

COMMONWEALTH OF PENNSYLVANIA
(Public Utility Commission)

-----*
ERICA SHUNOSKI, :
Complainant, : Docket No.:
vs. : C-2024-3050500
PPL ELECTRIC UTILITIES :
CORPORATION, :
Respondent. :
-----*

Pages 1 through 57 TELEPHONIC HEARING
Judge's Chambers
State Office Bldg.
801 Market Street,
Philadelphia, PA 19107

Friday, January 24, 2025
Met, pursuant to notice, at 10:03 a.m.

BEFORE: THE HONORABLE CHRISTOPHER PELL
Administrative Law Judge

INDEX TO EXHIBITS
Docket No.: C-2024-3050500
Hearing Date: January 24, 2025

EXHIBITS INDEX

NUMBER	MARKED	IN EVIDENCE
COMPLAINANT:		
NONE		
PPL ELECTRIC UTILITIES CORPORATION:		
1	(Account activity statement) 28	41
2	(Account contact history) 33	41
3	(Payment Agreements history) 44	53
4	(PUC informal case) 46	53
5	(Letter confirming meter testing) 36	41
6	(Letter with application to OnTrack) 48	53
9	(Bills from December 2020 to December 2024) 37	41

PPL ELECTRIC

EXHIBIT 1

*** Account Information ***

*** Current Account Status ***

Account Number: [REDACTED] Mail To: ERICA A SHUNOSKI
115 CHESTNUT ST PA 18635
Requested By: ERICA A SHUNOSKI
Extension: [REDACTED]

Payment Agreement
Installment: \$0.00 Balance: \$0.00
Budget Bill Amortization
Installment: \$0.00 Balance: \$0.00
Current Rate: RS

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
01/13/2021	Payment		\$-738.00								
01/21/2021	Special Agreement		\$-56.07								
01/21/2021	BUDGET BILLING		\$715.07								
01/21/2021	Regular Bill	02/11	\$1318.00	\$659.00	\$373.79		1160/0000	47816A	34	3132	
02/03/2021	Payment		\$-300.00								
02/08/2021	Payment		\$-300.00								
02/08/2021	Payment		\$-300.00								
02/18/2021	Payment		\$-300.00								
02/22/2021	BUDGET BILLING		\$429.00								
02/22/2021	SPECIAL AGREEMENT - BB SETTLE		\$14.01								
02/22/2021	Regular Bill	03/15	\$561.01	\$118.00	\$386.97	\$-42.03	1254/0000	51065A	32	3249	
02/23/2021	Payment		\$-118.00								
03/22/2021	Payment		\$-229.00								
03/23/2021	BUDGET BILLING		\$429.00								
03/23/2021	SPECIAL AGREEMENT - BB SETTLE		\$14.01								
03/23/2021	Regular Bill	04/13	\$657.02	\$214.01	\$274.66	\$-196.37	0810/0000	53328A	29	2263	
04/06/2021	Payment		\$-289.00								
04/12/2021	Payment		\$-105.00								
04/22/2021	BUDGET BILLING		\$429.00								
04/22/2021	SPECIAL AGREEMENT - BB SETTLE		\$14.01								
04/22/2021	Regular Bill	05/13	\$706.03	\$263.02	\$169.80	\$-455.57	0441/0000	54664A	30	1336	
05/03/2021	Payment		\$-350.00								
05/11/2021	Payment		\$-300.00								
05/21/2021	BUDGET BILLING		\$349.00								
05/21/2021	SPECIAL AGREEMENT - BB SETTLE		\$14.04								
05/21/2021	Regular Bill	06/14	\$419.07	\$56.03	\$157.15	\$-647.42	0278/0025	55887A	29	1223	
06/02/2021	Payment		\$-156.77								
06/08/2021	Payment		\$-100.00								
06/22/2021	BUDGET BILLING		\$349.00								
06/22/2021	Regular Bill	07/13	\$511.30	\$162.30	\$181.80	\$-814.62	0061/0161	57306A	32	1419	

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
07/06/2021	Payment		\$-225.00								
07/14/2021	Payment		\$-100.00								
07/22/2021	BUDGET BILLING		\$349.00								
07/22/2021	Regular Bill	08/12	\$535.30	\$186.30	\$195.47	\$-968.15	0006/0261	58835A	30	1529	
08/13/2021	Payment		\$-275.00								
08/20/2021	BUDGET BILLING		\$227.00								
08/20/2021	Regular Bill	09/13	\$487.30	\$260.30	\$192.94	\$-1002.21	0000/0237	60342A	29	1507	
08/23/2021	Late Payment Charge		\$3.25								
08/28/2021	Miscellaneous		\$-3.25								
09/07/2021	Payment		\$-320.00								
09/21/2021	Miscellaneous		\$-2.05								
09/21/2021	BUDGET BILLING		\$227.00								
09/21/2021	Late Payment Charge		\$2.05								
09/21/2021	Regular Bill	10/12	\$394.30	\$164.05	\$216.40	\$-1012.81	0010/0188	62051A	32	1709	
10/05/2021	Payment		\$-170.00								
10/19/2021	Late Payment Charge		\$2.80								
10/20/2021	BUDGET BILLING		\$227.00								
10/20/2021	Regular Bill	11/10	\$454.10	\$224.30	\$115.27	\$-1124.54	0122/0024	62898A	29	847	
10/22/2021	Payment		\$-100.00								
11/04/2021	Payment		\$-100.00								
11/11/2021	Payment		\$-127.10								
11/16/2021	Late Payment Charge		\$1.59								
11/18/2021	BUDGET BILLING		\$10.00								
11/18/2021	Regular Bill	12/09	\$138.59	\$127.00	\$200.56	\$-933.98	0536/0000	64482A	29	1584	
12/01/2021	Payment		\$-100.00								
12/03/2021	Payment		\$-100.00								
12/15/2021	Payment		\$-150.00								
12/20/2021	Budget Bill Int Only		\$-0.09								
12/20/2021	BUDGET BILLING		\$10.00								
12/20/2021	Regular Bill	01/10	\$-201.50		\$378.66	\$-565.32	0891/0000	67301A	32	2819	
01/12/2022	Payment		\$-150.00								
01/21/2022	Budget Bill Settlement		\$-80.41								
01/21/2022	Budget Bill Int Only		\$-0.06								
01/21/2022	BUDGET BILLING										
01/21/2022	Regular Bill	02/14	\$-431.97		\$484.91		1144/0000	70856A	32	3555	

Bill Account: [REDACTED]

Account Activity Statement

Date: 01/15/25

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
02/18/2022	BUDGET BILLING		\$246.00								
02/18/2022	Regular Bill	03/14	\$-185.97		\$478.80	\$232.80	1162/0000	74419A	28		3563
03/21/2022	BUDGET BILLING		\$246.00								
03/21/2022	Regular Bill	04/11	\$60.03		\$408.11	\$394.91	0827/0000	77438A	31		3019
04/19/2022	Late Payment Charge		\$0.75								
04/20/2022	BUDGET BILLING		\$246.00								
04/20/2022	Regular Bill	05/11	\$306.78	\$60.03	\$288.32	\$437.23	0607/0000	79537A	30		2099
04/22/2022	Payment		\$-60.03								
05/17/2022	Late Payment Charge		\$0.01								
05/17/2022	Late Payment Charge		\$3.08								
05/19/2022	Payment		\$-200.00								
05/19/2022	BUDGET BILLING		\$284.00								
05/19/2022	Regular Bill	06/09	\$333.84	\$46.75	\$201.14	\$354.37	0257/0014	80966A	29		1429
06/10/2022	Payment		\$-150.00								
06/15/2022	Late Payment Charge		\$2.30								
06/20/2022	Payment		\$-100.00								
06/20/2022	BUDGET BILLING		\$284.00								
06/20/2022	Regular Bill	07/11	\$370.14	\$83.84	\$264.32	\$334.69	0020/0128	82611A	32		1645
07/19/2022	Late Payment Charge		\$0.03								
07/19/2022	Late Payment Charge		\$4.60								
07/20/2022	BUDGET BILLING		\$284.00								
07/20/2022	Regular Bill	08/10	\$658.77	\$370.14	\$316.63	\$367.32	0000/0289	84448A	30		1837
08/05/2022	Payment		\$-370.14								
08/18/2022	BUDGET BILLING		\$326.00								
08/18/2022	Regular Bill	09/08	\$614.63	\$288.63	\$326.82	\$368.14	0000/0301	86348A	29		1900
08/22/2022	Payment		\$-200.00								
09/15/2022	Payment		\$-100.00								
09/19/2022	BUDGET BILLING		\$326.00								
09/19/2022	Regular Bill	10/11	\$640.63	\$314.63	\$341.49	\$383.63	0006/0182	88312A	32		1964
10/03/2022	Payment		\$-100.00								
10/18/2022	BUDGET BILLING		\$326.00								
10/18/2022	Late Payment Charge		\$6.76								
10/18/2022	Regular Bill	11/08	\$873.39	\$540.63	\$175.10	\$232.73	0311/0005	89267A	29		955
10/26/2022	Payment		\$-200.00								
10/27/2022	Payment		\$-100.00								

Bill Account: XXXXXXXXXX

Account Activity Statement

Date: 01/15/25
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
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*** Account Information ***

*** Current Account Status ***

Account Number: [REDACTED] Mail To: ERICA A SHUNOSKI
115 CHESTNUT ST
NESCOPECK PA 18635
Requested By: ERICA A SHUNOSKI
Extension: [REDACTED]

Payment Agreement
Installment: \$0.00 Balance: \$0.00
Budget Bill Amortization
Installment: \$0.00 Balance: \$0.00
Current Rate: RS

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
01/17/2023	Payment		\$-100.00								
01/18/2023	Late Payment Charge		\$5.79								
01/18/2023	Late Payment Charge		\$0.04								
01/19/2023	Special Agreement		\$-452.53								
01/19/2023	BUDGET BILLING		\$884.53								
01/19/2023	Regular Bill	02/09	\$903.56	\$465.73	\$714.48		0941/0000	97279A	30	3647	
02/04/2023	Miscellaneous		\$-0.04								
02/04/2023	Miscellaneous		\$-5.79								
02/16/2023	Payment		\$-150.00								
02/16/2023	BUDGET BILLING		\$360.00								
02/16/2023	SPECIAL AGREEMENT - BB SETTLE		\$37.71								
02/16/2023	Regular Bill	03/09	\$1145.44	\$747.73	\$597.73	\$237.73	0846/0000	00321A	28	3042	
02/17/2023	Payment		\$-100.00								
03/03/2023	Payment		\$-100.00								
03/15/2023	Late Payment Charge		\$11.27								
03/15/2023	Late Payment Charge		\$0.07								
03/20/2023	BUDGET BILLING		\$360.00								
03/20/2023	SPECIAL AGREEMENT - BB SETTLE		\$37.71								
03/20/2023	Regular Bill	04/10	\$1354.49	\$945.44	\$639.09	\$516.82	0922/0000	03579A	32	3258	
03/31/2023	Payment		\$-100.00								
04/18/2023	Late Payment Charge		\$0.21								
04/18/2023	Late Payment Charge		\$14.52								
04/19/2023	BUDGET BILLING		\$360.00								
04/19/2023	SPECIAL AGREEMENT - BB SETTLE		\$37.71								
04/19/2023	Regular Bill	05/10	\$1666.93	\$1254.49	\$407.40	\$564.22	0457/0016	05627A	30	2048	
05/16/2023	Late Payment Charge		\$19.02								
05/16/2023	Late Payment Charge		\$0.39								
05/18/2023	BUDGET BILLING		\$412.00								
05/18/2023	SPECIAL AGREEMENT - BB SETTLE		\$37.71								
05/18/2023	Regular Bill	06/08	\$2136.05	\$1666.93	\$270.17	\$422.39	0312/0010	06958A	29	1331	
06/01/2023	Payment		\$-100.00								
06/09/2023	Payment		\$-100.00								

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
06/16/2023	Payment		\$-100.00								
06/19/2023	BUDGET BILLING		\$412.00								
06/19/2023	SPECIAL AGREEMENT - BB SETTLE		\$37.71								
06/19/2023	Regular Bill	07/10	\$2285.76	\$1836.05	\$198.72	\$209.11	0081/0073	07995A	32	1037	
07/03/2023	Payment		\$-100.00								
07/07/2023	Payment		\$-100.00								
07/17/2023	Payment		\$-100.00								
07/19/2023	BUDGET BILLING		\$412.00								
07/19/2023	SPECIAL AGREEMENT - BB SETTLE		\$37.71								
07/19/2023	Regular Bill	08/09	\$2435.47	\$1985.76	\$256.00	\$53.11	0000/0258	09438A	30	1443	
07/24/2023	Miscellaneous		\$-4.90								
08/17/2023	BUDGET BILLING		\$412.00								
08/17/2023	SPECIAL AGREEMENT - BB SETTLE		\$37.71								
08/17/2023	Regular Bill	09/07	\$2880.28	\$2430.57	\$282.87	\$-76.02	0000/0212	11022A	29	1584	
08/18/2023	Payment		\$-100.00								
09/12/2023	Payment		\$-100.00								
09/18/2023	BUDGET BILLING		\$412.00								
09/18/2023	SPECIAL AGREEMENT - BB SETTLE		\$37.71								
09/18/2023	Regular Bill	10/10	\$3129.99	\$2680.28	\$345.72	\$-142.30	0026/0178	12961A	32	1939	
09/27/2023	Payment		\$-150.00								
10/17/2023	BUDGET BILLING		\$412.00								
10/17/2023	SPECIAL AGREEMENT - BB SETTLE		\$37.71								
10/17/2023	Regular Bill	11/07	\$3429.70	\$2979.99	\$242.46	\$-311.84	0207/0015	14294A	29	1333	
10/24/2023	Payment		\$-150.00								
10/31/2023	Payment		\$-150.00								
11/14/2023	Late Payment Charge		\$35.40								
11/14/2023	Late Payment Charge		\$0.42								
11/15/2023	BUDGET BILLING		\$401.00								
11/15/2023	SPECIAL AGREEMENT - BB SETTLE		\$37.71								
11/15/2023	Regular Bill	12/06	\$3604.23	\$3129.70	\$310.24	\$-402.60	0491/0001	16025A	29	1731	
12/08/2023	Payment		\$-150.00								
12/12/2023	Late Payment Charge		\$38.71								
12/12/2023	Late Payment Charge		\$0.69								
12/18/2023	BUDGET BILLING		\$401.00								
12/18/2023	SPECIAL AGREEMENT - BB SETTLE		\$37.71								
12/18/2023	Regular Bill	01/08	\$3932.34	\$3454.23	\$545.97	\$-257.63	0883/0000	19253A	33	3228	
01/03/2024	Payment		\$-150.00								

Bill Account: [REDACTED]

Account Activity Statement

Date: 01/15/25

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
01/17/2024	Late Payment Charge		\$41.85								
01/17/2024	Late Payment Charge		\$1.18								
01/22/2024	Payment		\$-150.00								
01/22/2024	BUDGET BILLING		\$393.73								
01/22/2024	SPECIAL AGREEMENT - BB SETTLE		\$37.72								
01/22/2024	Regular Bill	02/12	\$4106.82	\$3632.34	\$651.36		1112/0000	23281A	35		4028
01/31/2024	Payment		\$-150.00								
02/20/2024	BUDGET BILLING		\$396.00								
02/20/2024	Regular Bill	03/12	\$4352.82	\$3956.82	\$524.10	\$128.10	0866/0000	26524A	29		3243
02/21/2024	Payment		\$-150.00								
02/21/2024	Late Payment Charge		\$1.47								
02/21/2024	Late Payment Charge		\$41.86								
03/19/2024	Late Payment Charge		\$1.47								
03/19/2024	Late Payment Charge		\$46.81								
03/20/2024	BUDGET BILLING		\$396.00								
03/20/2024	Regular Bill	04/10	\$4690.43	\$4202.82	\$439.10	\$171.20	0655/0000	29225A	29		2701
03/22/2024	Payment		\$-150.00								
04/01/2024	Payment		\$-150.00								
04/18/2024	Payment		\$-650.00								
04/19/2024	BUDGET BILLING		\$396.00								
04/19/2024	Regular Bill	05/13	\$4136.43	\$3740.43	\$353.97	\$129.17	0527/0000	31383A	30		2158
05/16/2024	Payment		\$-200.00								
05/20/2024	BUDGET BILLING		\$359.00								
05/20/2024	Regular Bill	06/10	\$4295.43	\$3936.43	\$219.89	\$-9.94	0216/0040	32686A	31		1303
05/21/2024	Late Payment Charge		\$2.62								
05/21/2024	Late Payment Charge		\$43.75								
05/23/2024	Payment		\$-276.00								
05/24/2024	Payment		\$-276.00								
05/30/2024	Returned Check		\$276.00								
05/30/2024	Payment		\$-81.00								
05/30/2024	RETURNED CHECK NSF CHARGE		\$20.00								
06/05/2024	Miscellaneous		\$-20.00								
06/17/2024	Payment		\$-358.00								
06/19/2024	BUDGET BILLING		\$359.00								
06/19/2024	Regular Bill	07/10	\$3985.80	\$3560.43	\$226.12	\$-142.82	0015/0154	34084A	30		1398
07/18/2024	Late Payment Charge		\$3.20								

Bill Account: XXXXXXXXXX

Account Activity Statement

Date: 01/15/25
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
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07/18/2024 Late Payment Charge			\$44.01							
07/22/2024	BUDGET BILLING		\$359.00							
07/22/2024	Regular Bill	08/12	\$4392.01	\$3985.80	\$341.66	\$-160.16	0000/0369	36302A	30	2218
08/12/2024	Payment		\$-300.00							
08/16/2024	Payment		\$-106.00							
08/19/2024	BUDGET BILLING		\$370.00							
08/19/2024	Regular Bill	09/09	\$4356.01	\$3986.01	\$352.79	\$-177.37	0000/0242	00964A	31	2294
09/18/2024	BUDGET BILLING		\$370.00							
09/18/2024	Regular Bill	10/09	\$4726.01	\$4356.01	\$318.39	\$-228.98	0038/0087	03024A	30	2060
10/02/2024	Payment		\$-403.00							
10/17/2024	BUDGET BILLING		\$370.00							
10/17/2024	Regular Bill	11/07	\$4693.01	\$4323.01	\$249.21	\$-349.77	0185/0021	04614A	29	1590
11/04/2024	Payment		\$-403.00							
11/15/2024	BUDGET BILLING		\$386.00							
11/15/2024	Regular Bill	12/09	\$4676.01	\$4290.01	\$293.91	\$-441.86	0411/0000	06508A	29	1894
12/03/2024	Payment		\$-225.00							
12/11/2024	Payment		\$-178.00							
12/18/2024	BUDGET BILLING		\$386.00							
12/18/2024	Regular Bill	01/08	\$4659.01	\$4273.01	\$536.52	\$-291.34	0955/0000	09958A	33	3450
01/06/2025	Payment		\$-403.00							

PPL ELECTRIC

EXHIBIT 2

Account Contact History
Account: [REDACTED] **Customer Name:** ERICA A SHUNOSKI
 From 1/5/2021 to 1/15/2025

Contact Date	Contact Type	Remarks	User
2025-01-03	IVR Customer Initiated Payment	Scheduled date 1 3 2025 Amount 403.00 User IVR Owner YES. Confirmation Number 25010333	IVR
2024-12-11	Credit - Payment Made	Caller ERICA A SHUNOSKI Ratepayer. are okay to go towards the accts Until PUC makes a Determination. Cx stated can pay 178.00 We process a payment 178.00 Confirmation number was read.. Confirmation Number 24121163. sat	LATRICE BLAKNEY
2024-12-11	Credit	Caller ERICA A SHUNOSKI Ratepayer User Comments Cx stated he has multiply accts in his name Stated he contacted PUC had a court hearing but missed It. He stated he is not pa ying 4 000 until PUC fix The issue due to fraud. Mentioned he has been going through this over A year. Inform cx Acct has a open PUC unable to setup a PAG Inform cx any payments	LATRICE BLAKNEY
2024-12-11	WUR Assessment	ERICA A SHUNOSKI Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	LATRICE BLAKNEY
2024-12-11	CSS WEB Interface Payment	Caller ERICA A SHUNOSKI Ratepayer Occupant. Comments Made Payment in the amount of 178.00. Confirmation number was read.. Confirmation Number 24121163	LATRICE BLAKNEY
2024-12-02	IVR Customer Initiated Payment	Scheduled date 12 2 2024 Amount 225.00 User IVR Owner YES. Confirmation Number 24120251	IVR
2024-11-01	Special Situation	PAYMENTUS IVR paid 403.00	SELF SERVICE USER
2024-09-27	IVR Customer Initiated Payment	Scheduled date 9 27 2024 Amount 403.00 User IVR Owner YES. Confirmation Number 24092745	IVR
2024-08-16	IVR Customer Initiated Payment	Scheduled date 8 16 2024 Amount 106.00 User IVR Owner YES. Confirmation Number 24081634	IVR
2024-08-12	Credit	Caller ERICA A SHUNOSKI Ratepayer User Comments RP asked for the number of Paymentus [REDACTED] EV the RP using last 4 digits of SSN and Email wanted to update the emai from [REDACTED] to [REDACTED] [REDACTED] wanted to update phone number from [REDACTED]. will pay the 106.21 on friday	CYRIL SEVILLA
2024-08-12	WUR Assessment	ERICA A SHUNOSKI Ratepayer. Caller s Concern Billing Payment - WUR will be sent. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	CYRIL SEVILLA
2024-08-12	Customer Maintained	S W Erica A SHounoski wanted to update the email from [REDACTED]	CYRIL SEVILLA
2024-08-12	Maintain Bill Account	Caller ERICA A SHUNOSKI Ratepayer updated primary phone from [REDACTED].	CYRIL SEVILLA
2024-08-12	Credit	Caller ERICA A SHUNOSKI Ratepayer User Comments Made Payment in the amount of 300.00. Confirmation number was emailed to [REDACTED]. Confirmation Number 24081298	CYRIL SEVILLA
2024-08-12	WUR Assessment	ERICA A SHUNOSKI Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	CYRIL SEVILLA
2024-08-12	CSS WEB Interface Payment	Caller ERICA A SHUNOSKI Ratepayer Occupant. Comments Made Payment in the amount of 300.00. Confirmation number was emailed to [REDACTED]. Confirmation Number 24081298	CYRIL SEVILLA
2024-08-08	Correspondence - General	Template Name Bill Inquiry-Meter Tested OK Created By Eibach Linda Letter Edited Yes CS Letters ID 5959553	CSLET
2024-08-08	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2024-08-08	SC - GRACE EXTENSION	SENT METER TEST RESULTS TO CUSTOMER ON 8 8 24.	e153462
2024-08-08	Miscellaneous	WATT Generalist - Meter Test-CMO Issued Work Item 4302008 Completed	LINDA M EIBACH
2024-08-08	Miscellaneous	WATT ID 4302008 SENT METER TEST RESULTS TO CUSTOMER ON 8 8 24.	LINDA M EIBACH
2024-08-02	Miscellaneous	WATT Generalist - Meter Test-CMO Issued Work Item 4302008 Created	DANA M BRUNNER
2024-08-02	SC - METER TEST	Caller Back Office Ratepayer. issued meter change and watt for meter test due to PUC complaint	E02629
2024-08-02	Change Meter Only Issued	Meter test requested for PUC Complaint. Tag and box old meter with bill account . Send to SFC-Meter-Test-Customer Complaint	DANA M BRUNNER
2024-08-01	SC - PUC Formal Complaint	The customer filed Formal Complaint Docket No. C-2024-3050500- WATT ID 4301318	E02623
2024-08-01	Miscellaneous	WATT CCC Formal Complaint - Ability to Pay Bill Dispute Work Item 4301318 Created	CARMEN P URBAN
2024-07-29	Leave Door Hanger Issued	DELIVER 3 DAY NOTICE	CUMCL024
2024-07-17	Correspondence - Collections	CUT DATE 2024-07-31 AMOUNT 3 985.80	

Contact Date	Contact Type	Remarks	User
2024-06-27	Credit	Caller ERICA A SHUNOSKI Ratepayer User Comments CCI for power outage adv We estimate power to most customers in your area will be back on by 11 00 PM on 06 27 2024. cx disconnect	MADANA DOOKIERAM
2024-06-27	WUR Assessment	ERICA A SHUNOSKI Ratepayer. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat No. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	MADANA DOOKIERAM
2024-06-17	Special Situation	PAYMENTUS_IVR paid 358.00	SELF SERVICE USER
2024-06-12	Credit	Caller ERICA A SHUNOSKI Ratepayer. are over that so she won t apply. Adv papowerswitch.com sop to lower rate. SAT	TRACIE LENNOX
2024-06-12	Credit	Caller ERICA A SHUNOSKI Ratepayer User Comments Cust reported power problem and also wanted to know when bill was due. Adv 521 was due 6 10 per CU PAG set up on 5 22. PAG has not defaulted yet but will soon will reinstate as soon as pmt is rcvd. Offered OT said she has app but hasn t submitted. Conf family of 3 income limit is 38 730 she said they	TRACIE LENNOX
2024-06-12	WUR Assessment	ERICA A SHUNOSKI Ratepayer. Caller s Concern Billed Amounts. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	TRACIE LENNOX
2024-06-12	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note 306707 Call Type 63 Dim Bright Lights Comments When AC runs at night cust hears a slam lights dim but dont go completely off then go back to normal does	WCT
2024-06-12	Call Transfer	Caller ERICA A SHUNOSKI Ratepayer User Comments CCI - her meter is giving off a slamming noise xfer to ee to get a meter investigation.	MADANA DOOKIERAM
2024-06-12	WUR Assessment	ERICA A SHUNOSKI Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO Not on Phone.	MADANA DOOKIERAM
2024-06-05	Special Situation	Customer received a credit to cover NSF fees that were incurred as a result of a duplicate withdrawal.	CSSDR044
2024-06-03	Special Situation	Customer was charged a duplicate payment in error. A refund was made to credit the duplicate payment. Please transfer calls to TOU queue if customer requires more assistance.	CSSDR044
2024-05-30	Payment Arrangement Letter Sent	Catch-Up Activation PAG	
2024-05-30	PAG Reactivated	PAYMENT AGREEMENT HAS BEEN REACTIVATED	CUBCL105
2024-05-30	Returned Item	RETURNED ITEM AMOUNT 276.00 DATE OF RETURNED ITEM 2024-05-30 REASON R01 INSUFFICIENT FUNDS	CUBAR080
2024-05-30	Correspondence - Returned Item	Return Item - Friendly	
2024-05-29	Special Situation	PAYMENTUS_IVR paid 81.00	SELF SERVICE USER
2024-05-29	Changed Payment Agreement	PAYMENTUS_IVR paid 81.00	SELF SERVICE USER
2024-05-28	Call Transfer	Caller ERICA A SHUNOSKI Ratepayer. rp called to make remaining PAG pmt of 82- trans to paymetnus	WYNTER TOLODZIESKI
2024-05-23	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 5821239	CSLET
2024-05-22	Credit	Caller ERICA A SHUNOSKI Ratepayer. of 521.00 due on 06 10. cx sat	NICOLE PESANTES
2024-05-22	Credit	Caller ERICA A SHUNOSKI Ratepayer User Comments Cci to make payment about slamming on the acct adv cx can u d privacy release info per cx req u d to do not release. went thru pay assist. adv cx prev pag terms was defaulted due to miss payment. cx agreed w pag terms. cx made payment of 276 w bank acct adv cx 82 due by 6 3 adv cx next payment of	NICOLE PESANTES
2024-05-22	WUR Assessment	ERICA A SHUNOSKI Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Suppliers - General Inquiries. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	NICOLE PESANTES
2024-05-22	Credit	A remaining payment of 82.00 is due by 06 03 2024 to activate the payment plan. The second payment of 521.00 due on 06 10 2024.	NICOLE PESANTES
2024-05-22	CSS WEB Interface Payment	Caller ERICA A SHUNOSKI Ratepayer. Comments Made Payment in the amount of 276.00. Confirmation number was Read. Confirmation Number 24052216	NICOLE PESANTES
2024-05-22	Credit	Confirmed service is scheduled for termination on 06 04 2024. Amount is 3 936.43.	NICOLE PESANTES
2024-05-22	SC - REFERRAL TO ONTRACK	Referred to Ontrack.	308056
2024-05-22	Added Payment Agreement	ERICA A SHUNOSKI Ratepayer. Agreement Type CU. Cust agrees to PAG terms YES. First payment of 358.00 is due 06 03 2024. Second payment of 521.00 is due on 06 10 2024 . Payment Plan installment amount 162.00. Emailed PAG info to	NICOLE PESANTES
2024-05-22	Credit	ERICA A SHUNOSKI Ratepayer. Offered OnTrack - Yes . .	NICOLE PESANTES

Contact Date	Contact Type	Remarks	User
2024-05-22	Credit	Confirmed service is scheduled for termination on 06 04 2024. Amount is 3 936.43. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.	NICOLE PESANTES
2024-05-22	Choice Inquiry	ERICA A SHUNOSKI Ratepayer. Updated Privacy Release to Withhold All	NICOLE PESANTES
2024-05-22	SC - MED CERT - 3 DAY	Caller ERICA A SHUNOSKI Ratepayer. IVR Med Cert	IVR
2024-05-20	Correspondence - Collections	CUT DATE 2024-06-04 AMOUNT 3 936.43	
2024-05-15	Credit	Caller ERICA A SHUNOSKI Ratepayer User Comments sd sent 200 certified ck about 2 weeks - advsd not yet on acct - wants bills resent - fighting with PUC re bill also w the Federal Trade Commission sd will cb within a week to see if we rcvd pymt advsd to cb by Fri to ensure PAG still active also put pymt post alert on acct SAT	CARMEN ACEVEDO
2024-05-15	WUR Assessment	ERICA A SHUNOSKI 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.	CARMEN ACEVEDO
2024-05-15	Issued Duplicate Bill	Caller ERICA A SHUNOSKI Ratepayer. Issued Duplicate Bill.	CARMEN ACEVEDO
2024-04-10	WEB Maintain Bill Account	Updated email address from UnKnown to [REDACTED]	SELF SERVICE USER
2024-04-05	Credit	Caller ERICA A SHUNOSKI Ratepayer User Comments Customer says she will not be able to pay her bill till 4 12 2024. Customer hung up before call was ass	LISA PERNOT
2024-04-05	WUR Assessment	ERICA A SHUNOSKI Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	LISA PERNOT
2024-04-05	Maintain Bill Account	Caller ERICA A SHUNOSKI Ratepayer updated primary phone from [REDACTED] to primary phone [REDACTED]. Consent Attained	LISA PERNOT
2024-04-05	Maintain Bill Account	Caller ERICA A SHUNOSKI Ratepayer updated alternate phone from [REDACTED] to alternate phone [REDACTED]. Consent Declined	LISA PERNOT
2024-04-04	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 5733378	CSLET
2024-04-03	Credit	Caller ERICA A SHUNOSKI Ratepayer User Comments cci said has no power in home reported outage also asked about bal adv has term notice took fin slrmt rp could not agree to pag terms declined liheap info gave info for OT gave rp puc ph rp understood.	TYLER BUCHINSKY
2024-04-03	WUR Assessment	ERICA A SHUNOSKI Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC Yes. Interested in SO Not on Phone.	TYLER BUCHINSKY
2024-04-03	SC - RECURRING REFERRAL TO OTRK	Referred to Ontrack.	308412
2024-04-03	Added Payment Agreement	ERICA A SHUNOSKI Ratepayer. Agreement Type NCU. Cust agrees to PAG terms NO. First payment of 650.00 is due 04 11 2024. Future payments beginning with next bill will include installment amount of 162.00.	TYLER BUCHINSKY
2024-04-03	Credit	ERICA A SHUNOSKI Ratepayer. Offered LIHEAP - No Customer Declined Offered OnTrack - Yes . .	TYLER BUCHINSKY
2024-04-03	Credit	Confirmed service is scheduled for termination on 04 08 2024. Amount is 3 902.82. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.	TYLER BUCHINSKY
2024-04-03	Financial Statement Added		TYLER BUCHINSKY
2024-04-03	SC - MED CERT - 3 DAY	Caller ERICA A SHUNOSKI Ratepayer. Customer claims medical condition	308412
2024-04-03	Credit	Confirmed service is scheduled for termination on 04 08 2024. Amount is 3 902.82. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.	TYLER BUCHINSKY
2024-04-03	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note 308412 Call Type 10 No Lights Comments out of power heard loud bang neighbors dont have power	WCT
2024-04-03	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note OMS_CSS.services.contacts.privcontacts.notification_PPL_CUSTOMER_CONTACT_VIEWPublishDocument USER_NAME Call Type 01 AMI Power Down Event Comments none	MTR
2024-03-20	Correspondence - Collections	CUT DATE 2024-04-03 AMOUNT 4 202.82	
2024-03-18	Data Repair	Data Repair DR_IR175865A - UPDATE N A TO 671	CSSDR044
2024-03-11	Call Transfer	Caller ERICA A SHUNOSKI Ratepayer. cust was looking for info on the WRAP prog trans to 888-232-6302	WENDY M MERKEL
2024-03-11	Call Transfer	Caller ERICA A SHUNOSKI Ratepayer User Comments TRANSFER TO EE TO DISPUTE BILL. Rev 03 11 2024 16 36 CX FILED COMPLAINT WITH PUC CLAIMING IDENTITY THEFT. TRANSFER FOR FURTHER ASSISTANCE	CRYSTAL PHILLIPS

Contact Date	Contact Type	Remarks	User
2024-03-11	WUR Assessment	ERICA A SHUNOSKI Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO No.	CRYSTAL PHILLIPS
2024-02-21	Winter Collection	Winter Collection Notice	
2024-01-17	Winter Collection	Winter Collection Notice	
2023-12-14	Winter Collection	Winter Collection Notice	
2023-11-22	LIHEAP	2023 LIHEAP Application mailed to customer. If customer calls please encourage customer to apply.	CSLET
2023-11-16	Data Repair	IR174619a DR FOR WINTER COLLECTIONS	CSSDR044
2023-10-28	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note IVR Call Type 10 No Lights Comments none	IVR
2023-10-04	SC - GRACE EXTENSION	Caller Back Office Ratepayer. SC Status from Open to Closed Cust Rights Given Y Cust Satisfied Y Comments BCS 3914532 DEC CLOSED 10 04 2023 SEE CRS	CUCL143
2023-07-24	Miscellaneous Accounts Receivable Adjustment	Customer received credit line adjustment on bill to correct previous billing error.	CSSDR044
2023-06-02	SC - PUC Informal Complaint	PUC MDIA BCS 3914532	CUCL143
2023-02-09	Bill Comparison	Caller ERICA A SHUNOSKI Ratepayer. customer called to verify bill as it was so high. already on a budget but budget plan increased exponentially. cust will look at shopping for a lower rate. cust sat.	E182900
2023-02-07	Credit	Caller ERICA A SHUNOSKI Ratepayer User Comments cci due to high bill adv cx bill was mailed out due to internal billing issue and corrected bill will be mailed out w ext DD to give time to make payment adv cx to CB m-f 8am-5pm spk w EE if want to know amount due	ERICA HOLBERT
2023-02-07	WUR Assessment	ERICA A SHUNOSKI Ratepayer. Caller s Concern Meter Not Changed. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	ERICA HOLBERT
2023-02-07	Miscellaneous	Caller Back Office Ratepayer. Caller did not answer callback no voicemail set up requeued call	JILLIAN COLLINS
2023-02-04	Data Repair	CREDIT OF LPC OVERCHARGE	CUBLP511
2023-02-04	Data Repair	CREDIT OF LPC OVERCHARGE	CUBLP511
2023-02-01	Removed from Collections - Deferred BB Balance		CUBSI006
2023-01-31	Removed from Collections - Deferred BB Balance		CUBSI006
2023-01-30	Winter Collection	Winter Collection Notice	
2023-01-20	Data Repair	INC10765324 - Reads Workaround	CSSDR044
2022-12-02	Special Situation	PAYMENTUS IVR paid 150.00	SELF SERVICE USER
2022-11-18	Changed Payment Agreement	PAYMENT AGREEMENT HAS BEEN UPDATED TO KEPT	CUBCL109
2022-11-16	Correspondence - General	Template Name Statement of Account - No Dispute Created By Alexander Kernessa Letter Edited No CS Letters ID 4905649	CSLET
2022-11-16	Credit	Caller ERICA A SHUNOSKI Ratepayer User Comments cci to get 24 months worth statements sent to email...adv can only be mailed. cx asked to have it mailed. issued a CS Letter and sent...no response from cx agent disconnected call...SAT not assessed	KERNESSA ALEXANDER
2022-11-16	WUR Assessment	ERICA A SHUNOSKI Ratepayer. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	KERNESSA ALEXANDER
2022-11-15	Correspondence - General	Template Name OnTrack Application Rejection Letter New Created By [REDACTED] Letter Edited No CS Letters ID 4903234	CSLET
2022-11-15	OnTrack - Ineligible	OnTrack application Rejected. Reason Household is over the federal poverty income guidelines. Agency Schuylkill Community Action. Agency user Melissa Keifer	SELF SERVICE USER
2022-11-11	Special Situation	PAYMENTUS IVR paid 195.00	SELF SERVICE USER
2022-10-28	Special Situation	PAYMENTUS IVR paid 182.00	SELF SERVICE USER
2022-10-28	Changed Payment Agreement	PAYMENTUS IVR paid 182.00	SELF SERVICE USER
2022-10-25	Special Situation	PAYMENTUS IVR paid 200.00	SELF SERVICE USER
2022-10-25	Credit	Caller ERICA A SHUNOSKI Ratepayer.and sat	DANIELLE PAUL
2022-10-25	Credit	Caller ERICA A SHUNOSKI Ratepayer User Comments cci to get pymentus num and acct num went through ev to provide acct num and provided acct num adv amt needed to reinstate pag is 482 cx did not agree to terms gave ot phone num 570-622-1995 adv as cx is currently pending ot review it will protect acct until 11 20 gave pymentus phone cx understood.	DANIELLE PAUL

Contact Date	Contact Type	Remarks	User
2022-10-25	WUR Assessment	ERICA A SHUNOSKI Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Caller s Concern Enhanced Verification Procedures. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	DANIELLE PAUL
2022-10-25	Added Payment Agreement	ERICA A SHUNOSKI Ratepayer. Agreement Type CU. Cust agrees to PAG terms NO. First payment of 482.00 is due 10 25 2022. Second payment of 347.76 is due on 11 08 2022 . Payment Plan installment amount 15.00. Emailed PAG info to [REDACTED]	DANIELLE PAUL
2022-10-25	Credit	ERICA A SHUNOSKI Ratepayer. Offered Operation HELP - Yes . Emailed agency contact info to [REDACTED]	DANIELLE PAUL
2022-10-25	Credit	ERICA A SHUNOSKI Ratepayer. Customer indicated there was no change to financial information.	DANIELLE PAUL
2022-10-25	Financial Statement Added		DANIELLE PAUL
2022-10-25	Changed Payment Agreement	ERICA A SHUNOSKI Ratepayer. Does not agree to PAG terms. Cancelled Agreed payment plan.	DANIELLE PAUL
2022-10-24	Credit	Caller ERICA A SHUNOSKI Ratepayer User Comments provided paymentus phone	DEQUAWNA POPE
2022-10-24	WUR Assessment	ERICA A SHUNOSKI Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	DEQUAWNA POPE
2022-10-21	OnTrack Customer	OnTrack application submitted by [REDACTED] Source Rep	SELF SERVICE USER
2022-10-20	Miscellaneous	WATT Scanned - Sensitive Work Item 2957352 Completed	BRENDA E STOKES
2022-10-20	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 4866081	CSLET
2022-10-20	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 4865732	CSLET
2022-10-19	Miscellaneous	WATT Scanned - Sensitive Work Item 2957352 Created	KOFAX
2022-10-19	Credit	Caller ERICA A SHUNOSKI Ratepayer User Comments cci req a new PAG. I conf her FS has not changed and adv the PAG that we have offered is the best we can offer at this time. I adv of LIP. incl PAHAF. cx und the terms of the PAG but can not agree to pay by the date.	ARIANNA MACKERLEY
2022-10-19	WUR Assessment	ERICA A SHUNOSKI Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC Yes.	ARIANNA MACKERLEY
2022-10-19	SC - REFERRAL TO ONTRACK	Caller ERICA A SHUNOSKI Ratepayer. needs an extra	304749
2022-10-19	SC - RECURRING REFERRAL TO OTRK	Referred to Ontrack.	304749
2022-10-19	Added Payment Agreement	ERICA A SHUNOSKI Ratepayer. Agreement Type CU. Cust agrees to PAG terms NO. First payment of 482.00 is due 10 19 2022. Second payment of 347.76 is due on 11 08 2022 . Payment Plan installment amount 15.00. Emailed PAG info to [REDACTED]	ARIANNA MACKERLEY
2022-10-19	Credit	ERICA A SHUNOSKI Ratepayer. Offered Operation HELP - Yes Offered OnTrack - Yes . .	ARIANNA MACKERLEY
2022-10-19	Credit	ERICA A SHUNOSKI Ratepayer. Customer indicated there was no change to financial information.	ARIANNA MACKERLEY
2022-10-19	Financial Statement Added		ARIANNA MACKERLEY
2022-09-13	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 4809739	CSLET
2022-09-12	Credit	Caller ERICA A SHUNOSKI Ratepayer User Comments Calling to apply for OT. Submitted application. Adv need to submit proof of income to agency to process it. Adv need 30 days worth of paystubs and current year award letter. sat	DENISE WALKER
2022-09-12	WUR Assessment	ERICA A SHUNOSKI Ratepayer. Caller s Concern OnTrack. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	DENISE WALKER
2022-09-12	Credit	Caller ERICA A SHUNOSKI Ratepayer User Comments cx was set up on pag cx arg to all terms told cx abt collection acct trans cx to OTRK to	MICKEL MILLS
2022-09-12	WUR Assessment	ERICA A SHUNOSKI 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. Provided PUC No.	MICKEL MILLS
2022-09-12	WUR Assessment	ERICA A SHUNOSKI 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. Provided PUC No.	MICKEL MILLS
2022-09-12	SC - REFERRAL TO ONTRACK	Referred to Ontrack.	308638
2022-09-12	Added Payment Agreement	ERICA A SHUNOSKI Ratepayer. Agreement Type NCU. Cust agrees to PAG terms YES. First payment of 341.00 is due 09 19 2022. Future payments beginning with next bill will include installment amount of 15.00.	MICKEL MILLS
2022-09-12	Call Transfer	ERICA A SHUNOSKI Ratepayer. Customer transferred to apply for OnTrack.	MICKEL MILLS
2022-09-12	Credit	ERICA A SHUNOSKI Ratepayer. Offered OnTrack - Yes . .	MICKEL MILLS

Contact Date	Contact Type	Remarks	User
2022-09-12	Financial Statement Added		MICKEL MILLS
2022-08-12	Billing	Caller ERICA A SHUNOSKI Ratepayer User Comments S W Erica Shunoski. Advsd PPL supplier changed 8.9c kwh to 12.366c kwh June 1 abt 36 increase. Advsd Paymentus 2.25 fee. Requires PPL acct . Verified SSN Prev addy. Gave acct . gave Paymentus . CA set to pay 100 by 8 17. 88.63 by 9 1. SAT	JENNIFER KOOPMANS
2022-08-12	WUR Assessment	... will NOT be sent. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	JENNIFER KOOPMANS
2022-08-12	WUR Assessment	ERICA A SHUNOSKI Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Suppliers - General Inquiries. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Enhanced Verification Procedures. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Miscellaneous - WUR ...	JENNIFER KOOPMANS
2022-08-12	Issued Collection Arrangement	ERICA A SHUNOSKI Ratepayer. Comments Customer agrees to terms 200.00 due on 08 17 2022. 88.63 due on 09 01 2022.	JENNIFER KOOPMANS
2022-08-05	Credit	Caller ERICA A SHUNOSKI Ratepayer User Comments cx made pymt 370.14 cx sat	MISHAELA WALLACE
2022-08-05	WUR Assessment	ERICA A SHUNOSKI Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	MISHAELA WALLACE
2022-08-05	CSS WEB Interface Payment	Caller ERICA A SHUNOSKI Ratepayer Occupant. Comments Made Payment in the amount of 370.14. Confirmation number was emailed to [REDACTED] Confirmation Number 22080578	MISHAELA WALLACE
2022-08-03	Billing	Caller ERICA A SHUNOSKI Ratepayer. 6 20 22 there is already a grace on the acct and she will call Friday to make pmt cust sat	JENNIFER M HAUSMAN
2022-08-03	Billing	Caller ERICA A SHUNOSKI Ratepayer User Comments called she states in July she made pmts to PPL from her abnks s bill pay but the pmts did not come out of her checking acct adv her because she made the pmts thru the bank s site she will want to contact the bank to see where the issue is I am not showing any returned pmts . last pmt of 100.00 posted cont	JENNIFER M HAUSMAN
2022-08-03	WUR Assessment	ERICA A SHUNOSKI Ratepayer. Caller s Concern Billing Payment - WUR will be sent. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	JENNIFER M HAUSMAN
2022-08-03	WUR Assessment	ERICA A SHUNOSKI Ratepayer. Caller s Concern Call Transfer. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	CAROL HICKS
2022-08-03	Call Transfer	Caller ERICA A SHUNOSKI Ratepayer. Custs wants to verify bank account info transfer to EE	CAROL HICKS
2022-08-03	WUR Assessment	ERICA A SHUNOSKI Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	LEXUS KOWLASSAR
2022-08-03	Credit	Caller ERICA A SHUNOSKI Ratepayer User Comments gonna pay 300 friday in person and then pay 74 in aug pymt but money was sent bk wanted to mk sure bank info on file is correct adv we have wrong info on file trnsfer to billing	LEXUS KOWLASSAR
2022-08-03	Credit	Caller ERICA A SHUNOSKI Ratepayer User Comments cx stated pmts are returned and she is not sure why adv cx we can process pmt again and reenter bank info and call dropped	OCTAVIA ODOM
2022-08-03	WUR Assessment	ERICA A SHUNOSKI Ratepayer. Caller s Concern Billing Payment - WUR will be sent. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	OCTAVIA ODOM
2022-08-03	Correspondence - General	Template Name Master Utility Report Created By MICKEL MILLS Letter Edited No CS Letters ID 4747316	CSLET
2022-08-03	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2022-08-02	Credit	Caller ERICA A SHUNOSKI Ratepayer User Comments cx would like to know acc balance amt given 658.77 asked cx if she wants me to set her up on pag she said no told cx PB amt is 370.14 told cvx to call in tomorrow afor billing because its returned cx said that she undrstand the info that gave her	MICKEL MILLS
2022-08-02	WUR Assessment	ERICA A SHUNOSKI Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No.	MICKEL MILLS
2022-04-13	Connect/Disconnect	Caller Vincent Ledee Ratepayer CSR Comments Incorrect address	LISA CAIN
2022-01-13	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note OMS_CSS.services.contacts.privcontacts.notification_PPL_CUSTOMER_CONTACT_VIEW/PublishDocument USER_NAME Call Type 01 AMI Power Down Event Comments none	MTR
2021-11-30	OB Call - Outreach	Caller Back Office Ratepayer. Called [REDACTED] - unable to LM. Called [REDACTED] - LM to contact us re pay assist.	JANELLE VASILAKOS
2021-11-03	Removed from Collections - Deferred BB Balance		CUBSI006
2021-10-20	Minimum Budget Bill Amount Letter	Minimum Budget Bill Amount Letter	

Contact Date	Contact Type	Remarks	User
2021-10-20	Credit	Caller ERICA A SHUNOSKI Ratepayer User Comments OB SW R P Adv pst due 227.10 adv calls conseq sd will pay 100 - this fri and rest nxt fri so xntdd due dt in 2 pymtns is satis adv online also told her our rates 0.07544 sd is with ppl adv yes sd scheduling pymnts for these dates	BHUPINDER SAPPAL
2021-10-20	WUR Assessment	ERICA A SHUNOSKI Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO Yes.	BHUPINDER SAPPAL
2021-10-20	Issued Collection Arrangement	ERICA A SHUNOSKI Ratepayer. Comments Customer agrees to terms 100.00 due on 10 22 2021. 127.10 due on 10 29 2021.	BHUPINDER SAPPAL
2021-10-04	Special Situation	PAYMENTUS IVR paid 170.00	SELF SERVICE USER
2021-09-03	Special Situation	PAYMENTUS IVR paid 320.00	SELF SERVICE USER
2021-08-28	Data Repair	CREDIT OF LPC OVERCHARGE	CUBLP511
2021-08-12	Special Situation	PAYMENTUS IVR paid 275.00	SELF SERVICE USER
2021-08-10	Credit - Outbound Call		MATHEW CASEY
2021-08-10	Credit - Outbound Call	Caller ERICA A SHUNOSKI Ratepayer User Comments OB Pay Assist SW RP ERICA A SHUNOSKI PD CB TT DD 186.30 349.00 535.30 8 12 2021 Cust will pay with CC prov number for vendor Paymentus adv 2.25 fee prov acct no decl pay assist adv conseq Offer fin updated sat Adv online Adv SOP Elec Choice or Billing or PAPowerSwitch.com	MATHEW CASEY
2021-08-10	WUR Assessment	ERICA A SHUNOSKI Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	MATHEW CASEY
2021-08-10	Financial Statement Added		MATHEW CASEY
2021-07-12	Special Situation	PAYMENTUS IVR paid 100.00	SELF SERVICE USER
2021-07-06	Special Situation	PAYMENTUS IVR paid 225.00	SELF SERVICE USER
2021-06-01	Special Situation	PAYMENTUS IVR paid 156.77	SELF SERVICE USER
2021-06-01	Credit	Caller Back Office Ratepayer. gave paymentus	EMILY SEAL
2021-05-25	Credit - Outbound Call		NATASHA EDWARDS
2021-05-25	Credit	Caller ERICA A SHUNOSKI Ratepayer. advised of the previous bal of 56.03 she declined pag and financial statement I gave her paymentus number [REDACTED] advised of the 2.25 charge I advised of the possible calls and online options	NATASHA EDWARDS
2021-04-30	Special Situation	PAYMENTUS IVR paid 350.00	SELF SERVICE USER
2021-04-30	Maintain Bill Account	Caller IVR Ratepayer added [REDACTED] as alternate phone	IVR
2021-02-05	Special Situation	PAYMENTUS IVR paid 300.00	SELF SERVICE USER
2021-02-05	Credit	Caller ERICA A SHUNOSKI Ratepayer User Comments cust has a payment of 300 scheduled for today and is paying another 00 via Paymentus now for a total of 600 today she is paying 300 on 2 12 and then the remaining 118 on 2 19 21. graced account to allow time for this. next month the BB amt will be 429. satis	CHRISTINE M WYMAN
2021-02-05	WUR Assessment	ERICA A SHUNOSKI Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	CHRISTINE M WYMAN
2021-02-04	SC - GRACE EXTENSION	BCS 3776851. DATE CLOSED 02 04 2021. CASE DISMISSED. EGS ISSUES . THE ACCOUNT WAS CANCELLED AND RETURNED TO PPL UTILITIES EFFECTIVE 12 7 2020. BILLS ARE CORRECT AS RENDERED. CASE DISMISSED.	E165934
2021-02-01	Miscellaneous	COVID-19 Pre-term Notice Sent.	CSLET
2021-02-01	Special Situation	COVID-19 Pre-term Notice Sent. Refer to Einstein COVID-19 page for pay assist info. All res customers are eligible for a new non-catch up at this time. Comm accounts - transfer to Small business team	CSLET
2021-01-12	Special Situation	PAYMENTUS IVR paid 738.00	SELF SERVICE USER
2021-01-12	Miscellaneous	Caller Back Office Ratepayer. screen pop no customer	CHRISTINA H ROBSON
2021-01-12	High Bill	Caller ERICA A SHUNOSKI Ratepayer User Comments wanted to know why the bill is so high adv of the bb amt and how it works compared the bb amt to actual bill amts adv that the prev bal is 738.00 and the cb is 659.00 adv the bal du jan 11 is 1397.00 adv of tings to do in the home to lower the usage adv can track usage online as well. sat	JAMINE LOWERY
2021-01-12	WUR Assessment	... WUR Required No. Caller s Concern Account Balance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	JAMINE LOWERY

Contact Date	Contact Type	Remarks	User
2021-01-12	WUR Assessment	ERICA A SHUNOSKI Ratepayer. Caller s Concern Billed Amounts. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Annual Review. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern General Information. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Quarterly Adjustment. Position Stated Yes. Sat Yes ...	JAMINE LOWERY

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EXHIBIT 3

View Payment Agreement for Account [REDACTED]

Edit Help

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

Current Billing Information	Budget Billing Details
Bill Due Date: 01/08/25	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$4,659.01	Current BB Amount: \$386.00
Agreement Details	Installment Details
Start Date: 05/22/24	Installment Amount: \$162.00
Agreement Amount: \$3,936.43	Number Of Installments: 23
Initial Payment Details	Remaining Installments: 22
Due Date: 06/03/24	Final Installment Amount: \$158.43
Payment Amount: \$358.00	Customer Offer
Restore Amount: \$358.00	Downpayment Amount: \$0.00
Task List	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //

OK Cancel

Outstanding Money... ?

Special Situation Details

Special Circumstance: [REDACTED]

Supervisor Discretion: [REDACTED]

View Payment Agreement for Account [REDACTED]

Edit Help

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

Current Billing Information	Budget Billing Details
Bill Due Date: 01/08/25	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$4,659.01	Current BB Amount: \$386.00
Agreement Details	Installment Details
Start Date: 04/03/24	Installment Amount: \$162.00
Agreement Amount: \$4,390.43	Number Of Installments: 23
Initial Payment Details	Remaining Installments: 23
Due Date: 04/11/24	Final Installment Amount: \$176.43
Payment Amount: \$650.00	Customer Offer
Restore Amount: \$650.00	Downpayment Amount: \$0.00
Task List	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //

OK Cancel

Outstanding Money... ?

Special Situation Details

Special Circumstance: [REDACTED]

Supervisor Discretion: [REDACTED]

View Payment Agreement for Account [REDACTED]

Edit Help

Type: **Catch-Up** Status: **Kept**

Current Billing Information	Budget Billing Details
Bill Due Date: 01/08/25	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$4,659.01	Current BB Amount: \$386.00
Agreement Details	Installment Details
Start Date: 10/25/22	Installment Amount: \$15.00
Agreement Amount: \$540.63	Number Of Installments: 4
Initial Payment Details	Remaining Installments: 4
Due Date: 10/25/22	Final Installment Amount: \$13.63
Payment Amount: \$482.00	Customer Offer
Restore Amount: \$482.00	Downpayment Amount: \$0.00
Task List	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //

OK Cancel

Outstanding Money... ?

Special Situation Details

Special Circumstance: [REDACTED]

Supervisor Discretion: [REDACTED]

View Payment Agreement for Account [REDACTED]

Edit Help

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

Current Billing Information		Budget Billing Details	
Bill Due Date:	01/08/25	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$4,659.01	Current BB Amount:	\$386.00

Agreement Details		Installment Details	
Start Date:	10/19/22	Installment Amount:	\$15.00
Agreement Amount:	\$540.63	Number Of Installments:	4
		Remaining Installments:	4
		Final Installment Amount:	\$13.63

Initial Payment Details		Customer Offer	
Due Date:	10/19/22	Downpayment Amount:	\$0.00
Payment Amount:	\$482.00	Downpayment Due Date:	//
		Installment Amount:	\$0.00
		Installment Due Date:	//

Restore Amount: \$482.00

Task List

- Customer Contact...

OK Cancel

Outstanding Money... ?

Special Situation Details	
Special Circumstance:	
Supervisor Discretion:	

View Payment Agreement for Account [REDACTED]

Edit Help

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

Current Billing Information	
Bill Due Date:	01/08/25
Bill Amount:	\$4,659.01

Budget Billing Details	
Enroll in Budget Bill:	<input type="checkbox"/>
Current BB Amount:	\$386.00

Agreement Details	
Start Date:	09/12/22
Agreement Amount:	\$414.63

Installment Details	
Installment Amount:	\$15.00
Number Of Installments:	5
Remaining Installments:	5
Final Installment Amount:	\$13.63

Initial Payment Details	
Due Date:	09/19/22
Payment Amount:	\$341.00

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

Restore Amount	
Restore Amount:	\$341.00

Task List	
Customer Contact...	

OK Cancel

Outstanding Money... ?

Special Situation Details	
Special Circumstance:	
Supervisor Discretion:	

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EXHIBIT 4

Opening Pending Mediations Informals Formals Admin

Home

Informal Case View

My Work

Case Search

Reports

Advanced Search

Assign Informals (2)

Reassign Informals (128)

Informal Review

Final Review

Sent Not Analyzed (335)

Decisions Received (1)

General			
BCS Case No.	3914532	Case Notes	Count : 1 Detail...
CSS Account No.	[REDACTED]	Received Date	06/02/2023
CSS Name	ERICA SHUNOSKI	Due Date	07/01/2023
Name	ERICA DRAKE-SHUNOSKI	Investigator Name	CASE POOL, BCS
Service Address 1	115 CHESTNUT ST	Mailing Address 1	
Service Address 2		Mailing Address 2	
Service City, State Zip	NESCOPECK, PA 18635-	Mailing City, State Zip	, -
PUC Address	115 CHESTNUT ST,,NESCOPECK,PA,18635-		
Service Class	RESIDENTIAL	Case Origin	PUC WEBSITE
Phone Number		Prior Case Number	3776851
Income Level	1	On Track	No
Reason For Contact	BILLING DISPUTES (# 18)		
Customer Position	BILLING DISPUTE - MY BILL IS MUCH HIGHER THAN IT SHOULD BE - I BELIEVE THAT SOMEONE IS USING MY SERVICE. HOW THEY TELL ME I USE BETWEEN 400 AND 500.00 DIFFERENT PLATS A MONTH. THERE IS NO WAY I USE THAT MUCH ELECTRICITY, UNLESS I&M PAYING A FEW PEOPLES BILLS. - RELIEF SOUGHT - A MODIFICATION ON THIS BILL. I DON&T OWE THIS MUCH. A BUDGET PLAN. THE CELL PHONE NUMBER (272) 226 - 9543 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS SHUNOSKIERICA@GMAIL.COM HAS BEEN ALLOWED TO BE SHARED.		
Company Position	03/22/2023 I WAS OVER THE BUDGET FOR 432.00 LAST YEAR AND THEY WANTED THEIR MONEY.		
Related Information			
Misc Info			
Heating	Yes	Service	On
Acct Bal Due Date	06/08/2023	Total Account Balance	2036.05
Budget Bill Amount	405.00		
Arrearage	0.00	Reported Income Amount	0.00
Date of Last Customer Contact prior to Complaint	02/09/2023		

[Type Assignment](#)

Case Type	Informal
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[Category and Section](#)

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

[Ownership](#)

Contact Person	[REDACTED]
Written By	Grubbs, Shannon
Written By Date	06/05/2023

[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

12/21/2022 - The Company sent the customer an estimated bill. The specific details regarding the estimate are included with the supplemental information attached to this report.

NOTE: Budget Billing is a program that allows customers to pay their average monthly usage amount rather than their actual bill amounts each month. This program helps customers manage their electric bills by eliminating the seasonal usage fluctuations that impact the total cost of the bill. The Company does review Budget Billing accounts every three months and will adjust the monthly budget amount if there is a change in usage or price.

01/19/2023 - The Company sent the customer the monthly bill statement. The usage charges for this bill were \$714.48. This amount reflects a total usage of 3647 kWh. This bill statement included the 437 kWh from the prior bill, which was underestimated. This bill period covered the 30 days from 12/20/2022 to 01/19/2023. The customer is on the budget billing program. This bill statement informed the customer that he concluded the budget year. The Company billed the customer \$3,864 over the last 12 months. During that same time, the customer's usage charges totaled \$4,316.53, which resulted in a difference of -\$452.53. The Company explained it would bill this amount in 12 installments of \$37.71. The statement also notified the customer that their new budget billing monthly amount will be \$360.

02/07/2023 - The customer, Erica Shunoski, contacted the Company to discuss the amount of the recent bill. The Company advised that the December bill was estimated and then the January bill made up the underestimated amount. The Company advised it will give extra time to pay.

02/09/2023 (Date of last contact) - The customer contacted the Company regarding their bill. The customer stated that they are on the budget billing program and that the amount increased. The Company encouraged the customer to shop for an alternate electric generation supplier. The customer was satisfied with the information and the call was disconnected.

02/16/2023 - The Company sent the customer the monthly bill statement. The customer is on the budget billing program and the budget amount is \$360. The actual amount of the bill was \$597.73. This amount reflects the actual usage of 3042 kWh for the 28 days from 01/19/2023 to 02/16/2023.

03/20/2023 - The Company sent the customer the monthly bill statement. The customer is on the budget billing program and the budget amount is \$360. The actual amount of the bill was \$639.09. This amount reflects the actual usage of 3258 kWh for the 32 days from 02/16/2023 to 03/20/2023.

04/19/2023 - The Company sent the customer the monthly bill statement. The customer is on the budget billing program and the budget amount is \$360. The actual amount of the bill was \$407.40. This amount reflects the actual usage of 2048 kWh for the 30 days from 03/20/2023 to 04/19/2023.

NOTE: The Company notified the customer on this bill statement that the monthly budget bill amount would change from \$360 to \$412.

05/18/2023 - The Company sent the customer the monthly bill statement. The customer is on the budget billing program and the budget amount is \$412. The actual amount of the bill was \$270.17. This amount reflects the actual usage of 1331 kWh for the 29 days from 04/19/2023 to 05/18/2023.

Company's Final Position to the Customer

The customer contacted the Company on 02/09/2023 regarding their bill.

The customer stated that they are on the budget billing program and that the amount increased.

The Company encouraged the customer to shop for an alternate electric generation supplier.

The customer was satisfied with the information and the call was disconnected.

Details of Company's Investigation after BCS Contact

The Company completed the "Estimate Form," which is included with this report. The form shows the details regarding the estimated bill, as well as the information from the billing month, which was the basis for the estimate. In addition, the Company included details regarding the first bill it sent after it rendered the estimate.

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 experienced higher than normal call volume around the time it estimated the customer's electric bill. The Company has since added more phone agents to assist callers and shorten wait times.

The Company identified a technical system issue, which resulted in some customers receiving estimated bills.

The Company found that while data from customers' meters was being gathered as usual, it was temporarily unavailable in the systems that generate bills and display customer usage data.

The Company followed the regulations found at 56.12(3) regarding issuing estimated bills for this situation.

The Company estimated the customer's usage based on historical data.

The estimated usage was less than the actual usage.

The additional 437 kWh from the estimated month has been placed on the bill rendered after the estimate. This contributed to the total amount of the bill.

The Company will offer additional time to pay, if necessary.

The customer's current usage is not out of line with the history at this location.

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

The Company billed the customer on actual meter readings.

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

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 \$360 to \$412 on 05/18/2023.

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

The customer's total account balance is \$2,036.05 due 06/08/2023. This includes the previous balance of \$1,566.93 and the current bill charges of \$469.12. This amount does not include any deferred charges.

The customer can contact the Company for a payment arrangement, if necessary.

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

[Analysis Information](#)

Justified	Not Analyzed
No Analysis Items Found	

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

Opening Pending (2) Mediations Informals Formals Admin

Home

Decision Detail

My Work

Case Search

Reports

Advanced Search

Assign Informals (2)

Reassign Informals (127)

Informal Review (1)

Final Review

Sent Not Analyzed (336)

Decisions Received (5)

General			
BCS Case No.	3914532	CSS Account No.	██████████
Customer Name	ERICA DRAKE-SHUNOSKI	Investigator Name	CASE POOL, BCS
Address 1	115 CHESTNUT ST	Service Class	RESIDENTIAL
Address 2		Case Origin	PUC WEBSITE
City, State Zip	NESCOPECK , PA 18635	Head Date	10/04/2023
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	2036.05	Closed Date	10/04/2023
Reconnect Amount	0.00	Balance Date	06/05/2023
Special Budget Amount	0.00	Regular Budget Amount	405.00
Arrears Payment Plus	0.00	Final Monthly Payment	0.00
Resolution	DECISION ISSUED: PPL ISSUED ESTIMATED BILL IN DECEMBER, MAY ISSUE BILLS BASED ON ESTIMATED READINGS. THE 1/19/2023 BILL WAS BASED ON ACTUAL METER READING AND ACCOUNT FOR THE PRIOR ESITMATED BILL. THE USAGE IS CONSISTEN WITH LAST YEAR. THE BUDGET HAS INCREASED BASED ON USAGE AND RATES. THE ACCOUNT BALANCE IS CORRECT. CASE DISMISSED.		
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"/>	Up Front Due Date	<input type="text"/>
Bill Type	<input type="text" value="▼"/>		
Plus Amount	<input type="text"/>		
Beginning Date	<input type="text"/>		
Write-Off Amount	<input type="text"/>		
Comments	<p>BCS#3914532 DEC CLOSED 10/04/2023 SEE CRS</p>		
Processed By	305551	Processed Date	10/4/2023 4:31:23 PM

[Return to Case](#)

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EXHIBIT 5

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



ERICA A SHUNOSKI
115 CHESTNUT ST
NESCOPECK, PA 18635

August 8, 2024

Bill Account Number: [REDACTED]

Dear ERICA A SHUNOSKI:

On 08/01/2024, you contacted us about the amount of your bill for electric use through 08/01/2024.

At that time, we asked you questions about the size of your home, the number of residents, heating, air conditioning, and appliances, to better understand your usage.

We also confirmed this bill was based on actual electric use and verified the meter data.

You still had some concerns with the amount of the bill, so we offered to test the accuracy of the electric meter at your home. You accepted and paid \$35 for this service.

We tested your meter on 08/07/2024, and have included the results with this letter. Our test confirmed that your meter was accurately recording your electric use and your bill is correct.

If you'd like to monitor your daily usage, you can do so on our website. Sign into your online account at pplelectric.com or create a new one in three easy steps. This can help you track trends or spikes in your electric use and find ways to save energy.

We have enclosed a statement of your account as a reference. Your account balance is \$4,392.01 and will become past due on 08/24/2024.

If you're unable to pay your full account balance by the due date, we can set up a payment arrangement to spread the cost out over time. It's easy and quick to set up a payment arrangement online at pplelectric.com/billhelp, over our automated system or by speaking with a representative at 1-800-342-5775.

You can also make payments at plelectric.com, at an authorized bill payment center, or mail a check to PPL Electric Utilities, P.O. Box 419054, St. Louis, MO 63141.

Thank you for being a valued customer.

Sincerely,

PPL Electric Utilities

Your electric bill is determined by the amount of energy you use in your home, as well as the rate you pay for that energy. **YOU** are in control of your electric bill by conserving energy and shopping for the best rate.

Things to keep in mind...

- Many households have computers, large screen TVs, cell phones, video games and many other appliances that we didn't have even five years ago, which accounts for higher usage
- Usage in every household varies
- When using electric heat or air conditioning, you will see seasonal swings in your usage
- When comparing usage, remember to look at the kilowatt hours used, not the dollars billed

Tips to reduce your energy consumption

General Heating and Cooling:

- Install newer, programmable thermostat
- Set thermostat at 68 in winter and 78 in summer
- Turn your thermostat back when sleeping or away from home for four or more hours
- Reducing thermostat in winter and increasing thermostat in summer will result in a savings on your heating/cooling costs of 2% for each 1 degree change
- Make sure vents, registers and radiators are clean
- Add insulation, caulk and seal drafty areas

Heat Pumps:

- Do not increase temperature more than two degrees at one time
- Clean or replace filters monthly
- Keep outside unit free of snow and ice
- Make sure auxiliary/emergency heat is not on when it is not needed
- Set thermostat fan to 'auto'

Cooling:

- Keep window units out of the sun and unobstructed
- Seal gaps alongside of the window

Baseboard Heaters:

- Must be turned off in the electric panel box to shut down completely when not using

Laundry:

- Dry full loads
- Dry loads consecutively
- Clean the lint filter after each load
- Hang laundry instead of using dryer
- Wash in cold water

Cooking:

- Use smaller electric pans or toaster oven for small meals
- Don't open oven when cooking
- Reheat food in microwave or toaster oven

Lighting:

- Use timers
- Use compact fluorescent bulbs
- Keep fixtures and bulbs clean
- Be sure your dishwasher is full when running it

Refrigeration:

- Refrigerator should be set between 36 and 40 degrees
- Freezer should be set between 0 and 5 degrees
- Make sure door seals are airtight
- Allow one inch of space on each side for good circulation
- Keep your refrigerator out of sunlight not in a hot garage
- Clean the cooling coils in the back of refrigerator often
- Refrigerator and freezers operate more efficiently when full, not overloaded

Water Heating:

- Lower the temperature to 120 degrees
- Insulate the hot water pipes
- Repair leaky faucets
- Install low flow showerheads
- Take a short shower instead of a bath
- Do not let the water run
- Run dishwasher with full loads only

Other:

- Turn off TVs when no one is watching
- Lower the setting on your dehumidifier
- Use sleep mode when computer is not in use
- Buy Energy Star rated appliances
- Use the sleep function on devices when available
- Air dry dishes instead of using cycle in dishwasher

Metering Support Laboratory

Laboratory Test Results

Customer Name: Erica A Shunoski
Customer Billing Account: [REDACTED]
Meter Manufacturer: Landis and Gyr
Meter Serial Number: [REDACTED]
Meter Test Date: 8/7/2024

Meter Test Results:
- Full Load Test: 100.01%
- Light Load Test: 100.05%
- Average Accuracy: 100.02%

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 [REDACTED].

Additional testing notes:

Certified:
Joseph Chunko
Supervising Engineer, Metering Support

PPL Electric Utilities

Account Activity Statement

*** Account Information ***

*** Current Account Status ***

Account Number:

[REDACTED]

Mail To:

ERICA A SHUNOSKI
115 CHESTNUT ST
NESCOPECK, PA 18635

Service Address:

ERICA A SHUNOSKI
115 CHESTNUT ST
NESCOPECK, PA 18635

Payment Agreement:

Installment: 0

Balance: 0

Date/Time Retrieved:

8/8/2024 4:24 PM

Budget Bill Amortization:

Installment: 0

Balance: 0

Current Rate: RS

Date	Transaction Type	Due Date	Transaction Amount	Balance Forward	Actual Billed	Deferred Balance	Deg Day H/C	RDG Type	Days Used	KWH	Billed KW
7/19/2022	Late Payment Charge		\$4.60	\$0.00	\$0.00	\$0.00			0	0	0
7/19/2022	Late Payment Charge		\$0.03	\$0.00	\$0.00	\$0.00			0	0	0
7/20/2022	BUDGET BILLING		\$284.00	\$0.00	\$0.00	\$0.00			0	0	0
7/20/2022	Regular Bill	08/10	\$658.77	\$370.14	\$316.63	\$367.32	0000/0289	84448A	30	1837	0
8/5/2022	Payment		-\$370.14	\$0.00	\$0.00	\$0.00			0	0	0
8/18/2022	BUDGET BILLING		\$326.00	\$0.00	\$0.00	\$0.00			0	0	0
8/18/2022	Regular Bill	09/08	\$614.63	\$288.63	\$326.82	\$368.14	0000/0301	86348A	29	1900	0
8/22/2022	Payment		-\$200.00	\$0.00	\$0.00	\$0.00			0	0	0
9/15/2022	Payment		-\$100.00	\$0.00	\$0.00	\$0.00			0	0	0
9/19/2022	BUDGET BILLING		\$326.00	\$0.00	\$0.00	\$0.00			0	0	0
9/19/2022	Regular Bill	10/11	\$640.63	\$314.63	\$341.49	\$383.63	0006/0182	88312A	32	1964	0
10/3/2022	Payment		-\$100.00	\$0.00	\$0.00	\$0.00			0	0	0
10/18/2022	BUDGET BILLING		\$326.00	\$0.00	\$0.00	\$0.00			0	0	0
10/18/2022	Late Payment Charge		\$6.76	\$0.00	\$0.00	\$0.00			0	0	0
10/18/2022	Regular Bill	11/08	\$873.39	\$540.63	\$175.10	\$232.73	0311/0005	89267A	29	955	0
10/26/2022	Payment		-\$200.00	\$0.00	\$0.00	\$0.00			0	0	0
10/27/2022	Payment		-\$100.00	\$0.00	\$0.00	\$0.00			0	0	0
10/31/2022	Payment		-\$182.00	\$0.00	\$0.00	\$0.00			0	0	0
11/14/2022	Payment		-\$195.00	\$0.00	\$0.00	\$0.00			0	0	0
11/16/2022	BUDGET BILLING		\$432.00	\$0.00	\$0.00	\$0.00			0	0	0
11/16/2022	Late Payment Charge		\$2.45	\$0.00	\$0.00	\$0.00			0	0	0
11/16/2022	Regular Bill	12/07	\$630.84	\$196.39	\$244.65	\$45.38	0455/0007	90637A	29	1370	0
11/23/2022	Payment		-\$100.00	\$0.00	\$0.00	\$0.00			0	0	0
12/5/2022	Payment		-\$150.00	\$0.00	\$0.00	\$0.00			0	0	0
12/9/2022	Payment		-\$150.00	\$0.00	\$0.00	\$0.00			0	0	0

PPL Electric Utilities

Date	Transaction Type	Due Date	Transaction Amount	Balance Forward	Actual Billed	Deferred Balance	Deg Day H/C	RDG Type	Days Used	KWH	Billed KW
12/13/2022	Late Payment Charge		\$2.89	\$0.00	\$0.00	\$0.00			0	0	0
12/21/2022	BUDGET BILLING		\$432.00	\$0.00	\$0.00	\$0.00			0	0	0
12/21/2022	Regular Bill	01/11	\$665.73	\$230.84	\$556.67	\$170.05	1033/0000	93632E	34	2995	0
12/29/2022	Payment		\$-100.00	\$0.00	\$0.00	\$0.00			0	0	0
1/17/2023	Payment		\$-100.00	\$0.00	\$0.00	\$0.00			0	0	0
1/18/2023	Late Payment Charge		\$0.04	\$0.00	\$0.00	\$0.00			0	0	0
1/18/2023	Late Payment Charge		\$5.79	\$0.00	\$0.00	\$0.00			0	0	0
1/19/2023	Special Agreement		\$-452.53	\$0.00	\$0.00	\$0.00			0	0	0
1/19/2023	BUDGET BILLING		\$884.53	\$0.00	\$0.00	\$0.00			0	0	0
1/19/2023	Regular Bill	02/09	\$903.56	\$465.73	\$714.48	\$0.00	0941/0000	97279A	30	3647	0
2/4/2023	Miscellaneous		\$-5.79	\$0.00	\$0.00	\$0.00			0	0	0
2/4/2023	Miscellaneous		\$-0.04	\$0.00	\$0.00	\$0.00			0	0	0
2/16/2023	Payment		\$-150.00	\$0.00	\$0.00	\$0.00			0	0	0
2/16/2023	BUDGET BILLING		\$360.00	\$0.00	\$0.00	\$0.00			0	0	0
2/16/2023	SPECIAL AGREEMENT - BB SETTLE		\$37.71	\$0.00	\$0.00	\$0.00			0	0	0
2/16/2023	Regular Bill	03/09	\$1,145.44	\$747.73	\$597.73	\$237.73	0846/0000	00321A	28	3042	0
2/17/2023	Payment		\$-100.00	\$0.00	\$0.00	\$0.00			0	0	0
3/3/2023	Payment		\$-100.00	\$0.00	\$0.00	\$0.00			0	0	0
3/15/2023	Late Payment Charge		\$0.07	\$0.00	\$0.00	\$0.00			0	0	0
3/15/2023	Late Payment Charge		\$11.27	\$0.00	\$0.00	\$0.00			0	0	0
3/20/2023	BUDGET BILLING		\$360.00	\$0.00	\$0.00	\$0.00			0	0	0
3/20/2023	SPECIAL AGREEMENT - BB SETTLE		\$37.71	\$0.00	\$0.00	\$0.00			0	0	0
3/20/2023	Regular Bill	04/10	\$1,354.49	\$945.44	\$639.09	\$516.82	0922/0000	03579A	32	3258	0
3/31/2023	Payment		\$-100.00	\$0.00	\$0.00	\$0.00			0	0	0
4/18/2023	Late Payment Charge		\$14.52	\$0.00	\$0.00	\$0.00			0	0	0
4/18/2023	Late Payment Charge		\$0.21	\$0.00	\$0.00	\$0.00			0	0	0
4/19/2023	BUDGET BILLING		\$360.00	\$0.00	\$0.00	\$0.00			0	0	0
4/19/2023	SPECIAL AGREEMENT - BB SETTLE		\$37.71	\$0.00	\$0.00	\$0.00			0	0	0
4/19/2023	Regular Bill	05/10	\$1,666.93	\$1,254.49	\$407.40	\$564.22	0457/0016	05627A	30	2048	0
5/16/2023	Late Payment Charge		\$19.02	\$0.00	\$0.00	\$0.00			0	0	0

PPL Electric Utilities

Date	Transaction Type	Due Date	Transaction Amount	Balance Forward	Actual Billed	Deferred Balance	Deg Day H/C	RDG Type	Days Used	KWH	Billed KW
5/16/2023	Late Payment Charge		\$0.39	\$0.00	\$0.00	\$0.00			0	0	0
5/18/2023	BUDGET BILLING		\$412.00	\$0.00	\$0.00	\$0.00			0	0	0
5/18/2023	SPECIAL AGREEMENT - BB SETTLE		\$37.71	\$0.00	\$0.00	\$0.00			0	0	0
5/18/2023	Regular Bill	06/08	\$2,136.05	\$1,666.93	\$270.17	\$422.39	0312/0010	06958A	29	1331	0
6/1/2023	Payment		-\$100.00	\$0.00	\$0.00	\$0.00			0	0	0
6/9/2023	Payment		-\$100.00	\$0.00	\$0.00	\$0.00			0	0	0
6/16/2023	Payment		-\$100.00	\$0.00	\$0.00	\$0.00			0	0	0
6/19/2023	BUDGET BILLING		\$412.00	\$0.00	\$0.00	\$0.00			0	0	0
6/19/2023	SPECIAL AGREEMENT - BB SETTLE		\$37.71	\$0.00	\$0.00	\$0.00			0	0	0
6/19/2023	Regular Bill	07/10	\$2,285.76	\$1,836.05	\$198.72	\$209.11	0081/0073	07995A	32	1037	0
7/3/2023	Payment		-\$100.00	\$0.00	\$0.00	\$0.00			0	0	0
7/7/2023	Payment		-\$100.00	\$0.00	\$0.00	\$0.00			0	0	0
7/17/2023	Payment		-\$100.00	\$0.00	\$0.00	\$0.00			0	0	0
7/19/2023	BUDGET BILLING		\$412.00	\$0.00	\$0.00	\$0.00			0	0	0
7/19/2023	SPECIAL AGREEMENT - BB SETTLE		\$37.71	\$0.00	\$0.00	\$0.00			0	0	0
7/19/2023	Regular Bill	08/09	\$2,435.47	\$1,985.76	\$256.00	\$53.11	0000/0258	09438A	30	1443	0
7/24/2023	Miscellaneous		-\$4.90	\$0.00	\$0.00	\$0.00			0	0	0
8/17/2023	BUDGET BILLING		\$412.00	\$0.00	\$0.00	\$0.00			0	0	0
8/17/2023	SPECIAL AGREEMENT - BB SETTLE		\$37.71	\$0.00	\$0.00	\$0.00			0	0	0
8/17/2023	Regular Bill	09/07	\$2,880.28	\$2,430.57	\$282.87	-\$76.02	0000/0212	11022A	29	1584	0
8/18/2023	Payment		-\$100.00	\$0.00	\$0.00	\$0.00			0	0	0
9/12/2023	Payment		-\$100.00	\$0.00	\$0.00	\$0.00			0	0	0
9/18/2023	BUDGET BILLING		\$412.00	\$0.00	\$0.00	\$0.00			0	0	0
9/18/2023	SPECIAL AGREEMENT - BB SETTLE		\$37.71	\$0.00	\$0.00	\$0.00			0	0	0
9/18/2023	Regular Bill	10/10	\$3,129.99	\$2,680.28	\$345.72	-\$142.30	0026/0178	12961A	32	1939	0
9/27/2023	Payment		-\$150.00	\$0.00	\$0.00	\$0.00			0	0	0
10/17/2023	BUDGET BILLING		\$412.00	\$0.00	\$0.00	\$0.00			0	0	0
10/17/2023	SPECIAL AGREEMENT - BB SETTLE		\$37.71	\$0.00	\$0.00	\$0.00			0	0	0
10/17/2023	Regular Bill	11/07	\$3,429.70	\$2,979.99	\$242.46	-\$311.84	0207/0015	14294A	29	1333	0
10/24/2023	Payment		-\$150.00	\$0.00	\$0.00	\$0.00			0	0	0

PPL Electric Utilities

Date	Transaction Type	Due Date	Transaction Amount	Balance Forward	Actual Billed	Deferred Balance	Deg Day H/C	RDG Type	Days Used	KWH	Billed KW
10/31/2023	Payment		\$-150.00	\$0.00	\$0.00	\$0.00			0	0	0
11/14/2023	Late Payment Charge		\$0.42	\$0.00	\$0.00	\$0.00			0	0	0
11/14/2023	Late Payment Charge		\$35.40	\$0.00	\$0.00	\$0.00			0	0	0
11/15/2023	BUDGET BILLING		\$401.00	\$0.00	\$0.00	\$0.00			0	0	0
11/15/2023	SPECIAL AGREEMENT - BB SETTLE		\$37.71	\$0.00	\$0.00	\$0.00			0	0	0
11/15/2023	Regular Bill	12/06	\$3,604.23	\$3,129.70	\$310.24	\$-402.60	0491/0001	16025A	29	1731	0
12/8/2023	Payment		\$-150.00	\$0.00	\$0.00	\$0.00			0	0	0
12/12/2023	Late Payment Charge		\$0.69	\$0.00	\$0.00	\$0.00			0	0	0
12/12/2023	Late Payment Charge		\$38.71	\$0.00	\$0.00	\$0.00			0	0	0
12/18/2023	BUDGET BILLING		\$401.00	\$0.00	\$0.00	\$0.00			0	0	0
12/18/2023	SPECIAL AGREEMENT - BB SETTLE		\$37.71	\$0.00	\$0.00	\$0.00			0	0	0
12/18/2023	Regular Bill	01/08	\$3,932.34	\$3,454.23	\$545.97	\$-257.63	0883/0000	19253A	33	3228	0
1/3/2024	Payment		\$-150.00	\$0.00	\$0.00	\$0.00			0	0	0
1/17/2024	Late Payment Charge		\$41.85	\$0.00	\$0.00	\$0.00			0	0	0
1/17/2024	Late Payment Charge		\$1.18	\$0.00	\$0.00	\$0.00			0	0	0
1/22/2024	Payment		\$-150.00	\$0.00	\$0.00	\$0.00			0	0	0
1/22/2024	BUDGET BILLING		\$393.73	\$0.00	\$0.00	\$0.00			0	0	0
1/22/2024	SPECIAL AGREEMENT - BB SETTLE		\$37.72	\$0.00	\$0.00	\$0.00			0	0	0
1/22/2024	Regular Bill	02/12	\$4,106.82	\$3,632.34	\$651.36	\$0.00	1112/0000	23281A	35	4028	0
1/31/2024	Payment		\$-150.00	\$0.00	\$0.00	\$0.00			0	0	0
2/20/2024	BUDGET BILLING		\$396.00	\$0.00	\$0.00	\$0.00			0	0	0
2/20/2024	Regular Bill	03/12	\$4,352.82	\$3,956.82	\$524.10	\$128.10	0866/0000	26524A	29	3243	0
2/21/2024	Payment		\$-150.00	\$0.00	\$0.00	\$0.00			0	0	0
2/21/2024	Late Payment Charge		\$1.47	\$0.00	\$0.00	\$0.00			0	0	0
2/21/2024	Late Payment Charge		\$41.86	\$0.00	\$0.00	\$0.00			0	0	0
3/19/2024	Late Payment Charge		\$46.81	\$0.00	\$0.00	\$0.00			0	0	0
3/19/2024	Late Payment Charge		\$1.47	\$0.00	\$0.00	\$0.00			0	0	0
3/20/2024	BUDGET BILLING		\$396.00	\$0.00	\$0.00	\$0.00			0	0	0
3/20/2024	Regular Bill	04/10	\$4,690.43	\$4,202.82	\$439.10	\$171.20	0655/0000	29225A	29	2701	0
3/22/2024	Payment		\$-150.00	\$0.00	\$0.00	\$0.00			0	0	0

PPL Electric Utilities

Date	Transaction Type	Due Date	Transaction Amount	Balance Forward	Actual Billed	Deferred Balance	Deg Day H/C	RDG Type	Days Used	KWH	Billed KW
4/1/2024	Payment		\$-150.00	\$0.00	\$0.00	\$0.00			0	0	0
4/18/2024	Payment		\$-650.00	\$0.00	\$0.00	\$0.00			0	0	0
4/19/2024	BUDGET BILLING		\$396.00	\$0.00	\$0.00	\$0.00			0	0	0
4/19/2024	Regular Bill	05/13	\$4,136.43	\$3,740.43	\$353.97	\$129.17	0527/0000	31383A	30	2158	0
5/16/2024	Payment		\$-200.00	\$0.00	\$0.00	\$0.00			0	0	0
5/20/2024	BUDGET BILLING		\$359.00	\$0.00	\$0.00	\$0.00			0	0	0
5/20/2024	Regular Bill	06/10	\$4,295.43	\$3,936.43	\$219.89	\$-9.94	0216/0040	32686A	31	1303	0
5/21/2024	Late Payment Charge		\$2.62	\$0.00	\$0.00	\$0.00			0	0	0
5/21/2024	Late Payment Charge		\$43.75	\$0.00	\$0.00	\$0.00			0	0	0
5/23/2024	Payment		\$-276.00	\$0.00	\$0.00	\$0.00			0	0	0
5/24/2024	Payment		\$-276.00	\$0.00	\$0.00	\$0.00			0	0	0
5/30/2024	Returned Check		\$276.00	\$0.00	\$0.00	\$0.00			0	0	0
5/30/2024	Payment		\$-81.00	\$0.00	\$0.00	\$0.00			0	0	0
5/30/2024	RETURNED CHECK NSF CHARGE		\$20.00	\$0.00	\$0.00	\$0.00			0	0	0
6/5/2024	Miscellaneous		\$-20.00	\$0.00	\$0.00	\$0.00			0	0	0
6/17/2024	Payment		\$-358.00	\$0.00	\$0.00	\$0.00			0	0	0
6/19/2024	BUDGET BILLING		\$359.00	\$0.00	\$0.00	\$0.00			0	0	0
6/19/2024	Regular Bill	07/10	\$3,985.80	\$3,560.43	\$226.12	\$-142.82	0015/0154	34084A	30	1398	0
7/18/2024	Late Payment Charge		\$44.01	\$0.00	\$0.00	\$0.00			0	0	0
7/18/2024	Late Payment Charge		\$3.20	\$0.00	\$0.00	\$0.00			0	0	0
7/22/2024	BUDGET BILLING		\$359.00	\$0.00	\$0.00	\$0.00			0	0	0
7/22/2024	Regular Bill	08/12	\$4,392.01	\$3,985.80	\$341.66	\$-160.16	0000/0369	36302A	30	2218	0

Understanding Your Rights

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

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

The PUC will ask you to provide the following information.

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

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

PPL ELECTRIC

EXHIBIT 6

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



ERICA A SHUNOSKI
115 CHESTNUT ST
NESCOPECK, PA 18635

May 23, 2024

Bill Account Number: [REDACTED]

Dear ERICA A SHUNOSKI,

We have referred you to our OnTrack program, which offers lower monthly payments and referrals to energy saving programs. If you have a past due balance, you'll also receive debt forgiveness. It's quick and easy to apply online at pplelectric.com/ontrack.

If you'd prefer, you may complete the enclosed application. Be sure to:

- Include proof of income for every household member
- Return your application to the OnTrack agency in the enclosed envelope

If you're eligible, the OnTrack agency will notify you of your monthly payment amount. Your first OnTrack payment will be due by the date shown on your first OnTrack bill. While we review your application, please continue to make your monthly payments to prevent any collection activity on your account.

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.

Instructions for Completing Application PPL OnTrack Payment Program	
1.	List your name as it appears on your electric bill. Enter your PPL Electric bill account number, daytime phone number(s), and email address. Indicate how you would like to receive information regarding your OnTrack application.
2.	Check the box for the employment status for head of household member.
3.	<p>Provide name, age, type of income and amount for each household member, including yourself and all children. If a member has no income, please check the box.</p> <p>Attach copies of all household members' proof of income (examples: pay stub, benefit eligibility letter, income tax return)</p> <p>You may submit the most recent 30 days' income or the full past 12 months' income; whichever best represents your household's true annual income.</p>
4.	Provide basic information about the property so we can determine if you qualify for free weatherization.
5.	List the amount you pay for mortgage, rent, or subsidized/Section 8 housing. Select type and amount paid for primary heat source and list amount of other monthly expenses.
6.	Read and agree to the terms and conditions.
7.	Select your security deposit preference.
8.	Sign and date your application. Return your application to the OnTrack agency in the enclosed envelope



PPL Electric Utilities

PPL Electric Payment Assistance Application

1. Customer Information	2. Employment Status for head of household
Customer Name _____ Bill Account # XXXXXXXXXX Daytime Phone () _____ Alternate Phone () _____	<input type="checkbox"/> Full-Time (35 or more hours/week) <input type="checkbox"/> Part-Time (34 or less hours/week) <input type="checkbox"/> Unemployed (currently not employed) <input type="checkbox"/> Retired <input type="checkbox"/> Homemaker <input type="checkbox"/> Student <input type="checkbox"/> Other
Send my enrollment information to: <input type="checkbox"/> My U.S. Mailbox <input type="checkbox"/> My Email →	

3. Members in Household- Please list all household members, including yourself and all children. List all types of income for each person. If a member has no income, please check the box. You may submit the most recent 30 days' income or the full past 12 months' income; whichever best represents your household's true annual income. Example: If you do not work year-round, it may be beneficial to provide your income for the last 12 months. You can also complete your application online at ppllectric.com/ontrack.

Full Name _____	Age _____	<input type="checkbox"/> No Income
Gross Salary \$ _____	Public Assistance \$ _____	Pension/SS \$ _____ SSI/SSD \$ _____
Unemployment \$ _____	Worker's Comp/Disability \$ _____	Other \$ _____
Full Name _____	Age _____	<input type="checkbox"/> No Income
Gross Salary \$ _____	Public Assistance \$ _____	Pension/SS \$ _____ SSI/SSD \$ _____
Unemployment \$ _____	Worker's Comp/Disability \$ _____	Other \$ _____
Full Name _____	Age _____	<input type="checkbox"/> No Income
Gross Salary \$ _____	Public Assistance \$ _____	Pension/SS \$ _____ SSI/SSD \$ _____
Unemployment \$ _____	Worker's Comp/Disability \$ _____	Other \$ _____
Full Name _____	Age _____	<input type="checkbox"/> No Income
Gross Salary \$ _____	Public Assistance \$ _____	Pension/SS \$ _____ SSI/SSD \$ _____
Unemployment \$ _____	Worker's Comp/Disability \$ _____	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 <input type="checkbox"/> Apartment <input type="checkbox"/> Row Home <input type="checkbox"/> Single <input type="checkbox"/> Mobile Home <input type="checkbox"/> Townhouse Year Home was Built _____ <input type="checkbox"/> I don't know Electric Water Heater <input type="checkbox"/> Yes <input type="checkbox"/> No <i>If you rent, provide the following</i> Landlord Name _____ Landlord Address _____ Landlord Phone () _____ Landlord Email _____	<input type="checkbox"/> Mortgage or <input type="checkbox"/> Rent \$ _____ Section 8 /Subsidized <input type="checkbox"/> Yes <input type="checkbox"/> No Water / Sewer \$ _____ Food \$ _____ Basic Phone \$ _____ PPL Electric \$ _____ <i>Only check the box if the expense is the primary heat source:</i> Gas - <input type="checkbox"/> \$ _____ Coal - <input type="checkbox"/> \$ _____ Oil - <input type="checkbox"/> \$ _____ Wood - <input type="checkbox"/> \$ _____ Propane - <input type="checkbox"/> \$ _____ Electric Heat - <input type="checkbox"/> \$ _____

6. Review the terms of the OnTrack Program

As a participant in PPL Electric Utilities' OnTrack Program, I agree to the Program conditions as listed below. Failure to agree or follow through on any of the accepted conditions may result in removal from the Program. If you currently have an electric supplier, you will be required to cancel your contract with the supplier to qualify for OnTrack.

- Provide my household gross income at time of submitting my OnTrack application and recertify this information at least once yearly, unless I receive an energy assistance grant which is posted to PPL Electric.
- Notify PPL Electric immediately of any changes to my household size or income.
- If eligible, apply for any free weatherization service including PPL Electric's WRAP Program and my local county weatherization program.
- I confirm that the facts set forth in my OnTrack application are true and complete to the best of my knowledge. I also hereby authorize PPL Electric to further verify my household income, as it deems appropriate. I understand, agree, and accept that false or knowingly incomplete statements on my OnTrack application will be cause for rejecting my application or removal from the Program.

7. Security deposit refund consent request

Once we confirm you are income-eligible, if you have paid some or all of a security deposit billed to your account, you may choose to have it refunded to you or apply it to your account balance.

If you apply the deposit to your balance, it will not change the way we calculate your monthly OnTrack payment (if you are approved). Your decision does not affect your eligibility for our assistance programs.

- Apply amount paid to balance
 Refund amount paid by check

8. 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 _____

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

Mail to:

Attention - OnTrack program

Phone:

Fax:

Email:

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



ERICA A SHUNOSKI
115 CHESTNUT ST
NESCOPECK, PA 18635

April 4, 2024

Bill Account Number: [REDACTED]

Dear ERICA A SHUNOSKI,

We have referred you to our OnTrack program, which offers lower monthly payments and referrals to energy saving programs. If you have a past due balance, you'll also receive debt forgiveness. It's quick and easy to apply online at pplelectric.com/ontrack.

If you'd prefer, you may complete the enclosed application. Be sure to:

- Include proof of income for every household member
- Return your application to the OnTrack agency in the enclosed envelope

If you're eligible, the OnTrack agency will notify you of your monthly payment amount. Your first OnTrack payment will be due by the date shown on your first OnTrack bill. While we review your application, please continue to make your monthly payments to prevent any collection activity on your account.

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.

Instructions for Completing Application PPL OnTrack Payment Program	
1.	List your name as it appears on your electric bill. Enter your PPL Electric bill account number, daytime phone number(s), and email address. Indicate how you would like to receive information regarding your OnTrack application.
2.	Check the box for the employment status for head of household member.
3.	<p>Provide name, age, type of income and amount for each household member, including yourself and all children. If a member has no income, please check the box.</p> <p>Attach copies of all household members' proof of income (examples: pay stub, benefit eligibility letter, income tax return)</p> <p>You may submit the most recent 30 days' income or the full past 12 months' income; whichever best represents your household's true annual income.</p>
4.	Provide basic information about the property so we can determine if you qualify for free weatherization.
5.	List the amount you pay for mortgage, rent, or subsidized/Section 8 housing. Select type and amount paid for primary heat source and list amount of other monthly expenses.
6.	Read and agree to the terms and conditions.
7.	Select your security deposit preference.
8.	Sign and date your application. Return your application to the OnTrack agency in the enclosed envelope

PPL Electric Payment Assistance Application

1. Customer Information	2. Employment Status for head of household
Customer Name _____ Bill Account # XXXXXXXXXX Daytime Phone () _____ Alternate Phone () _____	<input type="checkbox"/> Full-Time (35 or more hours/week) <input type="checkbox"/> Part-Time (34 or less hours/week) <input type="checkbox"/> Unemployed (currently not employed) <input type="checkbox"/> Retired <input type="checkbox"/> Homemaker <input type="checkbox"/> Student <input type="checkbox"/> Other
Send my enrollment information to: <input type="checkbox"/> My U.S. Mailbox <input type="checkbox"/> My Email →	

3. Members in Household- Please list all household members, including yourself and all children. List all types of income for each person. If a member has no income, please check the box. You may submit the most recent 30 days' income or the full past 12 months' income; whichever best represents your household's true annual income. Example: If you do not work year-round, it may be beneficial to provide your income for the last 12 months. You can also complete your application online at ppllectric.com/ontrack.

Full Name _____	Age _____	<input type="checkbox"/> No Income
Gross Salary \$ _____	Public Assistance \$ _____	Pension/SS \$ _____ SSI/SSD \$ _____
Unemployment \$ _____	Worker's Comp/Disability \$ _____	Other \$ _____
Full Name _____	Age _____	<input type="checkbox"/> No Income
Gross Salary \$ _____	Public Assistance \$ _____	Pension/SS \$ _____ SSI/SSD \$ _____
Unemployment \$ _____	Worker's Comp/Disability \$ _____	Other \$ _____
Full Name _____	Age _____	<input type="checkbox"/> No Income
Gross Salary \$ _____	Public Assistance \$ _____	Pension/SS \$ _____ SSI/SSD \$ _____
Unemployment \$ _____	Worker's Comp/Disability \$ _____	Other \$ _____
Full Name _____	Age _____	<input type="checkbox"/> No Income
Gross Salary \$ _____	Public Assistance \$ _____	Pension/SS \$ _____ SSI/SSD \$ _____
Unemployment \$ _____	Worker's Comp/Disability \$ _____	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 <input type="checkbox"/> Apartment <input type="checkbox"/> Row Home <input type="checkbox"/> Single <input type="checkbox"/> Mobile Home <input type="checkbox"/> Townhouse Year Home was Built _____ <input type="checkbox"/> I don't know Electric Water Heater <input type="checkbox"/> Yes <input type="checkbox"/> No <i>If you rent, provide the following</i> Landlord Name _____ Landlord Address _____ Landlord Phone () _____ Landlord Email _____	<input type="checkbox"/> Mortgage or <input type="checkbox"/> Rent \$ _____ Section 8 /Subsidized <input type="checkbox"/> Yes <input type="checkbox"/> No Water / Sewer \$ _____ Food \$ _____ Basic Phone \$ _____ PPL Electric \$ _____ <i>Only check the box if the expense is the primary heat source:</i> Gas - <input type="checkbox"/> \$ _____ Coal - <input type="checkbox"/> \$ _____ Oil - <input type="checkbox"/> \$ _____ Wood - <input type="checkbox"/> \$ _____ Propane - <input type="checkbox"/> \$ _____ Electric Heat - <input type="checkbox"/> \$ _____

6. Review the terms of the OnTrack Program

As a participant in PPL Electric Utilities' OnTrack Program, I agree to the Program conditions as listed below. Failure to agree or follow through on any of the accepted conditions may result in removal from the Program. If you currently have an electric supplier, you will be required to cancel your contract with the supplier to qualify for OnTrack.

- Provide my household gross income at time of submitting my OnTrack application and recertify this information at least once yearly, unless I receive an energy assistance grant which is posted to PPL Electric.
- Notify PPL Electric immediately of any changes to my household size or income.
- If eligible, apply for any free weatherization service including PPL Electric's WRAP Program and my local county weatherization program.
- I confirm that the facts set forth in my OnTrack application are true and complete to the best of my knowledge. I also hereby authorize PPL Electric to further verify my household income, as it deems appropriate. I understand, agree, and accept that false or knowingly incomplete statements on my OnTrack application will be cause for rejecting my application or removal from the Program.

7. Security deposit refund consent request

Once we confirm you are income-eligible, if you have paid some or all of a security deposit billed to your account, you may choose to have it refunded to you or apply it to your account balance.

If you apply the deposit to your balance, it will not change the way we calculate your monthly OnTrack payment (if you are approved). Your decision does not affect your eligibility for our assistance programs.

- Apply amount paid to balance
- Refund amount paid by check

8. 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 _____

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

Mail to:

Attention - OnTrack program

Phone:

Fax:

Email:

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



ERICA A SHUNOSKI
115 CHESTNUT ST
NESCOPECK, PA 18635

November 15, 2022

Bill Account Number: [REDACTED]

Dear ERICA A SHUNOSKI:

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.

Schuylkill Community Action
225 N. Centre Street
Pottsville, PA 17901
570-622-1995
casemanagers@schuylkillcommunityaction.com

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



ERICA A SHUNOSKI
115 CHESTNUT ST
NESCOPECK, PA 18635

October 20, 2022

Bill Account Number: [REDACTED]

Dear ERICA A SHUNOSKI:

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.

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.

Instructions for Completing Application PPL OnTrack Payment Program	
1.	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
2.	Check the box for the Employment Status for head of household member.
3.	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. Attach copies of all household proof of income to this application. (Example: pay stub, eligibility letter, income tax return)
4.	Free weatherization may be available for you! Provide basic information about your property and we will review for eligibility.
5.	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.
6.	Sign and date application.
Remember to attach copies of all household proof of income to this application.	

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 _____ Bill Account # XXXXXXXXXX _____ Daytime Phone () _____ Alternate Phone () _____	<input type="checkbox"/> Full-Time (35 or more hours/week) <input type="checkbox"/> Part-Time (34 or less hours/week) <input type="checkbox"/> Unemployed (currently not employed) <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	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 -

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:

Attention - OnTrack Program

Phone:
Fax:
Email:

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



ERICA A SHUNOSKI
115 CHESTNUT ST
NESCOPECK, PA 18635

September 13, 2022

Bill Account Number: [REDACTED]

Dear ERICA A SHUNOSKI:

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.

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.

Instructions for Completing Application PPL OnTrack Payment Program	
1.	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
2.	Check the box for the Employment Status for head of household member.
3.	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. Attach copies of all household proof of income to this application. (Example: pay stub, eligibility letter, income tax return)
4.	Free weatherization may be available for you! Provide basic information about your property and we will review for eligibility.
5.	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.
6.	Sign and date application.
Remember to attach copies of all household proof of income to this application.	

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 _____ Bill Account # XXXXXXXXXX _____ Daytime Phone () _____ Alternate Phone () _____	<input type="checkbox"/> Full-Time (35 or more hours/week) <input type="checkbox"/> Part-Time (34 or less hours/week) <input type="checkbox"/> Unemployed (currently not employed) <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	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 -

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:

Attention - OnTrack Program

Phone:

Fax:

Email:

PPL ELECTRIC

EXHIBIT 9

Account Number	Billed	Days in bill	Total KWh Used	Avg kWh/day	Electricity costs	Avg. Temperature
	12/18/2024	33	3450	105	\$536.52	37
	11/15/2024	29	1894	65	\$293.91	51
	10/17/2024	29	1590	55	\$249.21	60
	09/18/2024	30	2060	69	\$318.39	67
	08/19/2024	31	2294	74	\$352.79	73
	07/22/2024	30	2218	74	\$341.66	77
	06/19/2024	30	1398	47	\$226.12	69
	05/20/2024	31	1303	42	\$219.89	60
	04/19/2024	30	2158	72	\$353.97	48
	03/20/2024	29	2701	93	\$439.10	43
	02/20/2024	29	3243	112	\$524.10	36
	01/22/2024	35	4028	115	\$651.36	34
	12/18/2023	33	3228	98	\$545.97	39
	11/15/2023	29	1731	60	\$310.24	49
	10/17/2023	29	1333	46	\$242.46	59
	09/18/2023	32	1939	61	\$345.72	70
	08/17/2023	29	1584	55	\$282.87	72
	07/19/2023	30	1443	48	\$256.00	73
	06/19/2023	32	1037	32	\$198.72	65
	05/18/2023	29	1331	46	\$270.17	55
	04/19/2023	30	2048	68	\$407.40	51
	03/20/2023	32	3258	102	\$639.09	37
	02/16/2023	28	3042	109	\$597.73	36
	01/19/2023	30	3647	122	\$714.48	35
	12/21/2022	34	2995	88	\$556.67	35
	11/16/2022	29	1370	47	\$244.65	50
	10/18/2022	29	955	33	\$175.10	55
	09/19/2022	32	1964	61	\$341.49	70
	08/18/2022	29	1900	66	\$326.82	75
	07/20/2022	30	1837	61	\$316.63	74
	06/20/2022	32	1645	51	\$264.32	68
	05/19/2022	29	1429	49	\$201.14	57
	04/20/2022	30	2099	70	\$288.32	45
	03/21/2022	31	3019	97	\$408.11	39
	02/18/2022	28	3563	127	\$478.80	25
	01/21/2022	32	3555	111	\$484.91	30
	12/20/2021	32	2819	88	\$378.66	38
	11/18/2021	29	1584	55	\$200.56	47
	10/20/2021	29	847	29	\$115.27	62
	09/21/2021	32	1709	53	\$216.40	70
	08/20/2021	29	1507	52	\$192.94	73
	07/22/2021	30	1529	51	\$195.47	73
	06/22/2021	32	1419	44	\$181.80	68
	05/21/2021	29	1223	42	\$157.15	57
	04/22/2021	30	1336	45	\$169.80	51
	03/23/2021	29	2263	78	\$274.66	38
	02/22/2021	32	3249	102	\$386.97	27
	01/21/2021	34	3132	92	\$373.79	32
	12/21/2020	30	2176	73	\$381.61	33

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