
Lee M. Gunkle		
v.		Docket No.:
PPL Electric Utilities		F-2023-3044603
Corporation		
Further Call-In		
Telephonic		

Pages 59 - 77

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

Thursday, February 6, 2025
Commencing at 10:15 a.m.

INDEX TO EXHIBITS

Docket No. F-2023-3044603

Hearing Date: February 6, 2025

<u>NUMBER</u>	<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
Respondent's Exhibit 8	64	75
Account Activity Summary		
Respondent's Exhibit 9	66	75
Customer Contacts		
Respondent's Exhibit 12	69	75

PPL ELECTRIC EXHIBIT NO. 8

*** Account Information ***

*** Current Account Status ***

Account Number: [REDACTED] Mail To: PATRICIA GUNKLE
 4593 APPLE LN
 MACUNGIE PA 18062
 Requested By: PATRICIA GUNKLE
 [REDACTED] Extension:

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

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
04/21/2022	ELECTRIC SERVICE		\$52.26								
04/21/2022	Regular Bill	05/12	\$52.26				0339/0001	58418A	20	323	
05/02/2022	Transfer		\$-70.61								
05/20/2022	ELECTRIC SERVICE		\$71.45								
05/20/2022	Regular Bill	06/13	\$53.10				0246/0010	58849A	29	431	
05/31/2022	Payment		\$-52.26								
06/01/2022	Payment		\$-53.10								
06/21/2022	ELECTRIC SERVICE		\$107.17								
06/21/2022	Regular Bill	07/12	\$54.91				0016/0130	59451A	32	602	
07/19/2022	Late Payment Charge		\$0.69								
07/20/2022	Payment		\$-54.91								
07/21/2022	ELECTRIC SERVICE		\$159.73								
07/21/2022	Regular Bill	08/11	\$160.42				0003/0297	60332A	30	881	
08/05/2022	Payment		\$-160.42								
08/19/2022	ELECTRIC SERVICE		\$160.10								
08/19/2022	Regular Bill	09/12	\$160.10				0000/0347	61216A	29	884	
09/07/2022	Payment		\$-160.10								
09/20/2022	ELECTRIC SERVICE		\$136.27								
09/20/2022	Regular Bill	10/11	\$136.27				0005/0216	61945A	32	729	
10/11/2022	Payment		\$-136.27								
10/19/2022	ELECTRIC SERVICE		\$110.71								
10/19/2022	Regular Bill	11/09	\$110.71				0316/0006	62516A	29	571	
11/03/2022	Payment		\$-110.71								
11/17/2022	ELECTRIC SERVICE		\$147.07								
11/17/2022	Regular Bill	12/08	\$147.07				0429/0005	63304A	29	788	
12/05/2022	Payment		\$-147.07								
12/22/2022	ELECTRIC SERVICE		\$209.54								
12/22/2022	Regular Bill	01/17	\$209.54				1017/0000	64376E	34	1072	
01/20/2023	ELECTRIC SERVICE		\$514.36								

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
01/20/2023	Regular Bill	02/13	\$723.90	\$209.54			0898/0000	66979A	30	2603	
01/24/2023	Payment		\$-209.54								
02/17/2023	Payment		\$-200.00								
02/17/2023	ELECTRIC SERVICE		\$267.42								
02/17/2023	Regular Bill	03/13	\$581.78	\$314.36			0817/0000	68295A	28	1316	
03/21/2023	ELECTRIC SERVICE		\$257.45								
03/21/2023	Late Payment Charge		\$7.27								
03/21/2023	Regular Bill	04/11	\$846.50	\$581.78			0881/0000	69559A	32	1264	
03/27/2023	Payment		\$-200.00								
04/18/2023	Payment		\$-200.00								
04/18/2023	Late Payment Charge		\$0.09								
04/18/2023	Late Payment Charge		\$5.49								
04/20/2023	ELECTRIC SERVICE		\$171.81								
04/20/2023	Regular Bill	05/11	\$623.89	\$446.50			0426/0017	70376A	30	817	
05/17/2023	Late Payment Charge		\$7.64								
05/17/2023	Late Payment Charge		\$0.16								
05/19/2023	ELECTRIC SERVICE		\$164.71								
05/19/2023	Regular Bill	06/12	\$796.40	\$623.89			0284/0006	71156A	29	780	
06/01/2023	Payment		\$-171.81								
06/20/2023	ELECTRIC SERVICE		\$128.05								
06/20/2023	Regular Bill	07/11	\$752.64	\$624.59			0056/0058	71796A	32	640	
07/05/2023	Payment		\$-164.71								
07/18/2023	Payment		\$-128.05								
07/20/2023	ELECTRIC SERVICE		\$140.12								
07/20/2023	Regular Bill	08/10	\$600.00	\$459.88			0000/0277	72544A	30	748	
07/24/2023	Miscellaneous		\$-9.30								
08/18/2023	ELECTRIC SERVICE		\$135.02								
08/18/2023	Regular Bill	09/11	\$725.72	\$590.70			0000/0243	73252A	29	708	
08/22/2023	Payment		\$-140.12								
09/14/2023	Payment		\$-135.02								
09/19/2023	ELECTRIC SERVICE		\$138.72								
09/19/2023	Regular Bill	10/10	\$589.30	\$450.58			0017/0176	73976A	32	724	
10/03/2023	Payment		\$-138.72								
10/18/2023	ELECTRIC SERVICE		\$121.17								
10/18/2023	Regular Bill	11/08	\$571.75	\$450.58			0226/0012	74597A	29	621	
11/14/2023	Late Payment Charge		\$7.14								

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
11/16/2023	ELECTRIC SERVICE		\$154.35								
11/16/2023	Regular Bill	12/07	\$733.24	\$571.75			0498/0000	75413A	29	816	
11/29/2023	Payment		\$-121.17								
12/01/2023	Payment		\$-154.35								
12/19/2023	ELECTRIC SERVICE		\$220.72								
12/19/2023	Regular Bill	01/09	\$678.44	\$457.72			0870/0000	00233A	33	1252	
01/17/2024	Late Payment Charge		\$2.66								
01/17/2024	Late Payment Charge		\$0.09								
01/23/2024	ELECTRIC SERVICE		\$223.39								
01/23/2024	Regular Bill	02/13	\$904.58	\$678.44			1128/0000	01551A	35	1318	
01/26/2024	Payment		\$-220.72								
02/21/2024	ELECTRIC SERVICE		\$167.39								
02/21/2024	Late Payment Charge		\$2.70								
02/21/2024	Late Payment Charge		\$0.12								
02/21/2024	Regular Bill	03/13	\$854.07	\$683.86			0874/0000	02520A	29	969	
02/23/2024	Payment		\$-223.39								
03/19/2024	Late Payment Charge		\$2.09								
03/19/2024	Late Payment Charge		\$0.06								
03/21/2024	ELECTRIC SERVICE		\$123.93								
03/21/2024	Regular Bill	04/11	\$756.76	\$630.68			0652/0000	03212A	29	692	
04/01/2024	Payment		\$-167.39								
04/05/2024	Payment		\$-123.93								
04/17/2024	Late Payment Charge		\$0.03								
04/17/2024	Late Payment Charge		\$0.06								
04/22/2024	ELECTRIC SERVICE		\$124.65								
04/22/2024	Regular Bill	05/13	\$590.18	\$465.44			0555/0000	03908A	32	696	
05/21/2024	ELECTRIC SERVICE		\$118.70								
05/21/2024	Late Payment Charge		\$0.06								
05/21/2024	Late Payment Charge		\$1.59								
05/21/2024	Regular Bill	06/11	\$710.53	\$590.18			0197/0038	04566A	29	658	
05/31/2024	Payment		\$-124.65								
06/18/2024	Late Payment Charge		\$1.52								
06/18/2024	Late Payment Charge		\$0.08								
06/20/2024	ELECTRIC SERVICE		\$107.20								
06/20/2024	Regular Bill	07/11	\$694.68	\$585.88			0010/0184	05176A	30	610	
07/10/2024	Payment		\$-118.70								

Bill Account: [REDACTED]

Account Activity Statement

Date: 01/28/25

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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Date	Description	Due Date	Amount	Balance	Account	Address	City	Zip
07/17/2024	Late Payment Charge		\$0.07					
07/17/2024	Late Payment Charge		\$1.41					
07/22/2024	ELECTRIC SERVICE		\$145.57					
07/22/2024	Regular Bill	08/12	\$723.03	\$575.98	0000/0415	06061A	32	885
08/20/2024	ELECTRIC SERVICE		\$129.23					
08/20/2024	Late Payment Charge		\$3.23					
08/20/2024	Late Payment Charge		\$0.09					
08/20/2024	Regular Bill	09/10	\$855.58	\$723.03	0003/0267	06835A	29	774
09/06/2024	Payment		\$-135.00					
09/17/2024	Late Payment Charge		\$3.19					
09/17/2024	Late Payment Charge		\$0.10					
09/19/2024	ELECTRIC SERVICE		\$110.41					
09/19/2024	Regular Bill	10/10	\$834.28	\$720.58	0032/0092	07481A	30	646
10/17/2024	Payment		\$-175.00					
10/18/2024	ELECTRIC SERVICE		\$123.75					
10/18/2024	Regular Bill	11/12	\$783.03	\$659.28	0169/0020	08218A	29	737
11/18/2024	ELECTRIC SERVICE		\$223.01					
11/18/2024	Regular Bill	12/09	\$1006.04	\$783.03	0402/0006	09630A	31	1412
11/20/2024	Late Payment Charge		\$0.14					
11/20/2024	Late Payment Charge		\$9.65					
11/21/2024	Payment		\$-121.00					
12/17/2024	Late Payment Charge		\$10.95					
12/17/2024	Late Payment Charge		\$0.12					
12/19/2024	Payment		\$-223.01					
12/19/2024	ELECTRIC SERVICE		\$342.71					
12/19/2024	Regular Bill	01/09	\$1025.60	\$662.03	0861/0000	11790A	31	2160
01/22/2025	OnTrack Credit		\$-446.98					
01/22/2025	ELECTRIC SERVICE		\$480.98					
01/22/2025	Regular Bill	02/12	\$1059.60	\$578.62	1286/0000	14775A	34	2985

PPL ELECTRIC EXHIBIT NO. 9

Account Contact History
Account: [REDACTED] **Customer Name: PATRICIA GUNKLE**
 From 1/1/2021 to 1/28/2025

Contact Date	Contact Type	Remarks	User
2025-01-15	Data Repair	REQ10866979 - DATA REPAIR OT INSTALLMENTS.	CSSDR044
2025-01-14	Correspondence - General	Template Name OnTrack LifeStyle Agreement Letter Created By Kimberly Sosa Letter Edited No CS Letters ID 6257362	CSLET
2025-01-14	OnTrack Customer	Customer enrolled in OnTrack OT Lifestyle . Monthly payment is 34.00. Submitted by - Agency Catholic Charities Diocese of Allentown Agent Kimberly Sosa	REPBATCH
2025-01-14	OT Lifestyle Start	OT Lifestyle Start	SELF SERVICE USER
2025-01-13	Miscellaneous	WATT Generalist - Meter Test-CMO Issued Work Item 4115419 Completed	KELLY ANN COSLETT
2025-01-13	Miscellaneous	WATT ID 4115419 Im just closing watt so the OT enrollment will go through. I will reopen it tomorrow	KELLY ANN COSLETT
2025-01-13	Miscellaneous	WATT CCC Formal Complaint - Waiting for Final Decision Work Item 4113756 Completed	HOLLY L HANKERSON
2025-01-06	Financial Statement Added		REPBATCH
2025-01-01	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note IVR Call Type 10 No Lights Comments none	IVR
2024-12-26	Financial Statement Added		REPBATCH
2024-12-18	Special Situation	PAYMENTUS IVR paid 223.01	SELF SERVICE USER
2024-12-17	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note 313464 Call Type 10 No Lights Comments completely out of power no loud bang not sure if neighbors out of power reset main breaker still no power	WCT
2024-12-17	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note IVR Call Type 10 No Lights Comments none	IVR
2024-12-16	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note IVR Call Type 10 No Lights Comments none	IVR
2024-12-13	Financial Statement Added		REPBATCH
2024-12-02	Financial Statement Added		REPBATCH
2024-12-02	ONTRACK ENROLLMENT PENDING	Work submitted by ksosa@allentowndiocese.org Agency Name Catholic Charities Diocese of Allentown	SELF SERVICE USER
2024-12-02	Changed Payment Agreement	Canceled Active Catch-Up due to pending OT enrollment	REP USER
2024-12-02	Financial Statement Added		KSOSA@AL
2024-11-27	OnTrack Customer	OnTrack application submitted by REPBATCH@PPL.COM EUWEB Source EuWeb	SELF SERVICE USER
2024-11-27	Credit	Caller PATRICIA GUNKLE Ratepayer User Comments rp and sister Deborah Noneman calling to online access to apply for OT EVP with how bill received and last payment method updated email and adv of Username for online access. sent reset password link. SAT NO SOP	SHARAYAH MOSHER
2024-11-27	WUR Assessment	PATRICIA GUNKLE Ratepayer. Caller s Concern Enhanced Verification Procedures. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	SHARAYAH MOSHER
2024-11-27	WEB Maintain Bill Account	Caller PATRICIA GUNKLE requested online password reset for lgunkle53.	SHARAYAH MOSHER
2024-11-27	WEB Maintain Bill Account	Updated email address from lmgunkle53@gmail.com to pattygunkle@gmail.com.	SELF SERVICE USER
2024-11-20	Special Situation	PAYMENTUS IVR paid 121.00	SELF SERVICE USER
2024-11-20	Added Payment Agreement	PAYMENTUS IVR paid 121.00	SELF SERVICE USER
2024-11-19	Winter Collection	Winter Collection Notice	
2024-10-16	Special Situation	PAYMENTUS IVR paid 175.00	SELF SERVICE USER
2024-10-08	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 6080430	CSLET
2024-10-07	Credit	Caller LEE GUNKLE Ratepayer User Comments MAINTAINED SURVIVING SPOSE PATRICIA GUNKLE AS PRIMARY CUSTOMER SENT SURVIVING SPOUSE LETTER IN WATT SET UP NCU PAG SENT OT APPL CUST SAT	BRANDY WEIGEL

Contact Date	Contact Type	Remarks	User
2024-10-07	WUR Assessment	LEE GUNKLE Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Billing Payment - WUR will be sent. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	BRANDY WEIGEL
2024-10-07	Correspondence - General	Template Name Surviving Spouse Created By Weigel Brandy Letter Edited No CS Letters ID 6078437	CSLET
2024-10-07	SC - REFERRAL TO ONTRACK	Caller LEE GUNKLE Ratepayer. Referred to Ontrack.	312548
2024-10-07	Credit	LEE GUNKLE Ratepayer. Offered Operation HELP - Yes Offered OnTrack - Yes . .	BRANDY WEIGEL
2024-10-07	Added Payment Agreement	ADDED PAG TO PAY 143.00 BY 10 16 24 AND BEGINNING WITH NEXT BILL DUE DATE MONTHLY BILL PLUS 30.00	BRANDY WEIGEL
2024-10-07	Financial Statement Added	INSTALLMENT	BRANDY WEIGEL
2024-10-07	Credit	Confirmed service is scheduled for termination on 10 15 2024. Amount is 0.00. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	BRANDY WEIGEL
2024-10-07	SC - PUC Formal Complaint	Caller LEE GUNKLE Ratepayer. SC Status from Open to Canceled Comments RP DECEASED MAINTAINED SURVIVING SPOUSE AS PRIMARY CANCELLED COMPLAINT SHE DOESNT KNOW ANYTHING ABOUT IT	MICHELE K SPOTTS
2024-10-07	Maintain Primary Customer	RP DECEASED MAINTAIN PRIMARY CUSTOMER SURVIVING SPOUSE PATRICIA GUNKLE	BRANDY WEIGEL
2024-10-07	Maintain Primary Customer	RP DECEASED MAINTAIN PRIMARY CUSTOMER SURVIVING SPOUSE PATRICIA GUNKLE	BRANDY WEIGEL
2024-10-07	Maintain Bill Account	Caller LEE GUNKLE Ratepayer added [REDACTED] as primary phone	BRANDY WEIGEL
2024-10-07	Maintain Additional Account Names	Customer PATRICIA GUNKLE added to account [REDACTED] as Other.	BRANDY WEIGEL
2024-10-01	Leave Door Hanger Issued	DELIVER 3 DAY NOTICE	CUMCL024
2024-09-23	Correspondence - Collections	CUT DATE 2024-10-07 AMOUNT 262.86	
2024-09-05	Special Situation	FISERV WALKIN paid 135.00	SELF SERVICE USER
2024-09-05	Credit	Caller patricia gunkle Spouse User Comments s w patricia gunkle Spouse she called bec she want to set up apag but she is not eligible bec she has a open puc complain adv tht we need to wait for the decision 1st the adv to pay the current bill w c is 132.55 cx will make a pag cash adv her to go to weis market in macungie cx sat	MARIGRACE OCAMPO
2024-09-05	WUR Assessment	patricia gunkle Spouse. Caller s Concern Account Balance. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	MARIGRACE OCAMPO
2024-09-05	Credit	Confirmed service is scheduled for termination on 09 10 2024. Amount is 265.31. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.	IVR
2024-09-03	SC - MED CERT - 3 DAY	Caller LEE GUNKLE Ratepayer. IVR Med Cert	IVR
2024-08-22	Correspondence - Collections	CUT DATE 2024-09-09 AMOUNT 265.31	
2024-08-09	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note IVR Call Type 10 No Lights Comments none	IVR
2024-08-07	Miscellaneous	WATT Scanned - Blue Mail Other Work Item 4286566 Completed	WILLIAM SANCHINELLI
2024-08-03	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note 306410 Call Type 10 No Lights Comments COMPLETE POWER OUTAGE NO BANG RESET MAIN BREAKER	WCT
2024-04-02	Miscellaneous	WATT ID 4113756 PUC FORMAL HEARING @ 10 00am... Customer Myself April L Attorney Peter Kramer and ALG... Hearing complete wait decision.	HOLLY L HANKERSON
2024-02-22	Winter Collection	Winter Collection Notice	
2024-01-18	Winter Collection	Winter Collection Notice	
2024-01-14	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note IVR Call Type 10 No Lights Comments none	IVR
2024-01-13	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note e153463 Call Type 10 No Lights Comments none	WCT
2024-01-13	Maintain Bill Account	Caller LEE GUNKLE Ratepayer updated primary phone from [REDACTED] to primary phone [REDACTED] Consent Attained	JESSICA L BECHTEL
2024-01-13	Maintain Bill Account	Caller LEE GUNKLE Ratepayer added - as alternate phone Does Not Have	JESSICA L BECHTEL
2023-12-28	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note 304376 Call Type 10 No Lights Comments Completely out of power. No loud bang heard. Neighbors appear to be out as well.	WCT
2023-12-15	Correspondence - General	Template Name Bill Inquiry-Meter Tested OK Created By Eibach Linda M Letter Edited Yes CS Letters ID 5586083	CSLET
2023-12-15	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET

Contact Date	Contact Type	Remarks	User
2023-12-15	Miscellaneous	WATT Generalist - Meter Test-Results Available Work Item 4124475 Completed	LINDA M EIBACH
2023-12-15	Miscellaneous	WATT ID 4124475 SENT METER TEST RESULTS TO CUSTOMER ON 12 15 23. METER RESULTS ATTACHED TO WATT	LINDA M EIBACH
2023-12-15	Miscellaneous	SENT METER TEST REDULTS TO CUSTOMER ON 12 15 23.	LINDA M EIBACH
2023-12-15	Miscellaneous	WATT Generalist - Meter Test-Results Available Work Item 4124475 Created	LINDA M EIBACH
2023-12-06	Change Meter Only Issued	OGC requested mtr tested for formal complaint. Change asap. Tag and box old meter with bill account and send to SFC-Meter Test-Customer Complaint	KELLY A BELL
2023-12-06	Special Situation	Caller Back Office Ratepayer. Working WATT 4113756 - CCC Formal Complaint - Bill Dispute-Called cust recvd vm left mesg if when cust calls please mesg me and I will call the customer back	KELLY A BELL
2023-12-05	SC - PUC Formal Complaint	The customer filed Formal Complaint Docket No. F-2023-3044603- WATT ID 4113756	E02623
2023-12-05	Miscellaneous	WATT CCC Formal Complaint - Bill Dispute Work Item 4113756 Created	DONNA BARRY
2023-11-16	Data Repair	IR174619a DR FOR WINTER COLLECTIONS	CSSDR044
2023-10-12	SC - GRACE EXTENSION	Caller Back Office Ratepayer. SC Status from Open to Closed Cust Rights Given Y Cust Satisfied Y Comments BCS 3919420 DEC CLOSED 10 12 2023 SEE CRS	CUCL143
2023-08-12	Miscellaneous	WATT Scanned - Blue Mail Other Work Item 3644476 Completed	RHONDA R SOLANO
2023-08-12	Miscellaneous	WATT ID 3644476 no action taken customer filed a PUC informal complaint.	RHONDA R SOLANO
2023-08-08	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note e174880 Call Type 10 No Lights Comments claims was told last night at 1 am we would get him a generator due to wifes med condition. calling to see when we	WCT
2023-08-07	Miscellaneous	Caller Back Office Ratepayer. RP has a wife with a medical condition and requires electric. Caller said that last time there was a longer than usual outage we were able to get a generator on his meter. He is asking about that now since the estimated restoration time shows 11PM tomorrow night.	RYAN DENEFRIO
2023-08-07	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note 305446 Call Type 10 No Lights Comments COMPLETELY OUT OF POWER...NO LOUD BANG...NOT SURE ABOUT NEIGHBORS.....DIDNT RESET MAIN BREAKER	WCT
2023-07-24	Miscellaneous Accounts Receivable Adjustment	Customer received credit line adjustment on bill to correct previous billing error.	CSSDR044
2023-06-23	SC - PUC Informal Complaint	PUC MDIA BCS 3919420	CUCL143
2023-06-19	Usage Analysis	Caller LEE GUNKLE Ratepayer. usage at the property and usage is in line he has only been here a one year not happy with the call and hung up	CHRISTINE E KONDROSKY
2023-06-19	Usage Analysis	Caller LEE GUNKLE Ratepayer. compare with what we have told him he can see the usage daily in the web site he stated he did not have service for two day in Jan there was an outage in Dec 12 23 out at 1pm and back on 11 45 am on 12 24 the next outage was 3 14 but the service was on and off not off for two days . did usage comparison with the	CHRISTINE E KONDROSKY
2023-06-19	Correspondence - General	Template Name Master Utility Report Created By CHRISTINE E KONDROSKY Letter Edited No CS Letters ID 5222899	CSLET
2023-06-19	Usage Analysis	Caller LEE GUNKLE Ratepayer User Comments called to go billing he wanted the bill corrected the bill is correct the DEC billwas under EST by 884 KWH and was correct with the next bill Jan Actual usage was 1719 KWH and we bill him that usage the 884 KWH not bill from the month before she stated he had meter reading but not with him to	CHRISTINE E KONDROSKY
2023-06-19	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2023-06-19	WUR Assessment	LEE GUNKLE Ratepayer. Caller s Concern Billed Amounts. Position Stated Yes. Sat No. WUR Required Yes. Caller s Concern Meter Not Changed. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No. Interested in SO Not on Phone.	CHRISTINE E KONDROSKY
2023-06-19	Usage Analysis	Caller LEE GUNKLE Ratepayer Reviewed Bill History Yes Reviewed Daily Hourly Usage Yes Is Usage In line Yes Customer Satisfied Unsure call ended unexpectedly Issued Investigation No Sent Utility Report Yes	CHRISTINE E KONDROSKY
2023-06-19	Call Transfer	Caller LEE GUNKLE Ratepayer User Comments Lee call to say bill has been over charge since feb and didnt have service for 2 days and got saying over 700 and usage is wrong went out for 2mths and check meter cx trans to EE cs states her keeps being transfer and hung up on	MCKEEBA MATTHEWS
2023-06-19	WUR Assessment	LEE GUNKLE Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO Not on Phone.	MCKEEBA MATTHEWS

Contact Date	Contact Type	Remarks	User
2023-06-19	Credit	Caller LEE GUNKLE Ratepayer. customer calling about high bills he has been checking daily and have his information so he would like an explanation of where we are getting our kilowatts from cust transferred to billing dept	CLEOPATRA LAKE
2023-06-19	Call Transfer	Caller LEE GUNKLE Ratepayer User Comments cci bc his bal is 624.59 he feels he isn't being charged correctly bc his usage charge went down nothing has changed - cust thinks previous stmts are incorrect - transferred to EE to look into usage	MELISSA PATTEN
2023-06-19	WUR Assessment	LEE GUNKLE Ratepayer. Caller's Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO Not on Phone.	MELISSA PATTEN
2023-03-15	Service	Caller Back Office Ratepayer. Called out of power. Got generator and needs gas. Wife has medical condition. While on line with customer call got disconnected. Per dispatch crews are on the way with gas. Attempted to call customer back and got vm. Showing prior rep spk with customer and gave information	DIANE M RYBAK
2023-03-15	Miscellaneous	i called dispatch about the generator running out of gas. she said she needs to make some phone calls but will get someone out there asap. no time frame given.	KATHLEEN A KRAYER
2023-03-15	Credit	Caller LEE GUNKLE Ratepayer. customer calling about a generator we were suppose to refuel his wife has a heart condition and needs the electricity transferred to wam	CLEOPATRA LAKE
2023-03-15	Call Transfer	Caller LEE GUNKLE Ratepayer User Comments tf to ee cs say he need fuel in his generator	TERICAL DYE
2023-03-15	WUR Assessment	LEE GUNKLE Ratepayer. Caller's Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO Not on Phone.	TERICAL DYE
2023-03-14	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note IVR Call Type 10 No Lights Comments none	IVR
2023-03-14	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note IVR Call Type 10 No Lights Comments none	IVR
2023-02-27	Billing	Caller LEE GUNKLE Ratepayer. Question concerning cx high bill on account put in a call back request.	BREAUNICA SATCHER
2023-02-04	Data Repair	DR_REQ10782282 - CD-NXT-COLL-ACTION UPDATE	CSSDR044
2023-02-02	Data Repair	DR_REQ10782282 - CD-NXT-COLL-ACTION UPDATE	CSSDR044
2023-01-21	Data Repair	INC10765324 - Reads Workaround	CSSDR044
2022-12-23	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note 308623 Call Type 10 No Lights Comments Completely out of power Did not hear a loud bang Not sure if the neighbors are out of power Did not reset main brea	WCT
2022-11-30	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note e189253 Call Type 10 No Lights Comments completely out	WCT
2022-05-02	Continuous Transfer Letter	Continuous Transfer Letter	
2022-05-02	Continuous Transfer	THIS ACCOUNT IS CURRENTLY IN A CONTINUOUS TRANSFER RELATIONSHIP. SEE THE MAINTAIN TRANSFER HISTORY WINDOW FOR DETAILS.	SYSTEM SYSTEM
2022-04-01	Choice Inquiry	New Connect Privacy Release Default - OK to Release All	SYSTEM SYSTEM
2022-04-01	Connect Completed		LISA CAIN
2022-03-29	Connect/Disconnect	Caller LEE GUNKLE Ratepayer User Comments Cust called to transfer serv to 4593 Apple Lane Macungie. Transferred in CTP. Transfer is dated for 4/1/22. Cust did not want a pin or password or SOP.	LISA CAIN
2022-03-29	WUR Assessment	LEE GUNKLE Ratepayer. Caller's Concern Application for Service. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	LISA CAIN
2022-03-29	myPPL Alerts - CSS WEB	Caller Name LEE GUNKLE Relationship Ratepayer Agreed to T Cs-Enrolled	LISA CAIN
2022-03-29	Maintain Bill Account	Caller LEE GUNKLE Ratepayer updated other phone from [REDACTED] to other phone [REDACTED]	LISA CAIN
2022-03-29	Maintain Bill Account	Caller LEE GUNKLE Ratepayer added [REDACTED] as other phone Consent Attained	LISA CAIN
2022-03-29	Maintain Bill Account	Caller LEE GUNKLE Ratepayer added [REDACTED] as other phone	LISA CAIN
2022-03-29	Maintain Bill Account	Caller LEE GUNKLE Ratepayer added 610-966-7351 as other phone	LISA CAIN
2022-03-29	Maintain Bill Account	Caller LEE GUNKLE Ratepayer added [REDACTED] as alternate phone	LISA CAIN
2022-03-29	Connect Questions	TYPE OF CONNECT REQUEST METERED RATEPAYER OWNS THE PROPERTY N RATEPAYER WILL OCCUPY THE PROPERTY Y NON-RESIDENTIAL USE ASSOCIATED WITH THE PROPERTY NONE TYPE OF PROPERTY RESIDENTIAL ELECTRIC HEAT N RESIDENTIAL USE ASSOCIATED WITH THE PROPERTY RESIDENTIAL USE WILL BE FOR THE RATEPAYERS SOLE BENEFIT	LISA CAIN

Contact Date	Contact Type	Remarks	User
2022-03-29	Connect Issued	Electric CTP-Customer caller LEE GUNKLE CallerRelation Ratepayer date of connect 04 01 2022 new address 4593 APPLE LN MACUNGIE PA 18062 DepositAmt 0 DepositReq No Pre Bal 0 Pre Bal Req No ID Req No Send AddName Letter No	LISA CAIN

PPL ELECTRIC EXHIBIT NO. 12

From	To	Source	KWH Delivered	KWH Delivered Usage	KWH Received	KWH Received Usage	Pk KW 1P	Pk KW 1P Usage	Tot KWH	Tot KWH Usage	Status	Reading Sequence	Bill Account	Meter Number
12/19/2024	01/22/2025	Regular	14775	2985	0	0	11.8	11.8			Billed	4230		
11/18/2024	12/19/2024	Regular	11790	2160	0	0	10.6	10.6			Billed	4220		
10/18/2024	11/18/2024	Regular	9630	1412	0	0	10.8	10.8			Billed	4210		
09/19/2024	10/18/2024	Regular	8218	737	0	0	8	8			Billed	4200		
08/20/2024	09/19/2024	Regular	7481	646	0	0	9.6	9.6			Billed	4190		
07/22/2024	08/20/2024	Regular	6835	774	0	0	9.3	9.3			Billed	4180		
06/20/2024	07/22/2024	Regular	6061	885	0	0	9.7	9.7			Billed	4170		
05/21/2024	06/20/2024	Regular	5176	610	0	0	8.3	8.3			Billed	4160		
04/22/2024	05/21/2024	Regular	4566	658	0	0	8	8			Billed	4150		
03/21/2024	04/22/2024	Regular	3908	696	0	0	8.3	8.3			Billed	4140		
02/21/2024	03/21/2024	Regular	3212	692	0	0	9.9	9.9			Billed	4130		
01/23/2024	02/21/2024	Regular	2520	969	0	0	8.8	8.8			Billed	4120		
12/19/2023	01/23/2024	Regular	1551	1318	0	0	10.5	10.5			Billed	4110		
12/12/2023	12/19/2023	Regular	233	233	0	0	8.1	8.1			Billed	4100		
	12/12/2023	CMO - In	0	0	0	0	0	0				4090		
11/16/2023	12/12/2023	CMO - Out	76432	1019	0	0	0	0			Billed	4080		
	12/12/2023	Work (SO)	0	0	0	0	0	0			Posted	4070		
	12/12/2023	Work (SO)	76432	0	0	0	0	0			Posted	4060		
10/18/2023	11/16/2023	Regular	75413	816	0	0	11	11			Billed	4050		
09/19/2023	10/18/2023	Regular	74597	621	0	0	10.3	10.3			Billed	4040		
08/18/2023	09/19/2023	Regular	73976	724	0	0	8.1	8.1			Billed	4030		
07/20/2023	08/18/2023	Regular	73252	708	0	0	8.4	8.4			Billed	4020		
06/20/2023	07/20/2023	Regular	72544	748	0	0	7.9	7.9			Billed	4010		
05/19/2023	06/20/2023	Regular	71796	640	0	0	8.8	8.8			Billed	4000		
04/20/2023	05/19/2023	Regular	71156	780	0	0	11.4	11.4			Billed	3990		
03/21/2023	04/20/2023	Regular	70376	817	0	0	11.1	11.1			Billed	3980		
02/17/2023	03/21/2023	Regular	69559	1264	0	0	9.2	9.2			Billed	3970		
01/20/2023	02/17/2023	Regular	68295	1316	0	0	9.8	9.8			Billed	3960		
12/21/2022	01/24/2023	Estimate	65448	1072	0	0	11.918	11.918			Memo	3940		
12/21/2022	01/20/2023	Regular	66979	2603	0	0	11.8	11.8			Billed	3950		
11/17/2022	12/21/2022	Forced Est	64376	1072	0	0	11.918	11.918			Billed	3930		
10/19/2022	11/17/2022	Regular	63304	788	0	0	11.8	11.8			Billed	3920		
09/20/2022	10/19/2022	Regular	62516	571	0	0	9.4	9.4			Billed	3910		
08/19/2022	09/20/2022	Regular	61945	729	0	0	10	10			Billed	3900		
07/21/2022	08/19/2022	Regular	61216	884	0	0	11.5	11.5			Billed	3890		
06/21/2022	07/21/2022	Regular	60332	881	0	0	10.9	10.9			Billed	3880		
05/20/2022	06/21/2022	Regular	59451	602	0	0	9.9	9.9			Billed	3870		
04/21/2022	05/20/2022	Regular	58849	431	0	0	9.2	9.2			Billed	3860		
04/01/2022	04/21/2022	Regular	58418	323	0	0	6.6	6.6			Billed	3850		
	04/01/2022	Activation	58095	0	0	0	4.678	0				3840		

PPL ELECTRIC EXHIBIT NO. 13

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



PATRICIA GUNKLE
4593 APPLE LN
MACUNGIE, PA 18062

October 7, 2024

Bill Account Number: [REDACTED]

Dear PATRICIA GUNKLE:

We are very sorry about your loss. This letter confirms your request to change the name on your PPL Electric Utilities account from your spouse's name to yours. You will see this name change on your next bill.

If you have any other changes to your account such as banking changes (for automatic bill payment) or e-mail addresses (if you receive your bill paperless), and have not already updated this information with us, you may update your account by calling us at the above listed number or going online to www.pplelectric.com.

Any balances owed on this account as of the date of the name change are now your responsibility.

If you have questions or need more information, please visit pplelectric.com or call us at 1-800-342-5775. Customer service is available 24/7 for emergencies and outages, 7 a.m. to 6 p.m. Monday through Friday for payment assistance and 8 a.m. to 5 p.m. Monday through Friday for all other billing related issues.

Sincerely,

PPL Electric Utilities

PPL Electric Utilities Historical Price-to-Compare

Period	Residential PTC (c/kWh)	Change from Prior Period	Small C&I PTC (c/kWh)	Change from Prior Period
12/1/2024 - 5/31/2025	10.771	7.28%	10.446	13.09%
6/1/2024 - 11/30/2024	10.040	-8.96%	9.237	-18.87%
12/1/2023 - 5/31/2024	11.028	-9.05%	11.386	-2.59%
6/1/2023 - 11/30/2023	12.126	-17.01%	11.689	-20.76%
12/1/2022 - 5/31/2023	14.612	18.16%	14.751	26.13%
6/1/2022 - 11/30/2022	12.366	38.31%	11.695	20.88%
1/1/2022 - 5/31/2022	8.941	-5.90%	9.675	-5.93%
12/1/2021 - 12/31/2021	9.502	25.95%	10.285	36.39%
6/1/2021 - 11/30/2021	7.544	3.10%	7.541	13.19%
12/1/2020 - 5/31/2021	7.317	0.45%	6.662	9.59%
6/1/2020 - 11/30/2020	7.284	-4.56%	6.079	-4.42%
12/1/2019 - 5/31/2020	7.632	0.62%	6.360	2.46%
6/1/2019 - 11/30/2019	7.585	7.76%	6.207	-14.32%
12/1/2018 - 5/31/2019	7.039	-5.50%	7.244	6.91%
6/1/2018 - 11/30/2018	7.449	-0.19%	6.776	-12.01%
12/1/2017 - 5/31/2018	7.463	-12.13%	7.701	2.82%
6/1/2017 - 11/30/2017	8.493	14.17%	7.490	4.07%
12/1/2016 - 5/31/2017	7.439	-0.69%	7.197	8.00%
6/1/2016 - 11/30/2016	7.491	-4.91%	6.664	-13.80%
12/1/2015 - 5/31/2016	7.878	-17.01%	7.731	-13.93%
6/1/2015-11/30/2015	9.493	-0.69%	8.982	-11.25%
3/1/2015-5/31/2015	9.559	2.59%	10.121	8.54%
12/1/2014-2/28/2015	9.318	4.04%	9.325	8.48%
10/1/2014-11/30/2014	8.956	1.61%	8.596	-2.15%
9/1/2014-9/30/2014	8.814	-2.46%	8.785	-8.35%
6/1/2014-8/31/2014	9.036	3.22%	9.585	-7.76%
3/1/2014-5/31/2014	8.754	0.00%	10.391	12.34%
12/1/2013-2/28/2014	8.754	-0.26%	9.250	21.63%
9/1/2013-11/30/2013	8.777	6.69%	7.605	-1.43%
6/1/2013-8/31/2013	8.227	13.68%	7.715	-28.66%
3/1/2013-5/31/2013	7.237	-4.20%	10.814	5.96%
12/1/2012-2/28/2013	7.554	-4.46%	10.206	-1.35%