023 to reinstate the payment plan. The second payment of 446.82 due on 09 14 2023. Installments of 41.00 are added to each monthly bill until the previous balance is paid in full.  | SELF SERVICE USER     |
| 2023-08-29   | Correspondence - Collections    | CUT DATE 2023-09-13 AMOUNT 1 518.49   |                       |
| 2023-08-29   | Returned Item                   | RETURNED ITEM AMOUNT 173.00 DATE OF RETURNED ITEM 2023-08-29 REASON R16 ACCOUNT FROZEN  | CUBAR080              |
| 2023-08-29   | Correspondence - Returned Item  | Return Item - Friendly  |                       |

| Contact Date | Contact Type                 | Remarks  | User              |
|--------------|------------------------------|--|-------------------|
| 2023-08-24   | Credit                       | Caller CHRISTOPHER BRINER Ratepayer User Comments Cci to make a payment on his account. Used new bank info and processed payment for 173.00. Sat   | LISA CAIN         |
| 2023-08-24   | WUR Assessment               | CHRISTOPHER BRINER Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO Not on Phone.  | LISA CAIN         |
| 2023-08-24   | CSS WEB Interface Payment    | Caller CHRISTOPHER BRINER Ratepayer. Comments Made Payment in the amount of 173.00. Confirmation number was Emailed to christopher.briner@yahoo.com. Confirmation Number 23082434  | LISA CAIN         |
| 2023-08-24   | Added Payment Agreement      | CHRISTOPHER BRINER Ratepayer agrees to payment terms of 173.00 due by 09 06 2023 to reinstate the payment plan. The second payment amount and due date will appear on next bill. Installments of 41.00 are added to each monthly bill until the previous balance is paid in full.  | LISA CAIN         |
| 2023-08-24   | Correspondence - General     | Template Name Statement of Account - No Dispute Created By Cain LISA A Letter Edited No CS Letters ID 5395560  | CSLET             |
| 2023-08-24   | Credit                       | Caller CHRISTOPHER BRINER Ratepayer. ADDITIONAL notes but before i transfer him to paymentus he req me to send him a statement on his billing adv him to transfer him to acct specialist since i cannot do it on my end cx agreed  | MARIGRACE OCAMPO  |
| 2023-08-24   | Credit                       | Confirmed service is scheduled for termination on 09 07 2023. Amount is 1 518.49. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.  | LISA CAIN         |
| 2023-08-24   | Call Transfer                | Caller CHRISTOPHER BRINER Ratepayer User Comments cci ask why his acct has a termination notice upon checking his 2nd payment is 450.56 but he only pay 274.00 so to protect his service i offer a payment option and he choose to pay 173.00 to reinstate his payment plan but he is using debit card so adv him to transfer him to paymentus for his payment b | MARIGRACE OCAMPO  |
| 2023-08-24   | WUR Assessment               | CHRISTOPHER BRINER Ratepayer. Caller s Concern Payment Assistance. Position Stated No. Investigation reqd No. . WUR Required No. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC Yes.   | MARIGRACE OCAMPO  |
| 2023-08-24   | Credit                       | Confirmed service is scheduled for termination on 09 07 2023. Amount is 1 518.49. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.  | MARIGRACE OCAMPO  |
| 2023-08-23   | Correspondence - Collections | CUT DATE 2023-09-07 AMOUNT 1 518.49  |                   |
| 2023-08-14   | Special Situation            | WU WALKIN paid 274.00  | SELF SERVICE USER |
| 2023-08-10   | Miscellaneous                | WATT Scanned - Blue Mail Other Work Item 3936473 Created   | KOFAX             |
| 2023-08-09   | Credit                       | Caller CHRISTOPHER BRINER Ratepayer User Comments calling to update mailing address from 19045 Stedwick Dr Montgomery Village MD 20886 to same as svc address 9130 Breinigsville Rd Breinigsville PA 18031 cust SAT  | REBECCA GILLERN   |
| 2023-08-09   | WUR Assessment               | CHRISTOPHER BRINER Ratepayer. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.  | REBECCA GILLERN   |
| 2023-08-09   | Maintain Bill Account        | Caller CHRISTOPHER BRINER Ratepayer updated mailing address from 19045 STEDWICK DR MONTGOMERY VILLAGE MD 20886 to 9130 BREINIGSVILLE RD BREINIGSVILLE PA 18031.  | REBECCA GILLERN   |
| 2023-08-09   | Connect/Disconnect           | Text sent to 4843300150 for stop service 2FA. Customer response NO   | IVR               |
| 2023-08-08   | Choice Inquiry               | Self Service Web Privacy Release Withhold All  | SELF SERVICE USER |
| 2023-08-01   | Correspondence - General     | Template Name Master Utility Report Created By AURA RINCONES Letter Edited No CS Letters ID 5350281  | CSLET             |
| 2023-08-01   | SC - GRACE EXTENSION         | Suspend Charge automatically added by CSLET  | CSLET             |
| 2023-08-01   | Billing                      | Caller CHRISTOPHER BRINER Ratepayer. his normal monthly bill. cx say he can t made that pymnt by 8 16 23. adv cx to call us back by 8 15 23 to ask for a DDE adv cx we provide this ext one every 12 months and is just for 14 days. adv cx abt consequences on late pymnts. cx disconnect call  | AURA RINCONES     |
| 2023-08-01   | Billing                      | Caller CHRISTOPHER BRINER Ratepayer User Comments cci bc he want info on his bill. info cx we receive his pymnt of 260 on 7 28 23. info cx Second payment of 450.56 is due on 08 16 2023. cx say he made a pymnt online of 500. info cx we receive his pymnt. info after he pay second pymnt when he receive his next bill it will included 41 inst to his       | AURA RINCONES     |
| 2023-08-01   | WUR Assessment               | CHRISTOPHER BRINER Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat No. WUR Required Yes. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No. Interested in SO Not on Phone.  | AURA RINCONES     |
| 2023-08-01   | Call Transfer                | Caller CHRISTOPHER BRINER Ratepayer. transferred to billing for further assistance   | JESSICA BROWN     |
| 2023-08-01   | Call Transfer                | Caller CHRISTOPHER BRINER Ratepayer. cx wants to if the 500.00 he paid on 07 24 is going to august bill even though another pmt shows that was made on 7 28 for 260.00 he states he does not know who made it  | JESSICA BROWN     |

| Contact Date | Contact Type                                 | Remarks   | User               |
|--------------|--|---|--------------------|
| 2023-08-01   | Correspondence - General                     | Template Name Master Utility Report Created By LEANN SCOTT Letter Edited No CS Letters ID 5350173   | CSLET              |
| 2023-08-01   | SC - GRACE EXTENSION                         | Suspend Charge automatically added by CSLET   | CSLET              |
| 2023-08-01   | Billing                                      | Caller CHRISTOPHER BRINER Ratepayer User Comments cci and stated he never made 500 payment on 7 24 and wants the money back. adv payment method Self Serv Pmt Web IVR. adv after that pag was created for reduced amt of bal due and since payment was made by cx it cant be returned. cx disconnected before und assessed                                | LEANN SCOTT        |
| 2023-08-01   | WUR Assessment                               | CHRISTOPHER BRINER Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No. Interested in SO Not on Phone.  | LEANN SCOTT        |
| 2023-08-01   | Credit                                       | Caller CHRISTOPHER BRINER Ratepayer User Comments christopher called to say 500.00 was taken out of his acc toward bal . upon reviewing payment was scheduled on the 07-22-2023 via self service . he wants to know why trans to billing for assistance.  | RISA BALBOSA       |
| 2023-08-01   | WUR Assessment                               | CHRISTOPHER BRINER Ratepayer. Caller s Concern Account Balance. Position Stated No. Investigation reqd Yes. . WUR Required No. Provided PUC No. Interested in SO Not on Phone.  | RISA BALBOSA       |
| 2023-07-28   | Miscellaneous Accounts Receivable Adjustment | Customer received credit line adjustment on bill to correct previous billing error.   | CSSDR044           |
| 2023-07-27   | Special Situation                            | PAYMENTUS IVR paid 260.00   | SELF SERVICE USER  |
| 2023-07-27   | Changed Payment Agreement                    | PAYMENTUS IVR paid 260.00   | SELF SERVICE USER  |
| 2023-07-27   | Credit                                       | Caller CHRISTOPHER BRINER Ratepayer User Comments cci call to update email and mailing address. evp ss and last 4 bank pag 260.00 due 07 27 2023 450.56 08 16 2023 41.00 for 34 months. gave him ophelp xfer to payms to pay 2.50 charge  | KIMBERLY GIBSON    |
| 2023-07-27   | WUR Assessment                               | ... R will NOT be sent. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.   | KIMBERLY GIBSON    |
| 2023-07-27   | WUR Assessment                               | CHRISTOPHER BRINER Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Caller s Concern Enhanced Verification Procedures. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Miscellaneous - WU ... | KIMBERLY GIBSON    |
| 2023-07-27   | Added Payment Agreement                      | CHRISTOPHER BRINER Ratepayer. Agreement Type CU. Cust agrees to PAG terms YES. First payment of 260.00 is due 07 27 2023. Second payment of 450.56 is due on 08 16 2023 . Payment Plan installment amount 41.00. Emailed PAG info to jasonbriner@yahoo.com.   | KIMBERLY GIBSON    |
| 2023-07-27   | Credit                                       | CHRISTOPHER BRINER Ratepayer. Offered Operation HELP - Yes . Emailed agency contact info to jasonbriner@yahoo.com .   | KIMBERLY GIBSON    |
| 2023-07-27   | Customer Maintained                          | cx ask to update email. evp ss and last 4 bank  | KIMBERLY GIBSON    |
| 2023-07-27   | Maintain Bill Account                        | Caller CHRISTOPHER BRINER Ratepayer updated mailing address from 9130 BREINIGSVILLE RD BREINIGSVILLE PA 18031 to 19045 stedwick dr montgomery village MD 20886. Reason Forwarding Address   | KIMBERLY GIBSON    |
| 2023-07-26   | Credit                                       | Caller CHRISTOPHER BRINER Ratepayer. Cci to get duplicate bill sent to son because he handles his money Cx offered PAG Cx denied and stated he only wanted bill sent Cx adv to cb tomorrow between hrs 8am-5pm cx disconnected call prior understanding   | PHYLLICIA ALLEYNE  |
| 2023-07-26   | WUR Assessment                               | CHRISTOPHER BRINER Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.   | PHYLLICIA ALLEYNE  |
| 2023-07-24   | WEB Customer Initiated Payment               | Scheduled date 7 22 2023 Amount 500.00 User EAGLESECUR Owner YES. Confirmation Number 23072254  | SELF SERVICE USER  |
| 2023-07-03   | Special Situation                            | PAYMENTUS WEB paid 430.00   | SELF SERVICE USER  |
| 2023-04-04   | Miscellaneous                                | WATT Scanned - Blue Mail Other Work Item 3307462 Completed  | CONSTANCE I MILLER |
| 2023-03-28   | Data Repair                                  | DR REQ10782282 - CD-NXT-COLL-ACTION UPDATE  | CSSDR044           |
| 2023-03-21   | Correspondence - General                     | Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 5106330  | CSLET              |
| 2023-03-20   | SC - RECURRING REFERRAL TO OTRK              | Caller STEP Agency. Referred to OnTrack.  | MKMURRAY           |
| 2023-03-16   | Billing                                      | Caller Back Office Ratepayer. Met Customer at Outreach event.. Reviewed billing history and consistent past usage. Referred to programs group where they explained over income threshold for liheap and looking into operation help.  | JOSEPH M JABLONSKI |
| 2023-03-09   | Payment Arrangement Letter Sent              | Catch-Up Activation PAG   |                    |
| 2023-03-09   | PAG Reactivated                              | PAYMENT AGREEMENT HAS BEEN REACTIVATED  | CUBCL105           |
| 2023-02-25   | Data Repair                                  | DR REQ10782282 - CD-NXT-COLL-ACTION UPDATE  | CSSDR044           |
| 2023-02-18   | Miscellaneous                                | WATT Scanned - Blue Mail Other Work Item 3307462 Created  | KOFAX              |
| 2023-02-09   | Payment Arrangement Letter Sent              | Catch-Up Activation PAG   |                    |
| 2023-02-09   | PAG Reactivated                              | PAYMENT AGREEMENT HAS BEEN REACTIVATED  | CUBCL105           |

| Contact Date | Contact Type                    | Remarks   | User              |
|--------------|---------------------------------|---|-------------------|
| 2023-02-02   | Data Repair                     | DR_REQ10782282 - CD-NXT-COLL-ACTION UPDATE  | CSSDR044          |
| 2023-01-30   | Winter Collection               | Winter Collection Notice  |                   |
| 2023-01-16   | Miscellaneous                   | WATT Scanned - Blue Mail Other Work Item 2997663 Completed  | JAMES J LENNOX    |
| 2023-01-13   | Payment Arrangement Letter Sent | Catch-Up Activation PAG   |                   |
| 2023-01-13   | PAG Reactivated                 | PAYMENT AGREEMENT HAS BEEN REACTIVATED  | CUBCL105          |
| 2022-12-28   | Winter Collection               | Winter Collection Notice  |                   |
| 2022-12-13   | WUR Assessment                  | jackline castanino Roommate. Caller s Concern Power Outage. Position Stated Yes. Sat No. WUR Required No. Provided PUC No. Interested in SO Not on Phone.   | REBECCA CHESTER   |
| 2022-12-13   | Miscellaneous                   | Caller jackline castanino Roommate. reported outage. estimate restore time 5pm  | REBECCA CHESTER   |
| 2022-12-13   | Electric Outage - Issuance      | Cond 1 Cond 2 Cond 3 Cond 4 Note e189377 Call Type 10 No Lights Comments completely out of power no loud bang heard not sure neighbors out of power tried to reset breaker  | WCT               |
| 2022-12-13   | Electric Outage - Issuance      | Cond 1 Cond 2 Cond 3 Cond 4 Note IVR Call Type 10 No Lights Comments none   | IVR               |
| 2022-12-05   | Credit                          | EAGLESECUR. Link to Assistance Programs page presented.   | SELF SERVICE USER |
| 2022-12-05   | Credit                          | Self Serve Ratepayer. Offered Operation HELP - Yes . .  | SELF SERVICE USER |
| 2022-12-05   | Credit                          | EAGLESECUR. Link to Assistance Programs page presented.   | SELF SERVICE USER |
| 2022-12-05   | Credit                          | EAGLESECUR Ratepayer. Customer indicated there was no change to financial information.  | SELF SERVICE USER |
| 2022-12-05   | Financial Statement Added       |   | SELF SERVICE USER |
| 2022-12-05   | CSS WEB Interface Payment       | Caller Self Serve Ratepayer. Comments Made Payment in the amount of 365.45. Confirmation number was Read. Confirmation Number 22120581  | SELF SERVICE USER |
| 2022-12-05   | Added Payment Agreement         | Self Serve Ratepayer agrees to payment terms of 365.45 due by 12 06 2022 to reinstate the payment plan. The second payment of 506.28 due on 12 19 2022. Installments of 41.00 are added to each monthly bill until the previous balance is paid in full.                          | SELF SERVICE USER |
| 2022-11-22   | Winter Collection               | Winter Collection Notice  |                   |
| 2022-11-07   | Credit                          | EAGLESECUR. Link to Assistance Programs page presented.   | SELF SERVICE USER |
| 2022-11-07   | Credit                          | Self Serve Ratepayer. Offered Operation HELP - Yes . .  | SELF SERVICE USER |
| 2022-11-07   | Credit                          | EAGLESECUR. Link to Assistance Programs page presented.   | SELF SERVICE USER |
| 2022-11-07   | Credit                          | EAGLESECUR Ratepayer. Customer indicated there was no change to financial information.  | SELF SERVICE USER |
| 2022-11-07   | Financial Statement Added       |   | SELF SERVICE USER |
| 2022-11-02   | Credit                          | EAGLESECUR. Link to Assistance Programs page presented.   | SELF SERVICE USER |
| 2022-11-02   | Credit                          | EAGLESECUR. Link to Assistance Programs page presented.   | SELF SERVICE USER |
| 2022-11-02   | Credit                          | Self Serve Ratepayer. Offered Operation HELP - Yes . .  | SELF SERVICE USER |
| 2022-11-02   | Credit                          | EAGLESECUR Ratepayer. Customer indicated there was no change to financial information.  | SELF SERVICE USER |
| 2022-11-02   | Financial Statement Added       |   | SELF SERVICE USER |
| 2022-09-19   | Changed Payment Agreement       | Self Serve Ratepayer agrees to payment terms of 606.00 due by 09 19 2022 to reinstate the payment plan. The second payment amount and due date will appear on next bill. Installments of 41.00 are added to each monthly bill until the previous balance is paid in full.         | SELF SERVICE USER |
| 2022-09-19   | CSS WEB Interface Payment       | Caller Self Serve Ratepayer. Comments Made Payment in the amount of 606.00. Confirmation number was Read. Confirmation Number 22091964  | SELF SERVICE USER |
| 2022-09-13   | WUR Assessment                  | CHRISTOPHER BRINER Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC Yes.  | TASHINA BARNES    |
| 2022-09-13   | Credit                          | A remaining payment of 606.00 is due by 09 19 2022 to activate the payment plan. The second payment amount and due date will appear on next bill.   | TASHINA BARNES    |
| 2022-09-13   | CSS WEB Interface Payment       | Caller CHRISTOPHER BRINER Ratepayer. Comments Made Payment in the amount of 400.00. Confirmation number was Emailed to christopher.briner@yahoo.com. Confirmation Number 22091320   | TASHINA BARNES    |
| 2022-09-13   | Credit                          | Confirmed service is scheduled for termination on 09 20 2022. Amount is 2 443.83.   | TASHINA BARNES    |
| 2022-09-13   | Added Payment Agreement         | CHRISTOPHER BRINER Ratepayer. Agreement Type CU. Cust agrees to PAG terms NO. First payment of 1 006.00 is due 09 19 2022. Second payment amount and due date will appear on next bill . Payment Plan installment amount 41.00. Emailed PAG info to christopher.briner@yahoo.com. | TASHINA BARNES    |
| 2022-09-13   | SC - MED CERT - 3 DAY           | Caller CHRISTOPHER BRINER Ratepayer. Customer claims medical condition  | 308058            |

| Contact Date | Contact Type                    | Remarks   | User                   |
|--------------|---------------------------------|---|------------------------|
| 2022-09-13   | Credit                          | Confirmed service is scheduled for termination on 09 20 2022. Amount is 2 443.83. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.  | TASHINA BARNES         |
| 2022-09-08   | Correspondence - General        | Template Name OnTrack Application Rejection Letter New Created By amilavsky@allentowndiocese.org Letter Edited No CS Letters ID 4803184   | CSLET                  |
| 2022-09-08   | OnTrack - Ineligible            | OnTrack application Rejected. Reason Household is over the federal poverty income guidelines. Agency Catholic Charities Diocese of Allentown. Agency user Amy Milavsky  | SELF SERVICE USER      |
| 2022-09-08   | Financial Statement Added       |   | AMILAVSK               |
| 2022-09-01   | Correspondence - General        | Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 4793154  | CSLET                  |
| 2022-08-31   | WUR Assessment                  | CHRISTOPHER BRINER Ratepayer. Caller s Concern OnTrack. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.   | SAMANTHA SILVA SOLORIO |
| 2022-08-31   | OnTrack Customer                | OnTrack application submitted by SAMANTHA.SILVASOLORI@IQOR.COM Source Rep   | SELF SERVICE USER      |
| 2022-08-31   | WUR Assessment                  | CHRISTOPHER BRINER Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.  | NICOLE Y DENNIS        |
| 2022-08-31   | Credit                          | Caller CHRISTOPHER BRINER Ratepayer. cont Trans to OT fr application Sat  | NICOLE Y DENNIS        |
| 2022-08-31   | Billing                         | Caller CHRISTOPHER BRINER Ratepayer. cont cust advsd did not get bill for Aug 17- advsd we snet it out hv correct addr on file and also he can see bills online advsd we are sending bills out to him. verif hv also bill due reminder alert set up n verif 484 330 0150  | NICOLE Y DENNIS        |
| 2022-08-31   | Budget Billing                  | Caller CHRISTOPHER BRINER Ratepayer. cont Showed graph on cb 9 15 22 w cust n explained Bb amnt he was paying explained actual charges and how he fell behind on BB cause he was using more electricity then BB amnt he was paying went over whn BB was reved and whn amnt it went up to.   | NICOLE Y DENNIS        |
| 2022-08-31   | WUR Assessment                  | CHRISTOPHER BRINER Ratepayer. Caller s Concern Billed Amounts. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Quarterly Adjustment. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.  | NICOLE Y DENNIS        |
| 2022-08-31   | Credit                          | CHRISTOPHER BRINER Ratepayer a remaining payment of 649.00 is due by 09 10 2022 to activate the payment plan. The second payment of 398.00 due on 09 15 2022.   | NICOLE Y DENNIS        |
| 2022-08-31   | CSS WEB Interface Payment       | Caller CHRISTOPHER BRINER Ratepayer. Comments Made Payment in the amount of 275.00. Confirmation number was Emailed to christopher.briner@yahoo.com. Confirmation Number 22083165   | NICOLE Y DENNIS        |
| 2022-08-31   | Credit                          | Confirmed termination activity resumes after 09 10 2022.  | NICOLE Y DENNIS        |
| 2022-08-31   | Billing                         | Caller CHRISTOPHER BRINER Ratepayer. cont 511.65 more than your monthly Budget Plan Amounts Budget Plan Amount 323.00. Your 2 718.83 previous balance includes 27.31 in prior late payment charges. Cust asked to credit late fees advsd cannot crdt them late fees valid. advsd 1.25 of past due bal   | NICOLE Y DENNIS        |
| 2022-08-31   | Billing                         | Caller CHRISTOPHER BRINER Ratepayer. Cust remodeling but using trailor in back n using some electricity. Cust does not hv seperate meter but using cord to get power calling about cb 9 15 22 amnt 3075.83. Clarified on ill To date you are 5 months into your 12-month Budget Billing Plan and have used  | NICOLE Y DENNIS        |
| 2022-08-31   | Credit                          | Caller CHRISTOPHER BRINER Ratepayer. Went through pat assist income verif came up- we did get comm tht we do not refer cust s to agencies verif income cust went from 2000 mnth to 2200 mnth level 1. income went up Gross monthly income figures verified by agency on mm dd yy confirms customer is not reporting a significant change in circumstance. | NICOLE Y DENNIS        |
| 2022-08-31   | WUR Assessment                  | CHRISTOPHER BRINER Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.   | NICOLE Y DENNIS        |
| 2022-08-31   | SC - Income Verification        | Income verification required.   | E172179                |
| 2022-08-31   | SC - RECURRING REFERRAL TO OTRK | Referred to Ontrack.  | E172179                |
| 2022-08-31   | Disputed Payment Agreement      | CHRISTOPHER BRINER Ratepayer. Agreement Type CU. Cust agrees to PAG terms NO. OUR Provided. Total payment due 09 10 2022 924.00. First payment of 924.00 is due 09 07 2022. Second payment of 398.00 is due on 09 15 2022 . Payment Plan installment amount 41.00.  | NICOLE Y DENNIS        |
| 2022-08-31   | Credit                          | CHRISTOPHER BRINER Ratepayer. Offered OnTrack - Yes . .   | NICOLE Y DENNIS        |
| 2022-08-31   | Call Transfer                   | CHRISTOPHER BRINER Ratepayer. Customer transferred to apply for OnTrack.  | NICOLE Y DENNIS        |
| 2022-08-31   | Credit                          | Confirmed service is scheduled for termination on 09 08 2022. Amount is 2 718.83. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.   | NICOLE Y DENNIS        |

| Contact Date | Contact Type                   | Remarks   | User               |
|--------------|--------------------------------|---|--------------------|
| 2022-08-31   | Billing                        | Caller CHRISTOPHER BRINER Ratepayer User Comments CCI about there bill being so high adv cx that the KWH was 2155 cx is claiming no one lives there for the bill to be that high. Also adv his BB amt has gone up due to his usage and actual bill was higher. Transfer cx to energy edu dept   | NICOLE PESANTES    |
| 2022-08-31   | WUR Assessment                 | CHRISTOPHER BRINER Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.  | NICOLE PESANTES    |
| 2022-08-31   | Call Transfer                  | Caller CHRISTOPHER BRINER Ratepayer User Comments Cust called in about billing amt changed and he isnt living in house and wants further asst with his bill and i adv him of his budget billing amt and he wanted to be trans over to billing for furt asst   | MARIO FITZWORME    |
| 2022-08-31   | WUR Assessment                 | CHRISTOPHER BRINER Ratepayer. Caller s Concern Payment Assistance. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.   | MARIO FITZWORME    |
| 2022-08-30   | Miscellaneous                  | WATT Scanned - Blue Mail Other Work Item 2917912 Completed  | WILLIAM PICKERING  |
| 2022-08-30   | Miscellaneous                  | WATT ID 2917912 customer left note on bill stub asking why he is behind. tried calling customer to discuss bill. no answer. left message to contact us.   | WILLIAM PICKERING  |
| 2022-08-24   | Correspondence - Collections   | CUT DATE 2022-09-08 AMOUNT 2 718.83   |                    |
| 2022-07-13   | WEB Customer Initiated Payment | Scheduled date 7 13 2022 Amount 279.00 User EAGLESECUR Owner YES. Confirmation Number 22071324  | SELF SERVICE USER  |
| 2022-05-25   | Maintain Generation Equipment  |   | INTERACT           |
| 2022-05-25   | Miscellaneous                  | WATT Contractor Services - ICA For Manual Review - FT Work Item 2873515 Completed   | JESSICA L BECHTEL  |
| 2022-05-25   | Renewable Energy               | Fast Track ICA- approval given to install system email sent to contractor and customer. Certificate of Completion required before system can be activated.  | JESSICA L BECHTEL  |
| 2022-05-25   | Miscellaneous                  | WATT ID 2873515 Fast Track ICA- approval given to install system email sent to contractor and customer. Certificate of Completion required before system can be activated.  | JESSICA L BECHTEL  |
| 2022-05-20   | Miscellaneous                  | WATT Contractor Services - ICA For Manual Review - FT Work Item 2873515 Created   | PES                |
| 2022-05-10   | Miscellaneous                  | WATT Contractor Services - ICA For Manual Review - FT Work Item 2868094 Completed   | WILHEMINA MAGLIOLI |
| 2022-05-10   | Miscellaneous                  | WATT Contractor Services - ICA For Manual Review - FT Work Item 2868094 Created   | PES                |
| 2022-05-10   | Renewable Energy               | ss than 250 ft True. Meter Size 200. FT Reasons None. Application Fee 100.00.   | SELF SERVICE USER  |
| 2022-05-10   | Renewable Energy               | CS Tool User Contractor ID 00000462581 created WO 58669832 for CG1P. CUST DESIRED IN-SVC DT 07 12 2022. Owner Customer. System Size 9.735 kWAC. Energy Source solar. Inverter Mft-Model Enphase IQ7 REQUIRES IQ ENVOY CONTROL MODULE - 240V Qty 33 DER Device as AC disconnect False. Inverter meter line of sight True. Inverter meter distance le | SELF SERVICE USER  |
| 2022-05-09   | WEB Customer Initiated Payment | Scheduled date 5 7 2022 Amount 279.00 User EAGLESECUR Owner YES. Confirmation Number 22050745   | SELF SERVICE USER  |
| 2022-05-05   | Miscellaneous                  | WATT Scanned - Blue Mail Other Work Item 2855056 Completed  | JUDITH K JONES     |
| 2022-05-05   | Miscellaneous                  | WATT ID 2855056 blue mail from 3 22 cust now has an active payment agreement and a referral to ontrack  | JUDITH K JONES     |
| 2022-04-29   | Special Situation              | HIGH BILL ALERT   | SUPP_HB            |
| 2022-04-20   | Correspondence - General       | Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 4596516  | CSLET              |
| 2022-04-19   | Miscellaneous                  | WATT Generalist - OCA Legislative Work Item 2857913 Completed   | SHERRI MORELL      |
| 2022-04-19   | Miscellaneous                  | WATT ID 2857913 LEGISLATIVE RESPONSE SENT TO Kjanusewski@pahousegop.com Cc Jones Nikki L NJones@pplweb.com Obando-Derstine Carol CObando-Derstine@pplweb.com Subject 84990-01006-CHRISTOPHER BRINER   | SHERRI MORELL      |
| 2022-04-19   | WUR Assessment                 | Back Office Ratepayer. Caller s Concern Billed Amounts. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Suppliers - General Inquiries. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.                     | SHERRI MORELL      |
| 2022-04-19   | Miscellaneous                  | WATT ID 2857913 working watt 2857913- Legislative-S W CHRISTOPHER BRINER-reviewed high bill concern reviewed his current rate now of 0.182287 per kwh with supplier American Power Gas of PA LLC is much  | SHERRI MORELL      |
| 2022-04-19   | Miscellaneous                  | WATT ID 2857913 higher than the PPL ptc of 0.08941. And compared his Rate on his bill issued Jan. 2022 with them was 0.136831 PPL rate was the same.  | SHERRI MORELL      |
| 2022-04-19   | Miscellaneous                  | continued... p a today for amt due of 560.26. Cust declined extension. Recommended he send in the OT documents that are needed pay as much as he can contact us if he gets a term notice refrd to LIHEAP OPHELP SATIS   | SHERRI MORELL      |

| Contact Date | Contact Type                    | Remarks   | User              |
|--------------|---------------------------------|---|-------------------|
| 2022-04-19   | Miscellaneous                   | WATT ID 2857913 working watt 2857913- Legislative- .. continued... when offered. We also discussed the med cert procedure he declined our ph .. when offered our phone for Dr. office to contact us. I also offered bill reminder amt alerts cust declined alerts I offered a due date ext on amt due on his .. continued...  | SHERRI MORELL     |
| 2022-04-19   | Miscellaneous                   | WATT ID 2857913 reimburse for suplr cancel fees. He said he can t get through to suplr when I expld he would have to ck with them about his rate cancel fees he said the rate he got isn t what they advertised of .071 he declined the OCA ph .. continued.....  | SHERRI MORELL     |
| 2022-04-19   | Miscellaneous                   | WATT ID 2857913 REVIEWED WITH CHRISTOPHER BRINER cust has an elec. dryer propane stove and propane heat said elec. hot water heater is set at 130 I gave recommended setting of 120 he said he d try that then per his request I cancelled the suplr American Power Gas of PA LLC expld the 3 business day waiting period expld PPL Doesn t. cont..                 | SHERRI MORELL     |
| 2022-04-19   | Miscellaneous                   | WATT ID 2857913 Recvd WATT 2857913 Legislative- from Karin Janusewski- Dir. of Constituent Svcs Office Mgr. from State Rep Ryan Mackenzie s office-that was sent to Kimberlee Spengler-KAZatko@pplweb.com...  | SHERRI MORELL     |
| 2022-04-19   | Miscellaneous                   | WATT ID 2857913 continued..... watt item recvd is stating to reach out to Mr. Briner regarding his bill follow-up with Karin in Rep Mackenzie s office. Cust is having trouble paying bill even though has a p a he is disabled bill has been 500 he feels its too high. ...continued....   | SHERRI MORELL     |
| 2022-04-19   | Miscellaneous                   | WATT ID 2857913 ... continued... Said he had a case w PUC about 3 yrs ago said when he contacted them they would not re-open his case. Karin Janusewski was requesting to know if cust is on a variable rate or what other plans could assist him with paying his bill. ... continued....   | SHERRI MORELL     |
| 2022-04-19   | Miscellaneous                   | WATT ID 2857913 I Reviewed with CHRISTOPHER BRINER the best program is Ontrack. Since that program has he potential to offer both debt forgiveness and a reduced monthly payment amount.... continued.....  | SHERRI MORELL     |
| 2022-04-19   | Miscellaneous                   | WATT ID 2857913 .. continued.... OnTrack application was rejected. To the reason the customer failed to submit documentation for all sources of household income. But if submits copies of the missing documentation the application will be processed promptly.... continued..   | SHERRI MORELL     |
| 2022-04-19   | Miscellaneous                   | WATT ID 2857913 A letter was also sent to today regarding where to send documents for the ONTRACK APPLICATION along with the agency address. The customer may also speak to the Agency directly Catholic Charities at their phone number of 610-435-1541 regarding their Ontrack application process. I gave their ph also to him... continued..                    | SHERRI MORELL     |
| 2022-04-19   | Usage Analysis                  | Caller CHRISTOPHER BRINER Ratepayer Reviewed Bill History Yes Reviewed Daily Hourly Usage Yes Is Usage In line Yes Customer Satisfied Yes Issued Investigation No Sent Utility Report No  | SHERRI MORELL     |
| 2022-04-19   | SC - REFERRAL TO ONTRACK        | Caller Back Office Ratepayer. Referred to Ontrack.  | E153502           |
| 2022-04-19   | Credit                          | Back Office Ratepayer. Offered LIHEAP - Yes Offered Operation HELP - Yes Offered OnTrack - Yes . Emailed agency contact info to christopher.briner@yahoo.com .  | SHERRI MORELL     |
| 2022-04-19   | Credit                          | Back Office Ratepayer. Customer indicated there was no change to financial information.   | SHERRI MORELL     |
| 2022-04-19   | Financial Statement Added       |   | SHERRI MORELL     |
| 2022-04-19   | Customer Choice Drop            | Supplier dropped on 2022-04-22 - American Power Gas of PA LLC   |                   |
| 2022-04-19   | Miscellaneous                   | WATT Generalist - OCA Legislative Work Item 2857913 Created   | SYLVIA CLARY      |
| 2022-04-19   | Correspondence - General        | Template Name OnTrack Application Rejection Letter New Created By amilavsky@allentowndiocese.org Letter Edited No CS Letters ID 4595144   | CSLET             |
| 2022-04-19   | OnTrack - Ineligible            | OnTrack application Rejected. Reason You have failed to submit documentation for all sources of household income. If you submit copies of the missing documentation below your application will be processed promptly. Please return this letter along with your documents and send to the agency address below. Employment Pay stubs covering the last 30 days for | SELF SERVICE USER |
| 2022-04-12   | Miscellaneous                   | WATT Scanned - Blue Mail Other Work Item 2855056 Created  | KOFAX             |
| 2022-04-12   | Correspondence - Budget Billing | bbstcsr.doc   |                   |
| 2022-04-12   | WEB Cust Enrollment Budget Bill | CUSTOMER ENROLLED IN BB ON THE WEB. AMOUNT IS 238.00  | WEBSS             |
| 2022-04-06   | OnTrack Customer                | Income verification email reminder sent.  | SELF SERVICE USER |
| 2022-03-30   | CSS WEB Interface Payment       | Caller Self Serve Ratepayer. Comments Made Payment in the amount of 578.00. Confirmation number was Read. Confirmation Number 22033020  | SELF SERVICE USER |
| 2022-03-30   | Added Payment Agreement         | Self Serve Ratepayer agrees to payment terms of 578.00 due by 04 11 2022 to reinstate the payment plan. The second payment of 560.26 due on 04 19 2022. Installments of 41.00 are added to each monthly bill until the previous balance is paid in full.  | SELF SERVICE USER |

| Contact Date | Contact Type                    | Remarks   | User                  |
|--------------|---------------------------------|---|-----------------------|
| 2022-03-30   | Credit                          | EAGLESECUR. Link to Assistance Programs page presented.   | SELF SERVICE USER     |
| 2022-03-30   | Credit                          | Self Serve Ratepayer. Offered LIHEAP - Yes Offered OnTrack - Yes . .  | SELF SERVICE USER     |
| 2022-03-30   | Credit                          | Confirmed service is scheduled for termination on 04 12 2022. Amount is 2 577.57. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.   | SELF SERVICE USER     |
| 2022-03-30   | Credit                          | EAGLESECUR Ratepayer. Customer indicated there was no change to financial information.  | SELF SERVICE USER     |
| 2022-03-30   | Financial Statement Added       |   | SELF SERVICE USER     |
| 2022-03-30   | SC - MED CERT - 3 DAY           | Caller CHRISTOPHER BRINER Ratepayer. IVR CHRISTOPHER BRINER Med Cert  | IVR                   |
| 2022-03-30   | Special Situation               | HIGH BILL ALERT   | SUPP_HB               |
| 2022-03-29   | Correspondence - Collections    | CUT DATE 2022-04-12 AMOUNT 2 577.57   |                       |
| 2022-03-29   | OnTrack Customer                | OnTrack application submitted by AMILAVSKY@ALLENTOWNDIOCESE.ORG Source Rep  | SELF SERVICE USER     |
| 2022-03-08   | Credit                          | Caller CHRISTOPHER BRINER Ratepayer User Comments wants to know tn for OpHelp provided tn for OpHelp did not assess sat   | NICOLE DENISE ANTHONY |
| 2022-03-08   | WUR Assessment                  | CHRISTOPHER BRINER Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No. Interested in SO No.  | NICOLE DENISE ANTHONY |
| 2022-03-08   | IVR Customer Initiated Payment  | Caller IVR Ratepayer. Comments Made Payment in the amount of 145.00. Confirmation number was Read. Confirmation Number 22030868   | IVR                   |
| 2022-03-08   | Added Payment Agreement         | IVR Ratepayer agrees to payment terms of 145.00 due by 03 14 2022 to reinstate the payment plan. The second payment of 578.87 due on 03 22 2022. Installments of 41.00 are added to each monthly bill until the previous balance is paid in full.   | IVR                   |
| 2022-03-02   | Special Situation               | HIGH BILL ALERT   | SUPP_HB               |
| 2022-03-01   | Winter Collection               | Winter Collection Notice  |                       |
| 2022-02-15   | Credit                          | Self Serve Ratepayer. Offered LIHEAP - Yes Offered Operation HELP - Yes Offered OnTrack - Yes . .   | SELF SERVICE USER     |
| 2022-02-15   | Credit                          | EAGLESECUR. Link to Assistance Programs page presented.   | SELF SERVICE USER     |
| 2022-02-15   | Credit                          | EAGLESECUR Ratepayer. Customer indicated there was no change to financial information.  | SELF SERVICE USER     |
| 2022-02-15   | Financial Statement Added       |   | SELF SERVICE USER     |
| 2022-02-07   | Credit                          | Caller Mark dameon Other User Comments cci for last 12 mo of usage adv cannot provide another cx info without their permission did BB est for 317 to start  | JEFFERY TOTH          |
| 2022-02-07   | Miscellaneous                   | s w Mark Beatty considering moving to this home -- provided avg bill over past 12 months. Stated he is also considering just moving to this area in general wanted a general cost for the area. Expld unable to provide since so many factors would go into it such as heat source etc. satis | NANCY LANCE           |
| 2022-02-01   | Special Situation               | HIGH BILL ALERT   | SUPP_HB               |
| 2022-01-11   | WEB Customer Initiated Payment  | Scheduled date 1 11 2022 Amount 341.51 User EAGLESECUR Owner YES. Confirmation Number 22011124  | SELF SERVICE USER     |
| 2022-01-04   | Credit                          | Self Serve Ratepayer. Offered LIHEAP - Yes Offered Operation HELP - Yes Offered OnTrack - Yes . .   | SELF SERVICE USER     |
| 2022-01-04   | Credit                          | EAGLESECUR. Link to Assistance Programs page presented.   | SELF SERVICE USER     |
| 2022-01-04   | Credit                          | EAGLESECUR Ratepayer. Customer indicated there was no change to financial information.  | SELF SERVICE USER     |
| 2022-01-04   | Financial Statement Added       |   | SELF SERVICE USER     |
| 2021-10-29   | Cust Choice 1 Bill              | Supplier added on 2021-11-03 - American Power Gas of PA LLC   |                       |
| 2021-10-29   | Batch Enrollment                |   |                       |
| 2021-08-19   | WEB Customer Initiated Payment  | Scheduled date 8 19 2021 Amount 224.40 User EAGLESECUR Owner YES. Confirmation Number 21081903  | SELF SERVICE USER     |
| 2021-05-20   | Cust Choice 1 Bill              | Supplier added on 2021-05-25 - Cirro Energy   |                       |
| 2021-05-20   | Batch Enrollment                |   |                       |
| 2021-05-14   | Special Situation               | WU WALKIN paid 201.75   | SELF SERVICE USER     |
| 2021-04-15   | Choice Inquiry                  | Back Office Ratepayer. Updated Privacy Release to Withhold All  | 304390                |
| 2021-04-07   | WUR Assessment                  | CHRISTOPHER BRINER Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.   | JENNIFER M HAUSMAN    |
| 2021-04-07   | Payment Arrangement Letter Sent | Non-Catch-Up Activation PAG   |                       |
| 2021-04-07   | Added Payment Agreement         | sw CHRISTOPHER BRINER rp called set up new nc p a in CSS with extended terms customer agreed to 218.00 by 4 27 21 then cb 41.00 stw May dd adv him this is a 60 month p a also reviewed monthly bills for last three months cust sat  | JENNIFER M HAUSMAN    |
| 2021-04-07   | Financial Statement Added       |   | JENNIFER M HAUSMAN    |

| Contact Date | Contact Type              | Remarks  | User              |
|--------------|---------------------------|--|-------------------|
| 2021-03-31   | Winter Collection         | Winter Collection Notice   |                   |
| 2021-03-01   | Cust Choice 1 Bill        | Supplier added on 2021-03-04 - AP Gas and Electric   |                   |
| 2021-03-01   | Batch Enrollment          |  |                   |
| 2021-02-25   | Customer Choice Drop      | Supplier dropped on 2021-03-02 - Green Mountain 3  |                   |
| 2021-02-25   | Batch Enrollment          |  |                   |
| 2021-02-23   | Credit                    | Caller CHRISTOPHER BRINER Ratepayer User Comments advsd of the call for remnder of amt due. advsd can call supplr and cancl with them inf rate higher than ppl ptc.. advsd he did not wish to setup p.a inf he does not have steady income. also directcd to papowerswitch.com for more supplr info.   | LUKE D COLEMAN    |
| 2021-02-23   | WUR Assessment            | CHRISTOPHER BRINER Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.  | LUKE D COLEMAN    |
| 2021-02-18   | Correspondence - General  | Template Name OnTrack Application Rejection Letter New Created By jeppley@allentowndiocese.org Letter Edited No CS Letters ID 4002674  | CSLET             |
| 2021-02-18   | OnTrack - Ineligible      | OnTrack application Rejected. Reason Household is over the federal poverty income guidelines. Agency Catholic Charities Diocese of Allentown. Agency user James Eppley   | SELF SERVICE USER |
| 2021-02-18   | Financial Statement Added |  | JEPPELEY@         |
| 2021-02-12   | OnTrack Customer          | Income verification email reminder sent.   | SELF SERVICE USER |
| 2021-02-04   | Correspondence - General  | Template Name Information Request Created By Giumento Julie A Letter Edited Yes CS Letters ID 3988208  | CSLET             |
| 2021-02-04   | SC - GRACE EXTENSION      | BCS 3758077 - Closed Date - 06 17 2020 - HIGH BILL AND HIGH ACCOUNT BALANCE ARE DUE TO WINTER HEATING USAGE COMBINED WITH PAST DUE AMOUNTS BECAUSE OF LACK OF PAYMENTS. BILLING IS CORRECT. CUSTOMER MAY REQUEST METER TEST IF DESIRED. CUSTOMER IS ELIGIBLE FOR PUC PAR BUT DECLINED ONE TO BE ISSUED AT THIS TIME.                                     | E02623            |
| 2021-02-04   | Miscellaneous             | Caller CHRISTOPHER BRINER Ratepayer. Internal Sent email to compliance about PUC complaint dated 02 06 20 which is still open.   | JULIE GIUMENTO    |
| 2021-02-04   | OnTrack Customer          | OnTrack application submitted by JEPPELEY@ALLENTOWNDIOCESE.ORG Source Rep  | SELF SERVICE USER |
| 2021-02-04   | Credit                    | Caller CHRISTOPHER BRINER Ratepayer User Comments Advised caller no shut off at this time because PUC complaint is holding account since 02 06 20. Provided him with OT phone as he submitted application and wants to speak to them. Req statement sent for last 4 years provided him with f Sept Oct 2019 and 2020 bill amounts for those month alone. | JULIE GIUMENTO    |
| 2021-02-04   | WUR Assessment            | CHRISTOPHER BRINER Ratepayer. Caller s Concern Billed Amounts. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.  | JULIE GIUMENTO    |
| 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             |

# **PPL ELECTRIC**

## **EXHIBIT 3**

Edit Help

Type: **Catch-Up**

Status: **Active**

**Current Billing Information**  
Bill Due Date: 01/21/25  
Bill Amount: \$858.57

**Budget Billing Details**  
Enroll in Budget Bill:   
Setup BB Amount: \$225.00

**Agreement Details**  
Start Date: 08/30/23  
Agreement Amount: \$1,518.49

**Installment Details**  
Installment Amount: \$41.00  
Number Of Installments: 33  
Remaining Installments: 15  
Final Installment Amount: \$33.58

**Initial Payment Details**  
Due Date: 09/12/23  
Payment Amount: \$173.00

**Customer Offer**  
Downpayment Amount: \$0.00  
Downpayment Due Date: //  
Installment Amount: \$0.00  
Installment Due Date: //

Restore Amount: \$173.00

- Task List**
- Customer Contact...

OK Cancel

Outstanding Money... ?

**Special Situation Details**  
Special Circumstance:  
Supervisor Discretion:

Edit Help

Type: **Catch-Up**

Status: **Defaulted**

**Current Billing Information**  
Bill Due Date: 01/21/25  
Bill Amount: \$858.57

**Budget Billing Details**  
Enroll in Budget Bill:   
Setup BB Amount: \$225.00

**Agreement Details**  
Start Date: 08/24/23  
Agreement Amount: \$1,518.49

**Installment Details**  
Installment Amount: \$41.00  
Number Of Installments: 33  
Remaining Installments: 33  
Final Installment Amount: \$33.49

**Initial Payment Details**  
Due Date: 09/06/23  
Payment Amount: \$173.00

**Customer Offer**  
Downpayment Amount: \$0.00  
Downpayment Due Date: //  
Installment Amount: \$0.00  
Installment Due Date: //

Restore Amount: \$173.00

- 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**

Bill Due Date: **01/21/25**  
Bill Amount: **\$858.57**

**Budget Billing Details**

Enroll in Budget Bill:   
Setup BB Amount: **\$225.00**

**Agreement Details**

Start Date: **07/27/23**  
Agreement Amount: **\$1,645.51**

**Installment Details**

Installment Amount: **\$41.00**  
Number Of Installments: **34**  
Remaining Installments: **34**  
Final Installment Amount: **\$32.51**

**Initial Payment Details**

Due Date: **07/27/23**  
Payment Amount: **\$260.00**

Restore Amount: **\$260.00**

**Customer Offer**

Downpayment Amount: **\$0.00**  
Downpayment Due Date: **//**  
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**

|                                    |            |                                  |                          |
|------------------------------------|------------|----------------------------------|--------------------------|
| <b>Current Billing Information</b> |            | <b>Budget Billing Details</b>    |                          |
| Bill Due Date:                     | 01/21/25   | Enroll in Budget Bill:           | <input type="checkbox"/> |
| Bill Amount:                       | \$858.57   | Setup BB Amount:                 | \$225.00                 |
| <b>Agreement Details</b>           |            | <b>Installment Details</b>       |                          |
| Start Date:                        | 12/05/22   | Installment Amount:              | \$41.00                  |
| Agreement Amount:                  | \$1,862.04 | Number Of Installments:          | 48                       |
| <b>Initial Payment Details</b>     |            | Remaining Installments:          | 42                       |
| Due Date:                          | 12/06/22   | Final Installment Amount:        | \$17.16                  |
| Payment Amount:                    | \$149.00   | <b>Customer Offer</b>            |                          |
| Restore Amount:                    | \$149.00   | Downpayment Amount:              | \$0.00                   |
| <b>Task List</b>                   |            | Downpayment Due Date:            | //                       |
| Customer Contact...                |            | Installment Amount:              | \$0.00                   |
|                                    |            | Installment Due Date:            | //                       |
|                                    |            | <b>Special Situation Details</b> |                          |
|                                    |            | Special Circumstance:            |                          |
|                                    |            | Supervisor Discretion:           |                          |

OK Cancel

Outstanding Money... ?

Edit Help

Type: **Catch-Up**

Status: **Defaulted**

**Current Billing Information**  
Bill Due Date: 01/21/25  
Bill Amount: \$858.57

**Budget Billing Details**  
Enroll in Budget Bill:   
Setup BB Amount: \$225.00

**Agreement Details**  
Start Date: 09/13/22  
Agreement Amount: \$2,800.83

**Installment Details**  
Installment Amount: \$41.00  
Number Of Installments: 44  
Remaining Installments: 43  
Final Installment Amount: \$31.83

**Initial Payment Details**  
Due Date: 09/19/22  
Payment Amount: \$1,006.00

Restore Amount: \$1,006.00

**Customer Offer**  
Downpayment Amount: \$0.00  
Downpayment Due Date: //  
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: **Expired**

|   |            |                                  |                          |
|---|------------|----------------------------------|--------------------------|
| <b>Current Billing Information</b>                                      |            | <b>Budget Billing Details</b>    |                          |
| Bill Due Date:  | 01/21/25   | Enroll in Budget Bill:           | <input type="checkbox"/> |
| Bill Amount:  | \$858.57   | Setup BB Amount:                 | \$225.00                 |
| <b>Agreement Details</b>  |            | <b>Installment Details</b>       |                          |
| Start Date:   | 08/31/22   | Installment Amount:              | \$41.00                  |
| Agreement Amount:   | \$2,718.83 | Number Of Installments:          | 44                       |
| <b>Initial Payment Details</b>  |            | Remaining Installments:          | 44                       |
| Due Date:   | 09/07/22   | Final Installment Amount:        | \$31.83                  |
| Payment Amount:   | \$924.00   | <b>Customer Offer</b>            |                          |
| Restore Amount:   | \$924.00   | Downpayment Amount:              | \$0.00                   |
| <b>Task List</b>  |            | Downpayment Due Date:            | //                       |
| Customer Contact...   |            | Installment Amount:              | \$0.00                   |
|   |            | Installment Due Date:            | //                       |
| <input type="button" value="OK"/> <input type="button" value="Cancel"/> |            | <b>Special Situation Details</b> |                          |
| Outstanding Money... <input type="button" value="?"/>                   |            | Special Circumstance:            | [REDACTED]               |
|   |            | Supervisor Discretion:           | [REDACTED]               |

View Payment Agreement for Account [REDACTED]

Edit Help

Type : **Catch-Up**

Status: **Defaulted**

**Current Billing Information**

Bill Due Date: **01/21/25**

Bill Amount: **\$858.57**

**Budget Billing Details**

Enroll in Budget Bill:

Setup BB Amount: **\$225.00**

**Agreement Details**

Start Date: **03/30/22**

Agreement Amount: **\$2,577.57**

**Installment Details**

Installment Amount: **\$41.00**

Number Of Installments: **62**

Remaining Installments: **59**

Final Installment Amount: **\$17.83**

**Initial Payment Details**

Due Date: **04/11/22**

Payment Amount: **\$578.00**

**Customer Offer**

Downpayment Amount: **\$0.00**

Downpayment Due Date: **//**

Installment Amount: **\$0.00**

Installment Due Date: **//**

Restore Amount: **\$578.00**

- 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**

|                                    |            |                                  |                          |
|------------------------------------|------------|----------------------------------|--------------------------|
| <b>Current Billing Information</b> |            | <b>Budget Billing Details</b>    |                          |
| Bill Due Date:                     | 01/21/25   | Enroll in Budget Bill:           | <input type="checkbox"/> |
| Bill Amount:                       | \$858.57   | Setup BB Amount:                 | \$225.00                 |
| <b>Agreement Details</b>           |            | <b>Installment Details</b>       |                          |
| Start Date:                        | 03/08/22   | Installment Amount:              | \$41.00                  |
| Agreement Amount:                  | \$2,184.70 | Number Of Installments:          | 50                       |
| <b>Initial Payment Details</b>     |            | Remaining Installments:          | 50                       |
| Due Date:                          | 03/14/22   | Final Installment Amount:        | \$30.70                  |
| Payment Amount:                    | \$145.00   | <b>Customer Offer</b>            |                          |
| Restore Amount:                    | \$145.00   | Downpayment Amount:              | \$0.00                   |
| <b>Task List</b>                   |            | Downpayment Due Date:            | //                       |
| Customer Contact...                |            | Installment Amount:              | \$0.00                   |
|                                    |            | Installment Due Date:            | //                       |
|                                    |            | <b>Special Situation Details</b> |                          |
|                                    |            | Special Circumstance:            |                          |
|                                    |            | Supervisor Discretion:           |                          |

OK Cancel

Outstanding Money...

View Payment Agreement for Account [REDACTED]

Edit Help

Type: **Non-Catch-Up**

Status: **Defaulted**

**Current Billing Information**  
Bill Due Date: 01/21/25  
Bill Amount: \$858.57

**Budget Billing Details**  
Enroll in Budget Bill:   
Setup BB Amount: \$225.00

**Agreement Details**  
Start Date: 04/07/21  
Agreement Amount: \$2,667.24

**Installment Details**  
Installment Amount: \$41.00  
Number Of Installments: 59  
Remaining Installments: 54  
Final Installment Amount: \$11.70

**Initial Payment Details**  
Due Date: 04/27/21  
Payment Amount: \$218.00

**Customer Offer**  
Downpayment Amount: \$0.00  
Downpayment Due Date: //  
Installment Amount: \$0.00  
Installment Due Date: //

Restore Amount: \$218.00

- 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: **Kept**

**Current Billing Information**  
Bill Due Date: 01/21/25  
Bill Amount: \$858.57

**Budget Billing Details**  
Enroll in Budget Bill:   
Setup BB Amount: \$225.00

**Agreement Details**  
Start Date: 01/23/20  
Agreement Amount: \$2,926.00

**Installment Details**  
Installment Amount: \$0.00  
Number Of Installments:   
Remaining Installments:   
Final Installment Amount: \$2,926.00

**Initial Payment Details**  
Due Date: 01/23/20  
Payment Amount: \$2,926.00

**Customer Offer**  
Downpayment Amount: \$0.00  
Downpayment Due Date: //  
Installment Amount: \$0.00  
Installment Due Date: //

Restore Amount: \$2,926.00

- Task List**
- Customer Contact...

OK Cancel

Outstanding Money... ?

**Special Situation Details**  
Special Circumstance:   
Supervisor Discretion:

Edit Help

Type : **Catch-Up**

Status: **Refused**

**Current Billing Information**

Bill Due Date: 01/21/25

Bill Amount: \$858.57

**Budget Billing Details**

Enroll in Budget Bill:

Setup BB Amount: \$225.00

**Agreement Details**

Start Date: 01/03/20

Agreement Amount: \$2,833.65

**Installment Details**

Installment Amount: \$32.00

Number Of Installments: [REDACTED]

Remaining Installments: [REDACTED]

Final Installment Amount: \$42.65

**Initial Payment Details**

Due Date: 01/13/20

Payment Amount: \$2,823.00

**Customer Offer**

Downpayment Amount: \$0.00

Downpayment Due Date: //

Installment Amount: \$0.00

Installment Due Date: //

Restore Amount: \$2,823.00

- Task List**
- Customer Contact...

OK Cancel

Outstanding Money... ?

**Special Situation Details**

Special Circumstance: [REDACTED]

Supervisor Discretion: [REDACTED]

# **PPL ELECTRIC**

## **EXHIBIT 4**

Opening Pending (1) Mediations Informals Formals Admin

Home  
My Work  
Case Search  
Reports

### Informal Case View

| <a href="#">General</a>                          |  |                         |  |
|--|--|-------------------------|--|
| BCS Case No.                                     | 4010519  | Case Notes              | Count : 2<br><a href="#">Detail...</a> |
| CSS Account No.                                  | ██████████   | Received Date           | 08/14/2024                             |
| CSS Name   | CHRISTOPHER BRINER   | Due Date                | 09/12/2024                             |
| Name   | CHRISTOPHER BRINER   | Investigator Name       | CASE POOL, BCS                         |
| Service Address 1                                | 9130 BREINIGSVILLE RD  | Mailing Address 1       |  |
| Service Address 2                                |  | Mailing Address 2       |  |
| Service City, State Zip                          | BREINIGSVILLE, PA 18031-   | Mailing City, State Zip | , -                                    |
| PUC Address                                      | 9130 BREINIGSVILLE RD,,BREINIGSVILLE,PA,18031-   |                         |  |
| Service Class                                    | RESIDENTIAL  | Case Origin             | TELEPHONE                              |
| Phone Number                                     |  | Prior Case Number       | 0                                      |
| Income Level                                     | 2  | On Track                | No                                     |
| Reason For Contact                               | BILLING DISPUTES (# 18)  |                         |  |
| Customer Position                                | CUSTOMER IS DISPUTING THEIR HIGH BILLS. CUSTOMER STATED THAT BILLS ARE OVER \$400 A MONTH AND THE PROPERTY IS VACANT. CUSTOMER STATED THAT LAST MONTH THEIR BILL WAS \$400.00 THEN THIS MONTH IT WAS \$0.00. CUSTOMER STATED THAT THEY RECEIVED A TEXT MESSAGE THAT THEY OWE \$504.15. CUSTOMER DOESN'T UNDERSTAND WHY BILL IS SO HIGH. CUSTOMER IS DISPUTING THE HIGH USAGE ON THE ACCOUNT THAT THE COMPANY BLAMES ON HEATING DURING THE WINTER AND A/C DURING THE SUMMER. CUSTOMER WANTS BILLS CORRECTED. - RELIEF SOUGHT - REVIEW BILLS |                         |  |
| Company Position                                 |  |                         |  |
| Related Information                              |  |                         |  |
| Misc Info  | NO CELL/EMAIL  |                         |  |
| Heating  | Yes  | Service                 | On                                     |
| Acct Bal Due Date                                | 08/19/2024   | Total Account Balance   | 777.64                                 |
| Budget Bill Amount                               | 292.00   |                         |  |
| Arrearage  | 0.00   | Reported Income Amount  | 0.00                                   |
| Date of Last Customer Contact prior to Complaint | 08/12/2024   |                         |  |

| <a href="#">Type Assignment</a> |          |
|---------------------------------|----------|
| Case Type                       | Informal |

| <a href="#">Category and Section</a> |
|--------------------------------------|
|                                      |

|                    |           |
|--------------------|-----------|
| Primary Category   | High Bill |
| Secondary Category |           |
| Tertiary Category  |           |
| Assign To Section  | CCC-      |

[Ownership](#)

|                 |                   |
|-----------------|-------------------|
| Contact Person  | E011458 - E011458 |
| Written By      | Capers, Ronald G  |
| Written By Date | 08/21/2024        |

[Other Information](#)

|   |   |                           |    |
|---|---|---------------------------|----|
| Adults  | 0 | Children                  | 0  |
| Amount Needed to Update Most Recent Payment Arrangement |   | Universal Service Program | No |

[Informal Final Report](#)

Details of the Company's Original Investigation

4/7/2021 - Christopher Briner contacted the Company to establish a payment arrangement. The Company updated the customer's financial information (level 1 income). The Company requested \$218.00 by 4/27/2021. The repayment terms were to pay the monthly bills plus \$41.00 until the account balance was paid in full.

10/29/2021 - The Company received an enrollment notification from American Power & Gas of PA LLC. The customer would begin receiving electric generation supply from this company as of 11/3/2021.

4/12/2022 - The Company records show the customer used its self service tools to enroll in the Company's budget bill program, which started at \$238.00 per month.

4/19/2022 - Christopher Briner spoke to the Company regarding the amounts of his bills. The Company reviewed the account, his bill history, the daily and hourly usage, and the price. The Company found that the customer's electric generation supplier ("EGS"), American Power & Gas of PA LLC, was charging \$0.182287 per kwh. The Company learned that the customer has an electric dryer, propane stove, and propane heat, and an electric water heater. Per the customer's request the Company cancelled the supplier, American Power & Gas of PA LLC.

4/19/2022 - The Company received a cancellation notice from American Power & Gas of PA LLC. The cancellation would become effective 4/22/2022.

3/14/2024 - Christopher Briner contacted the Company regarding the amounts of his bills and his account balance. The Company reviewed the customer's billing and payment history. The Company also confirmed that the recent bills were based on actual meter readings. The Company found the usage is in line with the same billing month of prior years. The Company explained the usage was accurate and the bill was correct. The customer did not agree. The Company suspended the account for 15 days and sent a written utility report.

5/28/2024 - The Company sent the customer the monthly bill statement. The customer is on the budget billing program and the budget amount is \$359.00. The actual amount of the bill was \$117.76. This amount reflects the actual usage of 652 kWh for the 32 days from 4/26/2024 to 5/28/2024.

6/19/2024 - The customer contacted the Company regarding the bill issued on 5/28/2024. The customer feels the bill is too high. The Company explained the

budget amount is \$359.00 and the actual bill was \$117.76. The customer requested removal from budget billing. The Company removed the customer starting with the next bill. The Company explained that the credit in the customer's budget balance of -\$400.93 will be applied to the customer's account. The Company explained it would bill the customer on actual charges after the budget billing program is reconciled.

6/26/2024 - The Company sent the customer the monthly bill statement. The customer's deferred balance of -\$400.93 was applied to the customer's account. The customer's total account balance was \$589.57. The actual amount of the monthly bill was \$128.94. This amount reflects the actual usage of 766 kWh for the 29 days from 5/28/2024 to 6/26/2024. Due to the deferred credit, the customer was not required to submit a payment for this month's bill.

7/26/2024 - The Company sent the customer the monthly bill statement. The customer's total account balance was \$777.64. The actual amount of this month's bill was \$188.07. This amount reflects the actual usage of 1174 kWh for the 30 days from 6/26/2024 to 7/26/2024. The bill instructed the customer to pay \$229.07 by 8/19/2024. This amount was required in accordance to the terms of the payment arrangement.

8/12/2024 (Date Of Last Contact) - Christopher Briner contacted the Company regarding the bill rendered on 7/26/2024. The customer stated that he cannot afford the charges. The Company explained the customer is on a payment agreement and the amount due is \$229.07 due on 8/1/2024. The customer was not satisfied. The Company suspended the account for 15 days and sent a written utility report.

Company's Final Position to the Customer

The customer contacted the Company on 8/12/2024 regarding the bill rendered on 7/26/2024.

The customer stated that he cannot afford the charges.

The Company explained the customer is on a payment agreement and the amount due is \$229.07 due on 8/1/2024.

The customer was not satisfied.

The Company suspended the account for 15 days and sent a written utility report.

Details of Company's Investigation after BCS Contact

The Company has no record of the customer speaking to an agent regarding this issue after the complaint was filed.

Company's Final Position to BCS

The Company records show the customer established a payment arrangement on 4/7/2021. The repayment terms were to pay the monthly bills plus \$41.00 until the account balance was paid in full.

The customer's usage has been consistent. During the most recent 12 months, the customer used 20,641 kWh. During the preceding 12 months, the customer used 22,506 kWh.

The customer was enrolled in the Company's budget bill program.

The Company includes a Budget Summary on the bill statement for any customer who is on the budget billing program. The summary shows the amount the customer was billed compared to the amount the customer used.

The Company reviews the budget billing amount every three months, and the Company adjusts the budget amount when necessary.

The Company notifies its budget billing customers of a change to the budget payment one month in advance.

The customer's monthly budget bill amount changed from \$352.00 to \$359.00 on 5/28/2024.

The Company cannot guarantee a fixed budget amount that is not subject to review or change.

The customer requested removal from budget billing on 6/19/2024.

The Company explained that the credit in the customer's budget balance of - \$400.93 will be applied to the customer's account.

The Company sent the customer the monthly bill statement on 6/26/2024. The actual amount of the bill was \$128.94. Due to the deferred credit applied, the customer was not required to submit a payment for that month.

The amount of the customer's bill was influenced by the electricity consumption and the cost of electricity.

The amounts of the last four monthly bills were each under \$200.00.

The Company investigated the matter and did not find any inaccuracy with the billing.

The customer's account balance is \$777.64.

The customer owes \$229.07 to maintain the payment arrangement.

[Analysis Information](#)

|                                |              |
|--------------------------------|--------------|
| Justified                      | Not Analyzed |
| <b>No Analysis Items Found</b> |              |

|                  |              |          |
|------------------|--------------|----------|
| Return To Search | Case History | Print    |
| Delete           | Violations   | Analysis |
| Change State     |              | Dismiss  |

Opening    Pending    Mediations    Informals    Formals    Admin

Home

## Decision Detail

My Work

Case Search

Reports

| General                 |  |                         |                |
|-------------------------|--|-------------------------|----------------|
| BCS Case No.            | 4010519  | CSS Account No.         | ██████████     |
| Customer Name           | CHRISTOPHER BRINER   | Investigator Name       | CASE POOL, BCS |
| Address 1               | 9130 BREINIGSVILLE RD  | Service Class           | RESIDENTIAL    |
| Address 2               |  | Case Origin             | TELEPHONE      |
| City, State Zip         | BREINIGSVILLE , PA 18031   | Head Date               | 12/05/2024     |
| Service Restore Amount  | 0.00   | Current Monthly Payment | 0.00           |
| Service Continue Amount | 0.00   | Service Continue Date   |                |
| Decision Issue          | Yes  | Ending Monthly Payment  | 0.00           |
| Chapter                 |  | Oral/Written            | Written        |
| Section Rule            |  | Violation               | NO             |
| Total Balance           | 662.58   | Closed Date             | 12/04/2024     |
| Reconnect Amount        | 0.00   | Balance Date            | 12/04/2024     |
| Special Budget Amount   | 0.00   | Regular Budget Amount   | 292.00         |
| Arrears Payment Plus    | 0.00   | Final Monthly Payment   | 0.00           |
| Resolution              | DECISION ISSUED: THIS INFORMAL COMPLAINT IS DISMISSED. AT THE INFORMAL LEVEL OF PUC INVESTIGATION, ACTUAL READINGS ARE DEEMED CORRECT, UNLESS THERE IS EVIDENCE PRESENTED TO THE CONTRARY. THE CUSTOMER WAS ENROLLED IN BUDGET BILLING AND BUDGETS MAY ADJUST UP OR DOWN DEPENDING ON USAGE. THE CUSTOMER IS NO LONGER ENROLLED IN BUDGET BILLING AS OF BILL DATE 6/26/2024. |                         |                |
| Terms                   |  |                         |                |
| Letter Description      |  |                         |                |

| Action Required Options |  |                   |                               |
|-------------------------|--|-------------------|-------------------------------|
| Action Required         | <input type="radio"/> Yes <input checked="" type="radio"/> No  |                   |                               |
| WorkQ Category          | <input type="text" value=""/>  |                   |                               |
| Sub Category            | <input type="text" value=""/>  |                   |                               |
| Up Front Amount         | <input type="text" value=""/>  | Up Front Due Date | <input type="text" value=""/> |
| Bill Type               | <input type="text" value=""/>  |                   |                               |
| Plus Amount             | <input type="text" value=""/>  |                   |                               |
| Beginning Date          | <input type="text" value=""/>  |                   |                               |
| Write-Off Amount        | <input type="text" value=""/>  |                   |                               |
| Comments                | <p>BCS#4010519 DEC CLOSED12/04/2024 AT INFORM LEVEL OF PUC INVEST ACT READS ARE DEEMED CORRECT UNLESS EVIDENCE PRESENTED TO CONTRARY. CUST ENROLL IN BB AND BUDGETS MAY ADJUST UP/DOWN DEPENDING ON USAGE. CUST NO LONGER ENROLL IN BB</p> |                   |                               |
| Processed By            | E169452  | Processed Date    | 12/4/2024 4:26:18 PM          |

[Return to Case](#)

# **PPL ELECTRIC**

## **EXHIBIT 5**

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



CHRISTOPHER BRINER  
9130 BREINIGSVILLE RD  
BREINIGSVILLE, PA 18031

October 30, 2024

**Bill Account Number:** [REDACTED]

Dear CHRISTOPHER BRINER:

On 10/22/2024, you contacted us to discuss the amount of your electric bill (bill period ending 10/22/2024).

To assist you with understanding your electricity consumption and the resulting bill, we reviewed your usage history. We discussed your energy usage, which among other things, looks at the size of your home or business, number of occupants, the heating and cooling sources, and appliances. We conducted the analysis to learn more about your home and your energy consumption. We tested your meter and have enclosed the report from the test. Based on the results, your electric meter was recording your electricity consumption accurately. Based on our review, your bills are correct.

Lastly, we encourage you to view and monitor your electricity use regularly on our website at [pplelectric.com](http://pplelectric.com). If you have not already done so, you will need to create a username and password to link your bill account number to your profile.

After logging into your account, at [pplelectric.com](http://pplelectric.com), you will see a graph of electricity use. To the right of that graph, select View Usage Details. This application lets you track your home's energy use. It also shows the average daily temperature. The weather has a direct impact on electricity usage for homes that rely on electricity for heating or cooling. Using this site regularly will improve your understanding of your electricity use and might help you find ways to save money on future bills.

We have enclosed an account activity statement for your reference. Your balance of \$588.96 is due on 10/28/2024. If you cannot pay the bill in full, please visit our website at [ppllectric.com](http://ppllectric.com) or call us.

You can pay your bill:

- Electronically, at [ppllectric.com](http://ppllectric.com).
- By phone at 1-800-342-5775.
- By mail, send your payment to PPL electric Utilities, PO Box 419054, St. Louis, MO 63141.
- In person, at a bill payment center (service fee applies). See list of payment centers at [ppllectric.com/paybill](http://ppllectric.com/paybill).
- By credit or debit card, by calling Paymentus at 1-844-278-3310, (service fee applies) to pay using Visa, MasterCard, Discover or debit card.

If you have questions or need more information, please visit [ppllectric.com](http://ppllectric.com) or call us at 1-800-342-5775. Customer service is available 24/7 for emergencies and outages, and 8 a.m. to 5 p.m. Monday through Friday for all other questions.

Sincerely,

PPL Electric Utilities

56.152 (7)(ii) The date on or after which the account will become delinquent unless a payment arrangement is entered into or an informal complaint is filed with the Commission. This date may not be earlier than the due date of the bill or 15 days after the issuance of a public utility company report, whichever is later.

# Metering Support Laboratory

## Laboratory Test Results

Customer Name: Christopher Briner  
Customer Billing Account: [REDACTED]  
Meter Manufacturer: Landis and Gyr  
Meter Serial Number: [REDACTED]  
Meter Test Date: 10/28/2024

Meter Test Results:  
- Full Load Test: 99.98%  
- Light Load Test: 100.02%  
- Average Accuracy: 99.99%

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

## **Understanding Your Rights**

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

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

The PUC will ask you to provide the following information.

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

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

# **PPL ELECTRIC**

## **EXHIBIT 6**

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



CHRISTOPHER BRINER  
9130 BREINIGSVILLE RD  
BREINIGSVILLE, PA 18031

October 16, 2024

**Bill Account Number:** [REDACTED]

Dear CHRISTOPHER BRINER:

Thank you for applying to PPL's OnTrack program. We reviewed your OnTrack application. This letter is to inform you that you do not meet the OnTrack guidelines based on the following reason:

You have failed to submit documentation for all sources of household income. If you submit copies of the missing documentation below, your application will be processed promptly. Please return this letter along with your documents and send to the agency address below.

\* SSI/SSD (current year award letter for all household members, including children or bank statement indicating direct deposit)

If you have any questions, you may contact us at the agency listed below.

Catholic Charities, Diocese of Allentown  
402 W Chew St.  
Allentown PA 18103  
610-435-1541  
CC-OnTrack@allentowndiocese.org

If you are not enrolled in OnTrack, you have the option of entering into a payment agreement. Please call PPL at 1-800-342-5775.

Sincerely,  
OnTrack Representative

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



CHRISTOPHER BRINER  
9130 BREINIGSVILLE RD  
BREINIGSVILLE, PA 18031

March 21, 2023

**Bill Account Number:** [REDACTED]

Dear CHRISTOPHER BRINER:

PPL has referred you for possible enrollment in OnTrack, which is a special payment program. Please act promptly! Apply online today at [www.pplelectric.com/ontrack](http://www.pplelectric.com/ontrack).

Or you may answer all the questions on the enclosed application that apply to your household and be sure to:

- Include proof of income for everyone in your home;
- Return the application within 14 days of the date of this letter; and
- Use the enclosed envelope to return your application.

In the meantime, you will need to make your PPL payments to avoid a shut-off.

If you are eligible, an OnTrack agency will contact you about your OnTrack payment amount. Your OnTrack payment is due by the date on the first OnTrack bill. Please keep your OnTrack agreement in a safe place for future reference.

Your proof of income for everyone in your home is very important! You must submit your most recent pay stubs for the last 30 days or eligibility letters (from Social Security, unemployment, etc.). If you are self-employed, submit your most recent tax return information. You cannot be enrolled in OnTrack without this information.

If you have any questions, please contact the OnTrack agency listed on the back of the application.

Sincerely,

**PPL Electric Utilities**

Esta carta está disponible en español. Llame por favor a su representante de la agencia si usted prefiere una carta en español.

| <b>Instructions for Completing Application PPL OnTrack Payment Program</b>             |   |
|--|---|
| <b>1.</b>  | List your name as it appears on your electric bill. Enter your PPL bill account number, daytime phone number and alternate phone number (if applicable). Include an email address (if applicable). Tell us how you would like to receive information regarding this OnTrack application               |
| <b>2.</b>  | Check the box for the Employment Status for head of household member.   |
| <b>3.</b>  | Provide Name, Age, Source of Income and Amount for each household member. If a household member does not have income, please check the No Income box.<br><br><b>Attach copies of all household proof of income to this application.</b><br>(Example: pay stub, eligibility letter, income tax return) |
| <b>4.</b>  | Free weatherization may be available for you! Provide basic information about your property and we will review for eligibility.   |
| <b>5.</b>  | List the amount you pay for mortgage, rent, or subsidized/Section 8 housing. Select type and amount paid for primary source of heat and list amount of monthly expenses.  |
| <b>6.</b>  | Sign and date application.  |
| <b>Remember to attach copies of all household proof of income to this application.</b> |   |

If you currently have an electric supplier, you will be required to cancel your contract with the supplier to qualify for OnTrack.

|   |  |
|---|--|
| <b>1. Customer Information</b>  | <b>2. Employment Status</b> for head of household            |
| Customer Name <b>CHRISTOPHER BRINER</b>   | <input type="checkbox"/> Full-Time (35 or more hours/week)   |
| Bill Account # <span style="background-color: black; color: black;">XXXXXXXXXX</span> | <input type="checkbox"/> Part-Time (34 or less hours/week)   |
| Daytime Phone ( )   | <input type="checkbox"/> Unemployed (currently not employed) |
| Alternate Phone ( )   | <input type="checkbox"/> Retired                             |
|   | <input type="checkbox"/> Homemaker                           |
|   | <input type="checkbox"/> Student                             |
|   | <input type="checkbox"/> Other                               |

Send my enrollment information to:  My U.S. Mailbox  My Email →

**3. Members in Household** - List and include copies of **all** monthly sources of household income

|                       |                                   |                        |                                    |
|-----------------------|-----------------------------------|------------------------|------------------------------------|
| First Name _____      | Last Name _____                   | Age _____              | <input type="checkbox"/> No Income |
| Gross Salary \$ _____ | Public Assistance \$ _____        | Pension/SS \$ _____    | SSI/SSD \$ _____                   |
| Unemployment \$ _____ | Worker's Comp/Disability \$ _____ | Child Support \$ _____ | Other \$ _____                     |
| First Name _____      | Last Name _____                   | Age _____              | <input type="checkbox"/> No Income |
| Gross Salary \$ _____ | Public Assistance \$ _____        | Pension/SS \$ _____    | SSI/SSD \$ _____                   |
| Unemployment \$ _____ | Worker's Comp/Disability \$ _____ | Child Support \$ _____ | Other \$ _____                     |
| First Name _____      | Last Name _____                   | Age _____              | <input type="checkbox"/> No Income |
| Gross Salary \$ _____ | Public Assistance \$ _____        | Pension/SS \$ _____    | SSI/SSD \$ _____                   |
| Unemployment \$ _____ | Worker's Comp/Disability \$ _____ | Child Support \$ _____ | Other \$ _____                     |
| First Name _____      | Last Name _____                   | Age _____              | <input type="checkbox"/> No Income |
| Gross Salary \$ _____ | Public Assistance \$ _____        | Pension/SS \$ _____    | SSI/SSD \$ _____                   |
| Unemployment \$ _____ | Worker's Comp/Disability \$ _____ | Child Support \$ _____ | Other \$ _____                     |

*If there are additional members in your household, please list their name, age and income sources on a separate sheet of paper.*

**4. Premise Information** - all fields required for free weatherization

Type of Structure  Apartment  Row Home  Single  
 Mobile Home  Townhouse

Year Home was Built \_\_\_\_\_  I don't know

Electric Water Heater  Yes  No

*If you rent, provide the following:*

Landlord Name \_\_\_\_\_

Landlord Address \_\_\_\_\_

Landlord Phone ( ) \_\_\_\_\_

Landlord Email \_\_\_\_\_

**5. Monthly Expenses**

Mortgage or  Rent \$ \_\_\_\_\_

Section 8 / Subsidized  Yes  No

Water / Sewer \$ \_\_\_\_\_

Food \$ \_\_\_\_\_

Basic Phone \$ \_\_\_\_\_

PPL Electric \$ \_\_\_\_\_

*Only check the box if the expense is the primary heat source:*

Gas -  \$ \_\_\_\_\_ Coal -  \$ \_\_\_\_\_

Oil -  \$ \_\_\_\_\_ Wood -  \$ \_\_\_\_\_

Propane -  \$ \_\_\_\_\_

Electric Heat -

# PPL OnTrack Payment Program Application

## 6. Submit Your Application

1. Sign and date this application.
2. Mail application and **all items listed on envelope flap** in the enclosed self-addressed envelope.

**I affirm that all information on this application is true and complete. I am aware that I can be penalized for making false statements.**

Sign Here (in ink) \_\_\_\_\_

Date \_\_\_\_\_

\_\_\_\_\_ cancellation fee.

---

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

### Mail to:

Catholic Charities, Diocese of Allentown  
402 W Chew St.  
Allentown PA 18103

Phone: 610-435-1541  
Fax: 610-435-4367  
Email: [CC-OnTrack@allentowndiocese.org](mailto:CC-OnTrack@allentowndiocese.org)

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



CHRISTOPHER BRINER  
9130 BREINIGSVILLE RD  
BREINIGSVILLE, PA 18031

September 8, 2022

**Bill Account Number:** [REDACTED]

Dear CHRISTOPHER BRINER:

Thank you for applying to PPL's OnTrack program. We reviewed your OnTrack application. This letter is to inform you that you do not meet the OnTrack guidelines based on the following reason:

Household is over the federal poverty income guidelines

If you have any questions, you may contact us at the agency listed below.

Catholic Charities, Diocese of Allentown  
900 S Woodward St  
Allentown PA 18103  
610-435-1541  
CC-OnTrack@allentowndiocese.org

If you are not enrolled in OnTrack, you have the option of entering into a payment agreement. Please call PPL at 1-800-342-5775.

Sincerely,  
OnTrack Representative

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



CHRISTOPHER BRINER  
9130 BREINIGSVILLE RD  
BREINIGSVILLE, PA 18031

September 1, 2022

**Bill Account Number:** [REDACTED]

Dear CHRISTOPHER BRINER:

PPL has referred you for possible enrollment in OnTrack, which is a special payment program. Please act promptly! Apply online today at [www.pplelectric.com/ontrack](http://www.pplelectric.com/ontrack).

Or you may answer all the questions on the enclosed application that apply to your household and be sure to:

- Include proof of income for everyone in your home;
- Return the application within 14 days of the date of this letter; and
- Use the enclosed envelope to return your application.

In the meantime, you will need to make your PPL payments to avoid a shut-off.

If you are eligible, an OnTrack agency will contact you about your OnTrack payment amount. Your OnTrack payment is due by the date on the first OnTrack bill. Please keep your OnTrack agreement in a safe place for future reference.

Your proof of income for everyone in your home is very important! You must submit your most recent pay stubs for the last 30 days or eligibility letters (from Social Security, unemployment, etc.). If you are self-employed, submit your most recent tax return information. You cannot be enrolled in OnTrack without this information.

If you have any questions, please contact the OnTrack agency listed on the back of the application.

Sincerely,

**PPL Electric Utilities**

Esta carta está disponible en español. Llame por favor a su representante de la agencia si usted prefiere una carta en español.

| <b>Instructions for Completing Application PPL OnTrack Payment Program</b>             |   |
|--|---|
| <b>1.</b>  | List your name as it appears on your electric bill. Enter your PPL bill account number, daytime phone number and alternate phone number (if applicable). Include an email address (if applicable). Tell us how you would like to receive information regarding this OnTrack application               |
| <b>2.</b>  | Check the box for the Employment Status for head of household member.   |
| <b>3.</b>  | Provide Name, Age, Source of Income and Amount for each household member. If a household member does not have income, please check the No Income box.<br><br><b>Attach copies of all household proof of income to this application.</b><br>(Example: pay stub, eligibility letter, income tax return) |
| <b>4.</b>  | Free weatherization may be available for you! Provide basic information about your property and we will review for eligibility.   |
| <b>5.</b>  | List the amount you pay for mortgage, rent, or subsidized/Section 8 housing. Select type and amount paid for primary source of heat and list amount of monthly expenses.  |
| <b>6.</b>  | Sign and date application.  |
| <b>Remember to attach copies of all household proof of income to this application.</b> |   |

If you currently have an electric supplier, you will be required to cancel your contract with the supplier to qualify for OnTrack.

| 1. Customer Information  | 2. Employment Status for head of household   |
|--|--|
| Customer Name <b>CHRISTOPHER BRINER</b><br>Bill Account # <span style="background-color: black; color: black;">XXXXXXXXXX</span><br>Daytime Phone (    ) _____<br>Alternate Phone (    ) _____ | <input type="checkbox"/> Full-Time (35 or more hours/week)<br><input type="checkbox"/> Part-Time (34 or less hours/week)<br><input type="checkbox"/> Unemployed (currently not employed)<br><input type="checkbox"/> Retired<br><input type="checkbox"/> Homemaker<br><input type="checkbox"/> Student<br><input type="checkbox"/> Other |

Send my enrollment information to:     My U.S. Mailbox     My Email →

**3. Members in Household** - List and include copies of **all** monthly sources of household income

|                       |                                   |                        |                                    |
|-----------------------|-----------------------------------|------------------------|------------------------------------|
| First Name _____      | Last Name _____                   | Age _____              | <input type="checkbox"/> No Income |
| Gross Salary \$ _____ | Public Assistance \$ _____        | Pension/SS \$ _____    | SSI/SSD \$ _____                   |
| Unemployment \$ _____ | Worker's Comp/Disability \$ _____ | Child Support \$ _____ | Other \$ _____                     |
|                       |                                   |                        |                                    |
| First Name _____      | Last Name _____                   | Age _____              | <input type="checkbox"/> No Income |
| Gross Salary \$ _____ | Public Assistance \$ _____        | Pension/SS \$ _____    | SSI/SSD \$ _____                   |
| Unemployment \$ _____ | Worker's Comp/Disability \$ _____ | Child Support \$ _____ | Other \$ _____                     |
|                       |                                   |                        |                                    |
| First Name _____      | Last Name _____                   | Age _____              | <input type="checkbox"/> No Income |
| Gross Salary \$ _____ | Public Assistance \$ _____        | Pension/SS \$ _____    | SSI/SSD \$ _____                   |
| Unemployment \$ _____ | Worker's Comp/Disability \$ _____ | Child Support \$ _____ | Other \$ _____                     |
|                       |                                   |                        |                                    |
| First Name _____      | Last Name _____                   | Age _____              | <input type="checkbox"/> No Income |
| Gross Salary \$ _____ | Public Assistance \$ _____        | Pension/SS \$ _____    | SSI/SSD \$ _____                   |
| Unemployment \$ _____ | Worker's Comp/Disability \$ _____ | Child Support \$ _____ | Other \$ _____                     |

*If there are additional members in your household, please list their name, age and income sources on a separate sheet of paper.*

**4. Premise Information** - all fields required for free weatherization

Type of Structure     Apartment     Row Home     Single  
                                   Mobile Home     Townhouse

Year Home was Built \_\_\_\_\_     I don't know

Electric Water Heater     Yes     No

*If you rent, provide the following:*

Landlord Name \_\_\_\_\_

Landlord Address \_\_\_\_\_

Landlord Phone (    ) \_\_\_\_\_

Landlord Email \_\_\_\_\_

**5. Monthly Expenses**

Mortgage or  Rent \$ \_\_\_\_\_

Section 8 / Subsidized     Yes     No

Water / Sewer \$ \_\_\_\_\_

Food \$ \_\_\_\_\_

Basic Phone \$ \_\_\_\_\_

PPL Electric \$ \_\_\_\_\_

*Only check the box if the expense is the primary heat source:*

Gas -  \$ \_\_\_\_\_    Coal -  \$ \_\_\_\_\_

Oil -  \$ \_\_\_\_\_    Wood -  \$ \_\_\_\_\_

Propane -  \$ \_\_\_\_\_

Electric Heat -

# PPL OnTrack Payment Program Application

## 6. Submit Your Application

1. Sign and date this application.
2. Mail application and **all items listed on envelope flap** in the enclosed self-addressed envelope.

**I affirm that all information on this application is true and complete. I am aware that I can be penalized for making false statements.**

Sign Here (in ink) \_\_\_\_\_

Date \_\_\_\_\_

ancellation fee.

---

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

### Mail to:

Catholic Charities, Diocese of Allentown  
402 W Chew St.  
Allentown PA 18103

Phone: 610-435-1541  
Fax: 610-435-4367  
Email: [CC-OnTrack@allentowndiocese.o](mailto:CC-OnTrack@allentowndiocese.o)

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



CHRISTOPHER BRINER  
9130 BREINIGSVILLE RD  
BREINIGSVILLE, PA 18031

April 20, 2022

**Bill Account Number:** [REDACTED]

Dear CHRISTOPHER BRINER:

PPL has referred you for possible enrollment in OnTrack, which is a special payment program. Please act promptly! Apply online today at [www.pplelectric.com/ontrack](http://www.pplelectric.com/ontrack).

Or you may answer all the questions on the enclosed application that apply to your household and be sure to:

- Include proof of income for everyone in your home;
- Return the application within 14 days of the date of this letter; and
- Use the enclosed envelope to return your application.

In the meantime, you will need to make your PPL payments to avoid a shut-off.

If you are eligible, an OnTrack agency will contact you about your OnTrack payment amount. Your OnTrack payment is due by the date on the first OnTrack bill. Please keep your OnTrack agreement in a safe place for future reference.

Your proof of income for everyone in your home is very important! You must submit your most recent pay stubs for the last 30 days or eligibility letters (from Social Security, unemployment, etc.). If you are self-employed, submit your most recent tax return information. You cannot be enrolled in OnTrack without this information.

If you have any questions, please contact the OnTrack agency listed on the back of the application.

Sincerely,

**PPL Electric Utilities**

Esta carta está disponible en español. Llame por favor a su representante de la agencia si usted prefiere una carta en español.

| <b>Instructions for Completing Application PPL OnTrack Payment Program</b>             |   |
|--|---|
| <b>1.</b>  | List your name as it appears on your electric bill. Enter your PPL bill account number, daytime phone number and alternate phone number (if applicable). Include an email address (if applicable). Tell us how you would like to receive information regarding this OnTrack application               |
| <b>2.</b>  | Check the box for the Employment Status for head of household member.   |
| <b>3.</b>  | Provide Name, Age, Source of Income and Amount for each household member. If a household member does not have income, please check the No Income box.<br><br><b>Attach copies of all household proof of income to this application.</b><br>(Example: pay stub, eligibility letter, income tax return) |
| <b>4.</b>  | Free weatherization may be available for you! Provide basic information about your property and we will review for eligibility.   |
| <b>5.</b>  | List the amount you pay for mortgage, rent, or subsidized/Section 8 housing. Select type and amount paid for primary source of heat and list amount of monthly expenses.  |
| <b>6.</b>  | Sign and date application.  |
| <b>Remember to attach copies of all household proof of income to this application.</b> |   |

If you currently have an electric supplier, you will be required to cancel your contract with the supplier to qualify for OnTrack.

| 1. Customer Information  | 2. Employment Status for head of household   |
|--|--|
| Customer Name <b>CHRISTOPHER BRINER</b><br>Bill Account # <span style="background-color: black; color: black;">[REDACTED]</span><br>Daytime Phone (    ) _____<br>Alternate Phone (    ) _____ | <input type="checkbox"/> Full-Time (35 or more hours/week)<br><input type="checkbox"/> Part-Time (34 or less hours/week)<br><input type="checkbox"/> Unemployed (currently not employed)<br><input type="checkbox"/> Retired<br><input type="checkbox"/> Homemaker<br><input type="checkbox"/> Student<br><input type="checkbox"/> Other |

Send my enrollment information to:     My U.S. Mailbox     My Email →

**3. Members in Household - List and include copies of *all* monthly sources of household income**

|   |
|---|
| First Name _____ Last Name _____ Age _____ <input type="checkbox"/> No Income<br>Gross Salary \$ _____ Public Assistance \$ _____ Pension/SS \$ _____ SSI/SSD \$ _____<br>Unemployment \$ _____ Worker's Comp/Disability \$ _____ Child Support \$ _____ Other \$ _____ |
| First Name _____ Last Name _____ Age _____ <input type="checkbox"/> No Income<br>Gross Salary \$ _____ Public Assistance \$ _____ Pension/SS \$ _____ SSI/SSD \$ _____<br>Unemployment \$ _____ Worker's Comp/Disability \$ _____ Child Support \$ _____ Other \$ _____ |
| First Name _____ Last Name _____ Age _____ <input type="checkbox"/> No Income<br>Gross Salary \$ _____ Public Assistance \$ _____ Pension/SS \$ _____ SSI/SSD \$ _____<br>Unemployment \$ _____ Worker's Comp/Disability \$ _____ Child Support \$ _____ Other \$ _____ |
| First Name _____ Last Name _____ Age _____ <input type="checkbox"/> No Income<br>Gross Salary \$ _____ Public Assistance \$ _____ Pension/SS \$ _____ SSI/SSD \$ _____<br>Unemployment \$ _____ Worker's Comp/Disability \$ _____ Child Support \$ _____ Other \$ _____ |

*If there are additional members in your household, please list their name, age and income sources on a separate sheet of paper.*

| 4. Premise Information - all fields required for free weatherization | 5. Monthly Expenses |
|--|---------------------|
|--|---------------------|

Type of Structure     Apartment     Row Home     Single  
                                   Mobile Home     Townhouse

Year Home was Built \_\_\_\_\_  I don't know

Electric Water Heater     Yes     No

*If you rent, provide the following:*

Landlord Name \_\_\_\_\_  
Landlord Address \_\_\_\_\_  
Landlord Phone (    ) \_\_\_\_\_  
Landlord Email \_\_\_\_\_

Mortgage or  Rent \$ \_\_\_\_\_  
Section 8 / Subsidized     Yes     No

Water / Sewer \$ \_\_\_\_\_  
Food \$ \_\_\_\_\_  
Basic Phone \$ \_\_\_\_\_  
PPL Electric \$ \_\_\_\_\_

*Only check the box if the expense is the primary heat source:*

Gas -  \$ \_\_\_\_\_    Coal -  \$ \_\_\_\_\_  
Oil -  \$ \_\_\_\_\_    Wood -  \$ \_\_\_\_\_  
Propane -  \$ \_\_\_\_\_  
Electric Heat -

# PPL OnTrack Payment Program Application

## 6. Submit Your Application

1. Sign and date this application.
2. Mail application and **all items listed on envelope flap** in the enclosed self-addressed envelope.

**I affirm that all information on this application is true and complete. I am aware that I can be penalized for making false statements.**

Sign Here (in ink) \_\_\_\_\_

Date \_\_\_\_\_

ancellation fee.

---

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

### Mail to:

Catholic Charities, Diocese of Allentown  
402 W Chew St.  
Allentown PA 18103

Phone: 610-435-1541  
Fax: 610-435-4367  
Email: [CC-OnTrack@allentowndiocese.o](mailto:CC-OnTrack@allentowndiocese.o)

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



CHRISTOPHER BRINER  
9130 BREINIGSVILLE RD  
BREINIGSVILLE, PA 18031

April 19, 2022

**Bill Account Number:** [REDACTED]

Dear CHRISTOPHER BRINER:

Thank you for applying to PPL's OnTrack program. We reviewed your OnTrack application. This letter is to inform you that you do not meet the OnTrack guidelines based on the following reason:

You have failed to submit documentation for all sources of household income. If you submit copies of the missing documentation below, your application will be processed promptly. Please return this letter along with your documents and send to the agency address below.

\* Employment: Pay stubs covering the last 30 days for all household members

If you have any questions, you may contact us at the agency listed below.

Catholic Charities, Diocese of Allentown  
900 S Woodward St  
Allentown PA 18103  
610-435-1541  
CC-OnTrack@allentowndiocese.org

If you are not enrolled in OnTrack, you have the option of entering into a payment agreement. Please call PPL at 1-800-342-5775.

Sincerely,  
OnTrack Representative

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



CHRISTOPHER BRINER  
9130 BREINIGSVILLE RD  
BREINIGSVILLE, PA 18031

February 18, 2021

**Bill Account Number:** [REDACTED]

Dear CHRISTOPHER BRINER:

Thank you for applying to PPL's OnTrack program. We reviewed your OnTrack application. This letter is to inform you that you do not meet the OnTrack guidelines based on the following reason:

Household is over the federal poverty income guidelines

If you have any questions, you may contact us at the agency listed below.

Catholic Charities, Diocese of Allentown  
900 S Woodward St  
Allentown PA 18103  
610-435-1541  
CC-OnTrack@allentowndiocese.org

If you are not enrolled in OnTrack, you have the option of entering into a payment agreement. Please call PPL at 1-800-342-5775.

Sincerely,  
OnTrack Representative