

COMMONWEALTH OF PENNSYLVANIA
(Public Utility Commission)

-----*
WILLIE TAYLOR, :
Complainant, : Docket No.:
vs. : F-2024-3052017
CLEARVIEW ELECTRIC, :
INTERSTATE GAS SUPPLY INC. :
DBA IGS ENERGY, AND PPL :
ELECTRIC UTILITIES, :
Respondents. :
-----*

Pages 1 through 70 TELEPHONIC HEARING
Judge's Chambers
Commonwealth Keystone Bldg.
400 North Street
Harrisburg, PA 17120

Tuesday, February 11, 2025
Met, pursuant to notice, at 1:09 p.m.

BEFORE: THE HONORABLE STEVEN K. HAAS
Administrative Law Judge

INDEX TO EXHIBITS
Docket No.: F-2024-3052017
Hearing Date: February 11, 2025

EXHIBITS INDEX

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Clearview Exhibit 1

Clearview's Nov. 27, 2024 Answer and New Matter
to Complaint

ECKERT
S E A M A N S
ATTORNEYS AT LAW

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November 27, 2024

Via Electronic Filing

Rosemary Chiavetta, Secretary
PA Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

Re: Willie Taylor v. Clearview Electric, Inc.
Docket No. F-2024-3052017

Dear Secretary Chiavetta:

Enclosed for electronic filing please find Clearview Electric, Inc.'s Answer and New Matter to the Formal Complaint with regard to the above-referenced matter. Copies to be served in accordance with the attached Certificate of Service.

Sincerely,

Bryce R. Beard
Bryce R. Beard

BRB/red
Enclosure

cc: Cert. of Service w/enc.

CERTIFICATE OF SERVICE

I hereby certify that this day I served a copy of Clearview Electric, Inc.'s **Answer and New Matter to Formal Complaint** upon the persons listed below in the manner indicated in accordance with the requirements of 52 Pa. Code Section 1.54.

Via Email

Willie Taylor
47 Indiana Circle
Lemoyne, PA 17043
Wtaylor684@aol.com

Date: November 27, 2024

/s/ Bryce R. Beard

Bryce R. Beard, Esq.

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Willie Taylor,	:	
	Complainant,	:
	:	
v.	:	Docket No. F-2024-3052017
	:	
Clearview Electric, Inc.,	:	
	Respondent.	:

NOTICE TO PLEAD

TO: Willie Taylor
 47 Indiana Circle
 Lemoyne, PA 17043
Wtaylor684@aol.com

You are hereby notified that an Answer to the enclosed **New Matter** of Clearview Electric, Inc., must be filed within 20 days of the date of service.

All pleadings, such as an Answer to New Matter, must be filed with the Secretary of the Pennsylvania Public Utility Commission with a copy served to counsel for Clearview Electric, Inc., and where applicable, the Administrative Law Judge presiding over the proceeding.

File with:

Rosemary Chiavetta, Secretary
 Pennsylvania Public Utility Commission
 Commonwealth Keystone Building
 400 North Street
 Harrisburg, PA 17120

With a copy to:

Karen O. Moury, Esq. (I.D. No. 36879)
 Bryce R. Beard, Esq. (I.D. No. 325837)
 Eckert Seamans Cherin & Mellott, LLC
 213 Market St., 8th Floor
 Harrisburg, PA 17101
kmoury@eckertseamans.com
bbeard@eckertseamans.com

Date: November 27, 2024

/s/ Bryce R. Beard

 Bryce R. Beard, Esquire

Attorneys for Clearview Electric, Inc.

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Willie Taylor,	:	
	Complainant,	:
	:	
v.	:	Docket No. F-2024-3052017
	:	
Clearview Electric, Inc.,	:	
	Respondent.	:

**CLEARVIEW ELECTRIC, INC.’S
ANSWER AND NEW MATTER TO THE FORMAL COMPLAINT**

Pursuant to the regulations of the Pennsylvania Public Utility Commission (“Commission” or “PUC”) at 52 Pa. Code §§ 5.61 and 5.62, Clearview Electric, Inc. (“Clearview”) submits this Answer and New Matter to the Formal Complaint of Willie Taylor (“Mr. Taylor” or “Complainant”) which was served on Clearview by the Commission on November 7, 2024. In support of this Answer and New Matter, Clearview avers as follows:

INTRODUCTION

The Complainant is requesting the Commission “remove the charges” that Clearview “charged me since they switched me to their company.” Complaint at ¶ 5. The Complainant alleges that he “did not select” Clearview as his supplier stating that Clearview did not have “direct authorization from me and they illegally obtained my email address and phone number via the internet and used this to claim they informed me by sending me mail.” Complaint at ¶ 4.

Clearview requests that the case be dismissed. As discussed herein, Mr. Taylor enrolled with Clearview on November 18, 2022, in a 12-month term fixed rate of \$0.1009/kWh plus a \$9.99 monthly base fee through a 3rd party Broker / Marketer. After receiving his enrollment from EnergyBot.com, Clearview sent Mr. Taylor a Welcome Letter and copy of his Terms of Service on November 22, 2022. Mr. Taylor received service pursuant to his contract for the 12-month term. On October 10, 2023, Clearview sent Mr. Taylor an Options Notice informing him that his 12-

month fixed rate contract was coming to an end, and informed Mr. Taylor of options he had regarding his service. On October 24, 2023, Clearview sent Mr. Taylor a Renewal Notice informing him that if he did not act, his service would be transferred to a month-to-month variable rate. Mr. Taylor did not respond to either notice, and his account was transferred to month-to-month variable rate on November 28, 2023. Subsequently, Clearview sent Mr. Taylor notices of changes to his variable rates on December 27, 2023, and April 26, 2024. On July 12, 2024, Mr. Taylor contacted Clearview to discuss his variable rate, but did not stay on the line to complete the necessary account verification for the customer service representative to verify the caller. On July 17, 2024, Clearview contacted Mr. Taylor as a follow-up to his prior call, at which time Mr. Taylor stated he had requested a drop with his utility, PPL. However, Clearview advised Mr. Taylor that no drop transaction had been received from his utility to date, and Clearview submitted a drop request to PPL on July 17, 2024. Mr. Taylor's last day of service from Clearview was July 22, 2024, as determined by PPL.

Clearview's conduct was at all times in compliance with the Commission's rules and regulations. Clearview acted appropriately under the circumstances, and its notices and service provided to Mr. Taylor made him aware of the variable rate Clearview was providing.

ANSWER

1. **Admitted.** To the best of Clearview's knowledge and belief, the customer's name and information in Paragraph 1 of the Complaint are true and accurate.
2. **Admitted in part.** It is admitted that portions of the Complaint are directed at Clearview. By way of further answer, Clearview is an electric generation supplier ("EGS") authorized to supply electricity to retail customers throughout Pennsylvania under a license issued

by the Commission at Docket No. A-2010-2152506. Clearview is unrelated to either PPL or IGS Energy, and as such, can neither admit nor deny any allegations against those entities.

3. **Admitted.** It is admitted that Mr. Taylor received electric generation supply service from Clearview. Mr. Taylor enrolled in a 12-month term fixed rate of \$0.1009/kWh plus a \$9.99 monthly base fee with Clearview on November 18, 2022, through a licensed broker/marketer, EnergyBot.com.¹ After receiving his enrollment from EnergyBot.com, Clearview sent Mr. Taylor a Welcome Letter and copy of his Terms of Service on November 22, 2022. After an options and renewal notices were sent to Mr. Taylor in October 2023, Mr. Taylor's service transitioned to a month-to-month variable rate. Mr. Taylor continued to receive service at a month-to-month variable rate until his account was returned to default service on July 22, 2024, as determined by PPL.

4. **Denied.** It is denied that Mr. Taylor did not enroll with Clearview. Denied that Mr. Taylor did not authorize his enrollment and that Clearview "illegally obtained" his email and phone number. Clearview received Complainant's enrollment from EnergyBot. Clearview cannot admit or deny whether the enrollment through EnergyBot was unauthorized."² It is admitted that Clearview sent all required notices by mail consistent with the Commission's regulations, including a Welcome Letter and copy of his Terms of Service on November 22, 2022. Mr. Taylor

¹ Upon information and belief, EnergyBot.com is the website for the Commission licensed broker/marketer Blitz Ventures LLC, d/b/a Energy Bot licensed at Docket No. A-2018-2647582, Utility Code 1120697 (hereinafter "EnergyBot"). Clearview is unrelated to EnergyBot and has no control over services provided by EnergyBot.

² Clearview has no control over EnergyBot's enrollment procedures and verifications which are independently subject to the Commission's rules and regulations. Indeed, it has been recognized that 52 Pa. Code § 54.43(f) does not allow one licensed supplier to be held accountable for a separately regulated licensed supplier's conduct. See *Hickory Hollow Farms c/o Lamar Harnish v. Liberty Power Holdings LLC and Unified Energy Alliance LLC*, Docket No. C-2016-2559494, Order sustaining Preliminary Objections at 20 (Order entered May 8, 2017) ("...the Commission regulation at 52 Pa.Code § 54.43(f) makes an EGS responsible only for the acts of an agent not a subagent. This reading is consistent with the wording in the regulation that makes an EGS responsible for the acts of an employee, not the employee of an agent. This interpretation makes an EGS responsible only for individuals it directly hires or contracts with, not for individuals hired or retained by the EGS's agent.").

received service from Clearview at a fixed rate pursuant to his contract for the 12-month term. On October 10, 2023, Clearview sent Mr. Taylor an Options Notice informing him that his 12-month fixed rate contract was coming to an end, and informed Mr. Taylor of options he had regarding his service. On October 24, 2023, Clearview sent Mr. Taylor a Renewal Notice informing him that if he did not act, his service would be transitioned to a month-to-month variable rate. Mr. Taylor did not respond to either notice, and his account was transferred to month-to-month variable rate on November 28, 2023. Subsequently, Clearview sent Mr. Taylor variable rate change notices on December 27, 2023, and April 26, 2024. On July 12, 2024, Mr. Taylor contacted Clearview to discuss his variable rate, but did not stay on the line to complete the necessary account verification for the customer service representative to verify the caller. On July 17, 2024, Clearview contacted Mr. Taylor as a follow-up to his prior call, at which time Mr. Taylor stated he had requested a drop with his utility, PPL. However, Clearview advised Mr. Taylor that no drop transaction had been received from his utility to date, and Clearview submitted a drop request to PPL on July 17, 2024. Mr. Taylor's last day of service from Clearview was July 22, 2024, as determined by PPL.

5. **Denied.** It is denied that the Commission should “remove the charges” for Clearview’s electric generation service from Complaints bill. It is denied that the Complainant is entitled to relief since he has alleged no action taken by Clearview that violated the Public Utility Code, Commission regulations or a Commission order. By way of further response, the Commission does not regulate the supply prices charged by EGSs and lacks statutory authority to require EGSs to issue refunds to customers. *Coalition for Affordable Utility Services and Energy Efficiency in Pennsylvania v. Pa. PUC*, 120 A.3d 1087, 1101 (Pa Cmwlth. 2015). *See also* 66 Pa. C.S. §§ 2203(11) and 2802(16); *Blue Pilot Energy, LLC v. Pa. PUC*, 241 A.3d 1254, 1265-68 (Pa. Cmwlth. 2020).

6-11. No response is required to Paragraphs 6 through 11 of the Formal Complaint. To the extent such allegations are deemed factual, the factual allegations in Paragraphs 6 through 11 of the Formal Complaint are admitted or denied consistent with Paragraphs 1 through 5 of this Answer.

NEW MATTER

12. Clearview incorporates the responses of Paragraphs 1 through 11 above.

Request for Refunds of Supply Charges

13. Under the Commission's regulations governing customer dispute procedures, refunds of supply charges are warranted **only**: (a) if a customer disputes an enrollment within the first two billing periods since the customer should have reasonably known of a change of the supplier; **and** (b) the dispute investigation establishes that the change occurred without the customer's consent.³ Accepting as true the averments in the complaint, the Complainant did not dispute his enrollment within 2 billing cycles after November 2022 when he first enrolled with Clearview or after receiving a Welcome Letter and his Terms of Service from Clearview. As further discussed above, Complainant received multiple written notices of his service and notices of changes to his month-to-month variable rate, but did not respond to any of those notices.

14. The Commission does not regulate the supply prices charged by EGSs and lacks statutory authority to require EGSs to issue refunds to customers. *Coalition for Affordable Utility Services and Energy Efficiency in Pennsylvania v. Pa. PUC*, 120 A.3d 1087, 1101 (Pa Cmwlth. 2015). *See also* 66 Pa. C.S. §§ 2203(11) and 2802(16); *Blue Pilot Energy, LLC v. Pa. PUC*, 241 A.3d 1254, 1265-68 (Pa. Cmwlth. 2020).

³ 52 Pa. Code § 57.177(b); 52 Pa. Code § 59.97(b).

CONCLUSION

WHEREFORE, Clearview Electric, Inc. requests that the Commission (a) dismiss the Complaint; and (b) grant any other relief deemed appropriate.

Respectfully submitted,

/s/ Bryce R. Beard

Karen O. Moury, Esquire (I.D. No. 36879)
Bryce R. Beard, Esquire (I.D. No. 325837)
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(717) 237-6036 (phone)
(717) 237-6019 (fax)
kmoury@eckertseamans.com
bbeard@eckertseamans.com

Date: November 27, 2024

Counsel for Clearview Electric, Inc.

Verification

I, Nicole Steele, Chief Administrative Officer of Clearview Electric, Inc., hereby state that the facts set forth in the Answer, are true and correct to the best of my knowledge, information and belief and that I expect to be able to prove same at any hearing held in this matter. I understand that statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 relating to unsworn falsification to authorities.

Dated: November 27, 2024

/s/ Nicole Steele
Nicole Steele
Chief Administrative Officer
Clearview Electric, Inc.

Clearview Exhibit 2

Nov. 18, 2022 Enrollment Details

PA customer Willie Taylor
Online enrollment information

PUBLIC VERSION

SaleKeyld	130773
Sell_Date	2022-11-18 10:50:38.000
Utility	PPL
Comm_Resi	RESI
Acct_No	
Phone_No	7175545426
TN_Type	NULL
Customer_Name	Willie Taylor
Relationship	Account Holder
Company/Billing_First_Name	Willie
Billing_Last_Name	Taylor
Key_Name	NULL
Service_Address_1	47 INDIANA CIR 1001
Service_Address_2	NULL
Service_City	LEMOYNE
Service_State	PA
Service_Zip	17043
Mailing_Address_1	47 INDIANA CIR 1001
Mailing_Address_2	NULL
Mailing_City	LEMOYNE
Mailing_State	PA
Mailing_Zip	17043
Building_Type	House
Rep_ID	EBO
Spanish	0
Plan_No	21173
x_ETFAmount	150.00
BaseFee	9.99
Rate	0.10090
Product_Name	ClearGuarantee12Plus
TPV_No	NULL
Email	wtaylor684@aol.com
Promo	Online
Channel	Online
Received	2022-11-18
Processed	2022-11-18 16:52:16.470
IP Address	152.208.23.142
Cell_Phone_No	7175545426
HeardAbout	NULL
UtcTimestamp	2022-11-18 16:50:46.410
Old_Acct_No	
RequestId	8c373b6d-32a5-48cd-9699-22233bf35019

Clearview Exhibit 3

Clearview's Nov. 22, 2022 Welcome Letter and Terms of
Service

Electric Generation Supplier (EGS) Information	<p>Clearview Electric, Inc. dba Clearview Energy P.O. Box 130659, Dallas, TX 75313-0659 1.800.746.4702 Representatives available Monday – Friday, 9:30 a.m. – 6:30 p.m. EST www.ClearviewEnergy.com</p> <p>Clearview Energy is responsible for generation charges.</p>			
Price Structure	Fixed Kilowatt-Hour Rate Product			
Generation/Supply Price	\$0.1009 per kilowatt-hour; \$9.99 monthly base charge			
Generation Price at Various Usage Levels	Usage: Price per kWh:	<u>500 kWh</u> \$0.1209	<u>1,000 kWh</u> \$0.1109	<u>2,000 kWh</u> \$0.1059
Statement Regarding Savings	The supply rate may not always provide savings			
Incentives	None			
Contract Start Date	This Agreement goes into effect on November 28, 2022			
Contract Duration/Length	12 month fixed rate term starting on the effective date			
Cancellation/Early Termination Fees	<p>ETF \$150.00</p> <p>Customer is not subject to the Early Termination Fee if the contract is terminated within thirty (30) days prior to the contract end date.</p>			
End of Contract	<p>Upon expiration of your fixed term, your service will automatically continue under Clearview Energy's variable month-to-month renewal product for which rates may change at Clearview Energy's discretion outside of any applicable promotion. If Clearview Energy wants to change the contract, you will receive two (2) separate notices before the changes happen. You will receive the first notice forty-five (45) to sixty (60) days before the change, and the second notice thirty (30) days before the change. These notices will explain your options.</p>			
Right of Rescission	<p>Customer may rescind this Agreement within three (3) business days after receiving this Agreement by contacting Clearview Energy by phone or in writing. This Agreement is not legally binding until the rescission period has expired and you have not, directly or indirectly, rescinded your selection. The Customer is liable for all Clearview Energy charges until the Customer returns to the EDC or another supplier.</p>			

Product Information Chart

Account Number:	[REDACTED]	Effective Date:	November 28, 2022
Account Name:	Willie Taylor	Service Address:	47 Indiana Cir, 1001, Lemoyne, PA 17043-1174
Product Name:	ClearGuarantee12Plus	Energy Type:	Traditional Energy Product
Product Description:	Fixed Kilowatt-Hour Rate Product plus a Monthly Base Charge		
Agreement Term:	12 month fixed rate term starting on the effective date		
Electric Supply Rate:	\$0.1009 per kilowatt-hour		
Generation Price at Various Usage Levels:	Usage: Price per kWh:	500 kWh \$0.1209	1,000 kWh \$0.1109
			2,000 kWh \$0.1059
Monthly Base Charge:	\$9.99	Early Termination Fee:	\$150.00
Promotion:	None		

This Agreement is for electric supply service between Clearview Electric, Inc. dba Clearview Energy ("Clearview Energy") and Customer. The Product Information Chart is hereby made an integral part of this Agreement. Clearview Energy is licensed as an electric generation supplier by the Pennsylvania Public Utility Commission ("PUC") [License # A-2010-2152506]. Generation prices and charges are set by the electric generation supplier you have chosen. The PUC regulates distribution prices and services of your Electric Distribution Company ("EDC"). The Federal Energy Regulatory Commission regulates transmission prices and services.

PLEASE READ THIS DOCUMENT CAREFULLY: This Agreement is the entire contract between the parties and supersedes any prior written or oral representations.

1. Right of Rescission

Customer may rescind this Agreement within three (3) business days after receiving this Agreement by contacting Clearview Energy by phone or in writing. This Agreement is not legally binding until the rescission period has expired and you have not, directly or indirectly, rescinded your selection. The Customer is liable for all Clearview Energy charges until the Customer returns to the EDC or another supplier.

2. Price of Electricity

The price in cents per kilowatt-hour includes: electric generation supply, transmission, capacity charges in PJM, and renewable energy credits; any applicable taxes, (excluding state sales tax and county tax). The price of electricity may include a Monthly Base Charge as outlined in the Plan Information Box. Clearview Energy's supply charges do not include any EDC charges applied to the Customer.

2a. Fixed Kilowatt-Hour Rate Product – If Clearview Energy would like to propose a change to a fixed kilowatt-hour rate product, you will be notified by the process described in Change of Terms. Fixed price products may change due to new or modified federal, state or local laws; or regulatory actions that impose new or modified fees.

2b. Month-to-month Variable Kilowatt-Hour Rate Product – Month-to-month variable kilowatt-hour rate products are subject to change without notice at Clearview Energy's discretion outside of any applicable promotion. If applicable, the Monthly Base Charge may also fluctuate outside of any applicable promotion. After the first month, the price may vary based on a number of factors, including market supply prices, energy capacity prices, settlement costs and other market-related factors, as determined at our discretion, plus estimated total state taxes, fees, charges or other assessments, along with our costs, expenses and profit margins. There is no limit on how much the price may change from one billing cycle to the next. The price can change each billing period. The Customer will not know the price until receiving the bill. A customer may obtain the previous 24 months' average monthly billed price for the customer's rate class and service territory at 1.800.746.4702 and www.clearviewenergy.com. Historical pricing is not indicative of present or future pricing.

All pricing can be viewed at www.ClearviewEnergy.com.

3. Billing and Payment

You will receive a single bill from your EDC that includes Clearview Energy's electric supply charges as well as the EDC's delivery charges. By the acceptance of this Agreement, you hereby authorize the EDC to provide billing and payment information to Clearview Energy.

The Customer will pay each invoice in full within twenty (20) days of the invoice date or in the timeframe established by the EDC. Customer payments remitted in response to a consolidated bill shall be pro-rated in accordance with procedures adopted by the PUC. If the Customer fails to remit payment when due, Clearview Energy reserves

the right to terminate supply services. Failure to remit payment is considered a breach of this Agreement and the Customer may be liable to Clearview Energy for any applicable early termination fee.

For any payment sent directly to Clearview Energy, which is returned by your financial institution for any reason, Clearview Energy will charge \$20.00 for each payment transaction that is returned unpaid or not processed including: (1) returned checks, (2) returned electronic fund transfers, and (3) any other form of dishonored payment. This charge will be reflected as NSF Fee on your next bill, if applicable.

4. Energy Products

4a. Renewable Energy Product – Supports 100% green energy producers in the United States through the purchase of Renewable Energy Certificates equivalent to the power you consume.

4b. Traditional Energy Product – Traditional energy products sourced by a combination of coal, natural gas, nuclear, hydropower and/or other renewable energy sources. The renewable sources may include wind, solar, geothermal and/or biomass.

5. Terms of Renewal

5a. Fixed Kilowatt-Hour Rate Product – The Agreement Term and Effective date can be found in the Plan Information Chart. Upon expiration of your fixed term, your service will automatically continue under Clearview Energy's variable month-to-month renewal product for which rates may change at Clearview Energy's discretion outside of any applicable promotion. If Clearview Energy wants to change the contract, you will receive two (2) separate notices before the changes happen. You will receive the first notice forty-five (45) to sixty (60) days before the change, and the second notice thirty (30) days before the change. These notices will explain your options.

5b. Month-to-month Variable Kilowatt-Hour Rate Product – The Agreement Term and Effective date can be found in the Plan Information Chart. This Agreement shall commence for a one (1) month term ("Initial Term") and thereafter rates may change at Clearview Energy's discretion outside of any applicable promotion. The rate will be reflected on the Customer's subsequent billing statement. Agreement shall automatically renew for successive one (1) month periods ("Renewal Term"). If Clearview Energy wants to change the contract, you will receive two separate notices before the change happens. You will receive the first notice 45 to 60 days before the change, and the second notice 30 days before the change. These notices will explain your options.

6. Cancellation Provisions

6a. Fixed Kilowatt-Hour Rate Product – If you terminate this Agreement prior to receiving the Options Notice, you will be charged an Early Termination Fee as outlined in the Product Information Chart. Your service will remain in effect until such time as the EDC completes the termination in accordance with its rules. However, you may terminate this Agreement without penalty as a result of relocation, disability that renders the customer of record unable to pay for Clearview Energy's service, or the customer of record's death.

6b. Month-to-month Variable Kilowatt-Hour Rate Product – This Agreement will remain in effect at Clearview Energy's discretion or until you notify Clearview Energy of your desire to choose a fixed plan, or another provider. Customer may cancel this Agreement at any time by providing thirty (30) days' notice to Clearview Energy at 1.800.746.4702. There is no penalty for cancellation of variable month-to-month products.

Upon termination of this Agreement, a final bill will be rendered within twenty (20) days after the final scheduled meter reading or, if access is unavailable,

an estimate of consumption will be used in the final bill which will be trued-up subsequent to the final meter reading. Clearview Energy does not physically cut off electric service, only your EDC may do that. If Clearview Energy cancels this Agreement for any reason other than non-payment you will be mailed two (2) notices forty-five (45) to sixty (60) days and thirty (30) days prior to your service being returned to the EDC's supply service.

7. Change in Terms

If you have a fixed duration contract that will be ending, or whenever Clearview Energy wants to change the contract, you will receive two separate notices before the contract ends or the changes happen. You will receive the first notice forty-five (45) to sixty (60) days before, and the second notice thirty (30) days before the expiration date or the date the change becomes effective. These notices will explain your options.

8. Dispute Resolution Process

If you have any questions or disputes regarding Clearview Energy's service, please contact Clearview Energy's customer service department at 1.800.746.4702. If you are not satisfied with the resolution after speaking with a Clearview Energy representative, then you may contact the PUC. For your convenience, the PUC's contact information has been provided at the end of this Agreement. No terms contained herein waive any rights you may have under Pennsylvania or Federal Consumer Protection laws.

9. Remedies

Any claim under this Agreement must be brought within one (1) year after the cause of action arises, or such claim or cause of action is barred, notwithstanding any state statute of limitation to the contrary. No recovery may be sought or received for damages other than out-of-pocket expenses, except that the prevailing party will be entitled to costs and attorneys' fees. If a dispute arises out of or relates to this contract, or the alleged breach thereof, and if the dispute is not settled through negotiation, the parties agree first to try in good faith to settle the dispute by mediation within thirty (30) days, then the parties shall submit to binding arbitration. The process shall be confidential based on terms acceptable to the mediator and/or arbitrator.

10. Assignments

Customer may not assign its interests or delegate its obligations under this Agreement without the express written consent of Clearview Energy. Clearview Energy may sell, transfer, pledge, or assign the accounts receivable, revenues, or proceeds hereof, in connection with any financing agreement, purchase of accounts receivables program or billing services agreement, and may assign this Agreement and the rights and obligations there under, to another energy supplier, or other entity as authorized by the PUC.

11. Severability

If any provision of this Agreement is held by a court or regulatory agency of competent jurisdiction to be invalid, void, or unenforceable, the remaining provisions shall continue in full force without being invalidated in any way.

12. Force Majeure

The term "Force Majeure" shall mean any cause not reasonably within the control of the party claiming suspension and which by the exercise of due diligence, such party is unable to prevent or overcome, including but not limited to, an act of God, natural disaster, an act of war, and any act or cause which is deemed a Force Majeure by the EDC or any transportation or transmitting entity. If either party is unable, wholly or in part, by Force Majeure to perform or comply with any obligations or conditions of this Agreement, such party will give immediate written notice, to the maximum extent practical, to the other party and not be held liable.

13. Limitations of Liability

Liabilities not excused by Force Majeure or otherwise shall be limited to direct actual damages. Neither party will be liable to the other for consequential, incidental, punitive, special, exemplary, or indirect damages. Lost profits or penalties of any nature are hereby waived; these limitations apply without regard to the cause of any liability or damage, including the negligence of Clearview Energy. There are no third-party beneficiaries to this Agreement.

14. Customer Information and Release Authorization

Throughout this Agreement, you authorize Clearview Energy or its agents to obtain and review information from credit-reporting agencies regarding your credit history and information from the EDC relating to you and your account that includes, but is not limited to: account name and number; address; telephone number; billing history; payment history; rate classification; historical and future electricity

usage; meter readings; and characteristics of electricity service for the purposes of enrollment and offering new products and services. Clearview Energy will not provide or sell such information to any other party without your consent unless required to do so by law, or it is necessary to enforce the terms of this Agreement. Clearview Energy reserves the right to reject your enrollment, or terminate this Agreement, in the event you rescind these authorizations. Clearview will maintain the confidentiality of a customer's personal information including the name, address, telephone number, electric usage and historic payment information, as required by applicable Commission regulations and Federal and State laws.

15. Information About Shopping

Information about shopping for an electric supplier is available at www.PaPowerSwitch.com or other successor media platform as determined by the Commission, by calling the Commission at (800) 692-7380 and the Office of Consumer Advocate at (800) 684-6560 or at www.oca.state.pa.us.

16. Commission Contact Information

Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265
1.800.692.7380
www.puc.state.pa.us

17. Contact Information

Clearview Electric, Inc.
dba Clearview Energy
P.O. Box 130659
Dallas, TX 75313-0659
1.800.746.4702
Representatives available
Monday – Friday
9:30 a.m. – 6:30 p.m. EST
www.ClearviewEnergy.com

18. Definitions

Generation Charge:

The charge for producing electricity. Generation service is competitively priced and is not regulated by the Public Utility Commission. If you purchase electricity from an electric supplier, your generation charge will depend on the contract between you and your supplier.

Transmission Charge:

The cost for transporting electricity from the generation source to your electric distribution company. For most electric customers who select a new supplier, transmission costs will be included in the charges from your new supplier. The Federal Energy Regulatory Commission regulates retail transmission prices and services. This charge will vary with your source of supply.

Clearview Exhibit 4

Clearview's Oct. 10, 2023 Renewal Notice



PUBLIC VERSION

RENEWAL

October 10, 2023

21-T1 Pt

IMPORTANT INFORMATION REGARDING YOUR ELECTRIC SUPPLY CONTRACT WITH CLEARVIEW ENERGY

WILLIE TAYLOR
47 INDIANA CIR 1001
LEMOYNE, PA 17043-1174

From everyone at Clearview Energy, thank you for being a valued customer.

Your current contract is scheduled to expire on November 28, 2023. Your current contract has an early termination fee of \$0.00.

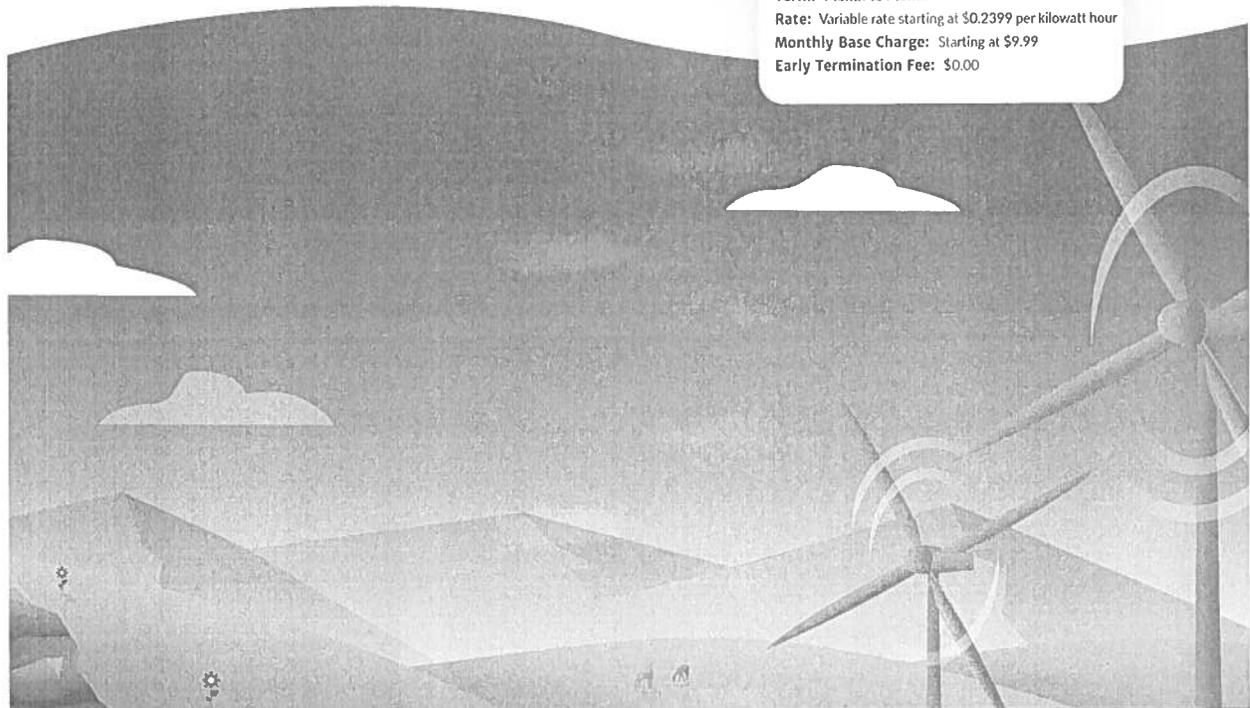
To continue service with Clearview Energy, you don't need to do anything. When your current plan expires, we'll continue your service in our default renewal plan with the rate and term specified in the Product Information Chart in the following Terms of Service.

You can always visit www.ClearviewEnergy.com and enter your zip code to review all of our plans. Also, you can contact our Customer Service at 1-800-746-4702 to review other plan options.

Thirty days prior to your contract expiration date you will receive an additional notice outlining your options should you elect not to renew with Clearview.

Plan Overview

Account Number: [REDACTED]
Effective Date: November 28, 2023
Term: Month To Month
Rate: Variable rate starting at \$0.2399 per kilowatt hour
Monthly Base Charge: Starting at \$9.99
Early Termination Fee: \$0.00



QUESTIONS? CONCERNS? COMMENTS? WE'RE ALWAYS HERE TO HELP.
VISIT CLEARVIEWENERGY.COM FOR HELPFUL HINTS TO REDUCE YOUR ENERGY USAGE.



Customer Service: 1-800-746-4702
Email: CustomerService@ClearviewEnergy.com
Web: www.ClearviewEnergy.com

Electric Generation Supplier (EGS) Information	<p>Clearview Electric, Inc. dba Clearview Energy P.O. Box 130659, Dallas, TX 75313-0659 1.800.746.4702 Representatives available Monday – Friday, 9:30 a.m. – 6:30 p.m. EST www.ClearviewEnergy.com</p> <p>Clearview Energy is responsible for generation charges.</p>			
Price Structure	<p>A month-to-month energy product that includes a variable kilowatt-hour rate. This rate may change at the discretion of Clearview Energy. The price may change each billing cycle and will be reflected on the subsequent billing statement. There is no ceiling on price variability.</p>			
Generation/Supply Price	<p>\$0.2399 per kilowatt-hour; Monthly base charge starting at \$9.99</p>			
Generation Price at Various Usage Levels	Usage: Price per kWh:	<u>500 kWh</u> \$0.2599	<u>1,000 kWh</u> \$0.2499	<u>2,000 kWh</u> \$0.2449
Statement Regarding Savings	<p>The supply rate may not always provide savings</p>			
Incentives	<p>None</p>			
Contract Start Date	<p>This Agreement goes into effect on November 28, 2023</p>			
Contract Duration/Length	<p>Month-to-month</p>			
Cancellation/Early Termination Fees	<p>ETF \$0.00 Customer is not subject to the Early Termination Fee if the contract is terminated within thirty (30) days prior to the contract end date.</p>			
End of Contract	<p>This Agreement shall commence for a one (1) month term ("Initial Term") and thereafter rates, with a base fee starting at \$9.99, may change at Clearview Energy's discretion outside of any applicable promotion. The rate will be reflected on the Customer's subsequent billing statement. Agreement shall automatically renew for successive one (1) month periods ("Renewal Term").</p>			
Right of Rescission	<p>Customer may rescind this Agreement within three (3) business days after receiving this Agreement by contacting Clearview Energy by phone or in writing. This Agreement is not legally binding until the rescission period has expired and you have not, directly or indirectly, rescinded your selection. The Customer is liable for all Clearview Energy charges until the Customer returns to the EDC or another supplier.</p>			

Product Information Chart

Account Number:	[REDACTED]			Effective Date:	November 28, 2023
Account Name:	Willie Taylor			Service Address:	47 Indiana Cir, 1001, Lemoyne, PA 17043-1174
Product Name:	ClearValuePlus			Energy Type:	Traditional Energy Product
Product Description:	A Month-to-Month Variable Kilowatt-Hour Rate Product plus a Variable Monthly Base Charge				
Agreement Term:	Month-to-month				
Electric Supply Rate:	\$0.2399 per kilowatt-hour				
Generation Price at Various Usage Levels:	Usage: Price per kWh:	500 kWh \$0.2599	1,000 kWh \$0.2499	2,000 kWh \$0.2449	
Monthly Base Charge:	Starting at \$9.99			Early Termination Fee:	\$0.00
Promotion:	None				

This Agreement is for electric supply service between Clearview Electric, Inc. dba Clearview Energy ("Clearview Energy") and Customer. The Product Information Chart is hereby made an integral part of this Agreement. Clearview Energy is licensed as an electric generation supplier by the Pennsylvania Public Utility Commission ("PUC") [License # A-2010-2152506]. Generation prices and charges are set by the electric generation supplier you have chosen. The PUC regulates distribution prices and services of your Electric Distribution Company ("EDC"). The Federal Energy Regulatory Commission regulates transmission prices and services.

PLEASE READ THIS DOCUMENT CAREFULLY: This Agreement is the entire contract between the parties and supersedes any prior written or oral representations.

1. Right of Rescission

Customer may rescind this Agreement within three (3) business days after receiving this Agreement by contacting Clearview Energy by phone or in writing. This Agreement is not legally binding until the rescission period has expired and you have not, directly or indirectly, rescinded your selection. The Customer is liable for all Clearview Energy charges until the Customer returns to the EDC or another supplier.

2. Price of Electricity

The price in cents per kilowatt-hour includes: electric generation supply, transmission, capacity charges in PJM, and renewable energy credits; any applicable taxes, (excluding state sales tax and county tax). The price of electricity may include a Monthly Base Charge as outlined in the Plan Information Box. Clearview Energy's supply charges do not include any EDC charges applied to the Customer.

2a. Fixed Kilowatt-Hour Rate Product – If Clearview Energy would like to propose a change to a fixed kilowatt-hour rate product, you will be notified by the process described in Change of Terms. Fixed price products may change due to new or modified federal, state or local laws; or regulatory actions that impose new or modified fees.

2b. Month-to-month Variable Kilowatt-Hour Rate Product – Month-to-month variable kilowatt-hour rate products are subject to change without notice at Clearview Energy's discretion outside of any applicable promotion. If applicable, the Monthly Base Charge may also fluctuate outside of any applicable promotion. After the first month, the price may vary based on a number of factors, including market supply prices, energy capacity prices, settlement costs and other market-related factors, as determined at our discretion, plus estimated total state taxes, fees, charges or other assessments, along with our costs, expenses and profit margins. There is no limit on how much the price may change from one billing cycle to the next. The price can change each billing period. The Customer will not know the price until receiving the bill. A customer may obtain the previous 24 months' average monthly billed price for the customer's rate class and service territory at 1.800.746.4702 and www.clearviewenergy.com. Historical pricing is not indicative of present or future pricing.

All pricing can be viewed at www.ClearviewEnergy.com.

3. Billing and Payment

You will receive a single bill from your EDC that includes Clearview Energy's electric supply charges as well as the EDC's delivery charges. By the acceptance of this Agreement, you hereby authorize the EDC to provide billing and payment information to Clearview Energy.

The Customer will pay each invoice in full within twenty (20) days of the invoice date or in the timeframe established by the EDC. Customer payments remitted in response to a consolidated bill shall be pro-rated in accordance with procedures adopted by the PUC. If the Customer fails to remit payment when due, Clearview Energy reserves

the right to terminate supply services. Failure to remit payment is considered a breach of this Agreement and the Customer may be liable to Clearview Energy for any applicable early termination fee.

For any payment sent directly to Clearview Energy, which is returned by your financial institution for any reason, Clearview Energy will charge \$20.00 for each payment transaction that is returned unpaid or not processed including: (1) returned checks, (2) returned electronic fund transfers, and (3) any other form of dishonored payment. This charge will be reflected as NSF Fee on your next bill, if applicable.

4. Energy Products

4a. Renewable Energy Product – Supports 100% green energy producers in the United States through the purchase of Renewable Energy Certificates equivalent to the power you consume.

4b. Traditional Energy Product – Traditional energy products sourced by a combination of coal, natural gas, nuclear, hydropower and/or other renewable energy sources. The renewable sources may include wind, solar, geothermal and/or biomass.

5. Terms of Renewal

5a. Fixed Kilowatt-Hour Rate Product – The Agreement Term and Effective date can be found in the Plan Information Chart. Upon expiration of your fixed term, your service will automatically continue under Clearview Energy's variable month-to-month renewal product, with a base fee starting at \$9.99, for which rates may change at Clearview Energy's discretion outside of any applicable promotion. If Clearview Energy wants to change the contract, you will receive two (2) separate notices before the changes happen. You will receive the first notice forty-five (45) to sixty (60) days before the change, and the second notice thirty (30) days before the change. These notices will explain your options.

5b. Month-to-month Variable Kilowatt-Hour Rate Product – The Agreement Term and Effective date can be found in the Plan Information Chart. This Agreement shall commence for a one (1) month term ("Initial Term") and thereafter rates, with a base starting at \$9.99, may change at Clearview Energy's discretion outside of any applicable promotion. The rate will be reflected on the Customer's subsequent billing statement. Agreement shall automatically renew for successive one (1) month periods ("Renewal Term"). If Clearview Energy wants to change the contract, you will receive two separate notices before the change happens. You will receive the first notice 45 to 60 days before the change, and the second notice 30 days before the change. These notices will explain your options.

6. Cancellation Provisions

6a. Fixed Kilowatt-Hour Rate Product – If you terminate this Agreement prior to receiving the Options Notice, you will be charged an Early Termination Fee as outlined in the Product Information Chart. Your service will remain in effect until such time as the EDC completes the termination in accordance with its rules. However, you may terminate this Agreement without penalty as a result of relocation, disability that renders the customer of record unable to pay for Clearview Energy's service, or the customer of record's death.

6b. Month-to-month Variable Kilowatt-Hour Rate Product – This Agreement will remain in effect at Clearview Energy's discretion or until you notify Clearview Energy of your desire to choose a fixed plan, or another provider. Customer may cancel this Agreement at any time by providing thirty (30) days' notice to Clearview Energy at 1.800.746.4702. There is no penalty for cancellation of variable month-to-month products.

Upon termination of this Agreement, a final bill will be rendered within twenty

(20) days after the final scheduled meter reading or, if access is unavailable, an estimate of consumption will be used in the final bill which will be true-up subsequent to the final meter reading. Clearview Energy does not physically cut off electric service, only your EDC may do that. If Clearview Energy cancels this Agreement for any reason other than non-payment you will be mailed two (2) notices forty-five (45) to sixty (60) days and thirty (30) days prior to your service being returned to the EDC's supply service.

7. Change in Terms

If you have a fixed duration contract that will be ending, or whenever Clearview Energy wants to change the contract, you will receive two separate notices before the contract ends or the changes happen. You will receive the first notice forty-five (45) to sixty (60) days before, and the second notice thirty (30) days before the expiration date or the date the change becomes effective. These notices will explain your options.

8. Dispute Resolution Process

If you have any questions or disputes regarding Clearview Energy's service, please contact Clearview Energy's customer service department at 1.800.746.4702. If you are not satisfied with the resolution after speaking with a Clearview Energy representative, then you may contact the PUC. For your convenience, the PUC's contact information has been provided at the end of this Agreement. No terms contained herein waive any rights you may have under Pennsylvania or Federal Consumer Protection laws.

9. Remedies

Any claim under this Agreement must be brought within one (1) year after the cause of action arises, or such claim or cause of action is barred, notwithstanding any state statute of limitation to the contrary. No recovery may be sought or received for damages other than out-of-pocket expenses, except that the prevailing party will be entitled to costs and attorneys' fees. If a dispute arises out of or relates to this contract, or the alleged breach thereof, and if the dispute is not settled through negotiation, the parties agree first to try in good faith to settle the dispute by mediation within thirty (30) days, then the parties shall submit to binding arbitration. The process shall be confidential based on terms acceptable to the mediator and/or arbitrator.

10. Assignments

Customer may not assign its interests or delegate its obligations under this Agreement without the express written consent of Clearview Energy. Clearview Energy may sell, transfer, pledge, or assign the accounts receivable, revenues, or proceeds hereof, in connection with any financing agreement, purchase of accounts receivables program or billing services agreement, and may assign this Agreement and the rights and obligations there under, to another energy supplier, or other entity as authorized by the PUC.

11. Severability

If any provision of this Agreement is held by a court or regulatory agency of competent jurisdiction to be invalid, void, or unenforceable, the remaining provisions shall continue in full force without being invalidated in any way.

12. Force Majeure

The term "Force Majeure" shall mean any cause not reasonably within the control of the party claiming suspension and which by the exercise of due diligence, such party is unable to prevent or overcome, including but not limited to, an act of God, natural disaster, an act of war, and any act or cause which is deemed a Force Majeure by the EDC or any transportation or transmitting entity. If either party is unable, wholly or in part, by Force Majeure to perform or comply with any obligations or conditions of this Agreement, such party will give immediate written notice, to the maximum extent practical, to the other party and not be held liable.

13. Limitations of Liability

Liabilities not excused by Force Majeure or otherwise shall be limited to direct actual damages. Neither party will be liable to the other for consequential, incidental, punitive, special, exemplary, or indirect damages. Lost profits or penalties of any nature are hereby waived; these limitations apply without regard to the cause of any liability or damage, including the negligence of Clearview Energy. There are no third-party beneficiaries to this Agreement.

14. Customer Information and Release Authorization

Throughout this Agreement, you authorize Clearview Energy or its agents to obtain and review information from credit-reporting agencies regarding your credit history and information from the EDC relating to you and your account that includes, but is not limited to: account name and number; address; telephone number;

billing history; payment history; rate classification; historical and future electricity usage; meter readings; and characteristics of electricity service for the purposes of enrollment and offering new products and services. Clearview Energy will not provide or sell such information to any other party without your consent unless required to do so by law, or it is necessary to enforce the terms of this Agreement. Clearview Energy reserves the right to reject your enrollment, or terminate this Agreement, in the event you rescind these authorizations. Clearview will maintain the confidentiality of a customer's personal information including the name, address, telephone number, electric usage and historic payment information, as required by applicable Commission regulations and Federal and State laws.

15. Information About Shopping

Information about shopping for an electric supplier is available at www.PaPowerSwitch.com or other successor media platform as determined by the Commission, by calling the Commission at (800) 692-7380 and the Office of Consumer Advocate at (800) 684-6560 or at www.oca.state.pa.us.

16. Commission Contact Information

Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265
1.800.692.7380
www.puc.state.pa.us

17. Contact Information

Clearview Electric, Inc.
dba Clearview Energy
P.O. Box 130659
Dallas, TX 75313-0659
1.800.746.4702
Representatives available
Monday – Friday
9:30 a.m. – 6:30 p.m. EST
www.ClearviewEnergy.com

18. Definitions

Generation Charge:

The charge for producing electricity. Generation service is competitively priced and is not regulated by the Public Utility Commission. If you purchase electricity from an electric supplier, your generation charge will depend on the contract between you and your supplier.

Transmission Charge:

The cost for transporting electricity from the generation source to your electric distribution company. For most electric customers who select a new supplier, transmission costs will be included in the charges from your new supplier. The Federal Energy Regulatory Commission regulates retail transmission prices and services. This charge will vary with your source of supply.

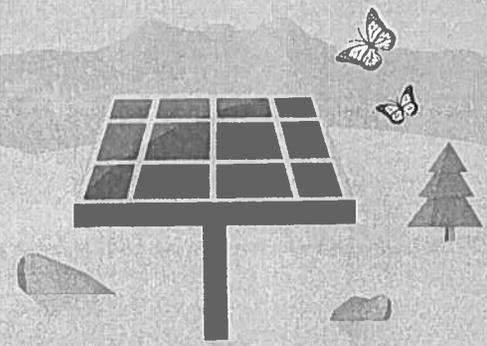
Clearview Exhibit 5

Clearview's Oct. 24, 2023 Options Notice



PUBLIC VERSION

CUSTOMER PORTAL



Dear Customer,

Did you know there's an easy way to access your Clearview Energy account information? With the Clearview Energy Customer Portal, you'll have access to information like:

- Current plan information
- Your next rate change notice, if applicable
- Usage Information
- Copies of your customer correspondence in the Message Center

Customer portal web address:
<https://clearviewenergy.ecinfobill.com>

If you have any questions please contact Customer Support by phone or email.

Phone: **1.800.746.4702**
E-mail: customerservice@clearviewenergy.com

Thank you for being a valued Clearview Energy customer. We look forward to serving you for years to come.

Sincerely,
Clearview Energy Customer Service

Register your account and set up a username and password

1.) Go To <https://clearviewenergy.ecinfobill.com>. You'll need:

- Your Clearview Energy account number and
- Your assigned PIN #

Both located below

2.) Go to the "Sign Up" tab to register your account

3.) Complete the information within the account registration form



Please note, you will find your account documents under the Message Center Tab

Log in to your account

1.) Go to <https://clearviewenergy.ecinfobill.com>

2.) Enter your user id and password that you set up during the registration process

3.) Click on the "Log In" button



View your account information

Clearview Energy account number:	30065661
PIN #:	882PMT

Questions?

If you have any issues setting up your online account, please contact Customer Support by phone or email



Customer Service: 1-800-746-4702
Email: CustomerService@ClearviewEnergy.com
Web: www.ClearviewEnergy.com



PUBLIC VERSION

OPTIONS NOTICE

October 24, 2023

58-T1 P1

IMPORTANT INFORMATION REGARDING YOUR ELECTRIC SUPPLY CONTRACT WITH CLEARVIEW ENERGY

WILLIE TAYLOR
47 INDIANA CIR 1001
LEMOYNE, PA 17043-1174

You also have the option of choosing to enroll with another electric supplier or to request to be returned to default service with your local utility. Should you choose to switch, no early termination fee will be charged.

From everyone at Clearview Energy, thank you for being a valued customer.

Should you elect to return to default service, please contact our Customer Service at 1-800-746-4702 to request that your service with Clearview Energy be cancelled.

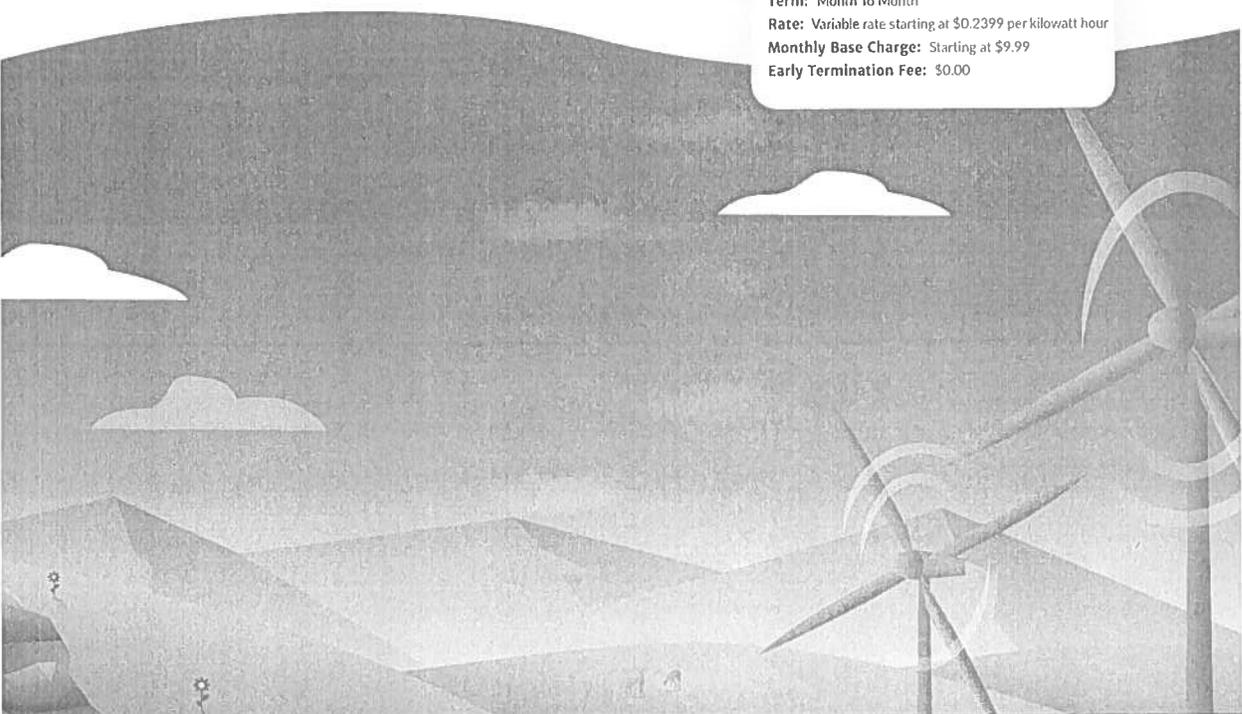
Your current contract is scheduled to expire on November 28, 2023. Should you wish to remain with Clearview Energy, you don't need to do anything. When your current plan expires, we'll continue your service in our default renewal plan with the rate and term specified in the Product Information Chart in the following Terms of Service.

As a reminder, if no action is taken, your service with Clearview will continue under our default renewal plan as specified in the Product Information Chart in the following Terms of Service.

You can always visit www.ClearviewEnergy.com and enter your zip code to review all of our plans. Also, you can contact our Customer Service at 1-800-746-4702 to review other plan options.

Plan Overview

Account Number: [REDACTED]
 Effective Date: November 28, 2023
 Term: Month To Month
 Rate: Variable rate starting at \$0.2399 per kilowatt hour
 Monthly Base Charge: Starting at \$9.99
 Early Termination Fee: \$0.00



QUESTIONS? CONCERNS? COMMENTS? WE'RE ALWAYS HERE TO HELP.
VISIT CLEARVIEWENERGY.COM FOR HELPFUL HINTS TO REDUCE YOUR ENERGY USAGE.



Customer Service: 1-800-746-4702
Email: CustomerService@ClearviewEnergy.com
Web: www.ClearviewEnergy.com

Electric Generation Supplier (EGS) Information	<p>Clearview Electric, Inc. dba Clearview Energy P.O. Box 130659, Dallas, TX 75313-0659 1.800.746.4702 Representatives available Monday – Friday, 9:30 a.m. – 6:30 p.m. EST www.ClearviewEnergy.com</p> <p>Clearview Energy is responsible for generation charges.</p>			
Price Structure	<p>A month-to-month energy product that includes a variable kilowatt-hour rate. This rate may change at the discretion of Clearview Energy. The price may change each billing cycle and will be reflected on the subsequent billing statement. There is no ceiling on price variability.</p>			
Generation/Supply Price	<p>\$0.2399 per kilowatt-hour; Monthly base charge starting at \$9.99</p>			
Generation Price at Various Usage Levels	Usage: Price per kWh:	<u>500 kWh</u> \$0.2599	<u>1,000 kWh</u> \$0.2499	<u>2,000 kWh</u> \$0.2449
Statement Regarding Savings	<p>The supply rate may not always provide savings</p>			
Incentives	<p>None</p>			
Contract Start Date	<p>This Agreement goes into effect on November 28, 2023</p>			
Contract Duration/Length	<p>Month-to-month</p>			
Cancellation/Early Termination Fees	<p>ETF \$0.00 Customer is not subject to the Early Termination Fee if the contract is terminated within thirty (30) days prior to the contract end date.</p>			
End of Contract	<p>This Agreement shall commence for a one (1) month term ("Initial Term") and thereafter rates, with a base fee starting at \$9.99, may change at Clearview Energy's discretion outside of any applicable promotion. The rate will be reflected on the Customer's subsequent billing statement. Agreement shall automatically renew for successive one (1) month periods ("Renewal Term").</p>			
Right of Rescission	<p>Customer may rescind this Agreement within three (3) business days after receiving this Agreement by contacting Clearview Energy by phone or in writing. This Agreement is not legally binding until the rescission period has expired and you have not, directly or indirectly, rescinded your selection. The Customer is liable for all Clearview Energy charges until the Customer returns to the EDC or another supplier.</p>			

Product Information Chart

Account Number:	[REDACTED]			Effective Date:	November 28, 2023
Account Name:	Willie Taylor			Service Address:	47 Indiana Cir, 1001, Lemoyne, PA 17043-1174
Product Name:	ClearValuePlus			Energy Type:	Traditional Energy Product
Product Description:	A Month-to-Month Variable Kilowatt-Hour Rate Product plus a Variable Monthly Base Charge				
Agreement Term:	Month-to-month				
Electric Supply Rate:	\$0.2399 per kilowatt-hour				
Generation Price at Various Usage Levels:	Usage: Price per kWh:	500 kWh \$0.2599	1,000 kWh \$0.2499	2,000 kWh \$0.2449	
Monthly Base Charge:	Starting at \$9.99			Early Termination Fee:	\$0.00
Promotion:	None				

This Agreement is for electric supply service between Clearview Electric, Inc. dba Clearview Energy ("Clearview Energy") and Customer. The Product Information Chart is hereby made an integral part of this Agreement. Clearview Energy is licensed as an electric generation supplier by the Pennsylvania Public Utility Commission ("PUC") [License # A-2010-2152506]. Generation prices and charges are set by the electric generation supplier you have chosen. The PUC regulates distribution prices and services of your Electric Distribution Company ("EDC"). The Federal Energy Regulatory Commission regulates transmission prices and services.

PLEASE READ THIS DOCUMENT CAREFULLY: This Agreement is the entire contract between the parties and supersedes any prior written or oral representations.

1. Right of Rescission

Customer may rescind this Agreement within three (3) business days after receiving this Agreement by contacting Clearview Energy by phone or in writing. This Agreement is not legally binding until the rescission period has expired and you have not, directly or indirectly, rescinded your selection. The Customer is liable for all Clearview Energy charges until the Customer returns to the EDC or another supplier.

2. Price of Electricity

The price in cents per kilowatt-hour includes: electric generation supply, transmission, capacity charges in PJM, and renewable energy credits; any applicable taxes, (excluding state sales tax and county tax). The price of electricity may include a Monthly Base Charge as outlined in the Plan Information Box. Clearview Energy's supply charges do not include any EDC charges applied to the Customer.

2a. Fixed Kilowatt-Hour Rate Product – If Clearview Energy would like to propose a change to a fixed kilowatt-hour rate product, you will be notified by the process described in Change of Terms. Fixed price products may change due to new or modified federal, state or local laws; or regulatory actions that impose new or modified fees.

2b. Month-to-month Variable Kilowatt-Hour Rate Product – Month-to-month variable kilowatt-hour rate products are subject to change without notice at Clearview Energy's discretion outside of any applicable promotion. If applicable, the Monthly Base Charge may also fluctuate outside of any applicable promotion. After the first month, the price may vary based on a number of factors, including market supply prices, energy capacity prices, settlement costs and other market-related factors, as determined at our discretion, plus estimated total state taxes, fees, charges or other assessments, along with our costs, expenses and profit margins. There is no limit on how much the price may change from one billing cycle to the next. The price can change each billing period. The Customer will not know the price until receiving the bill. A customer may obtain the previous 24 months' average monthly billed price for the customer's rate class and service territory at 1.800.746.4702 and www.clearviewenergy.com. Historical pricing is not indicative of present or future pricing.

All pricing can be viewed at www.ClearviewEnergy.com.

3. Billing and Payment

You will receive a single bill from your EDC that includes Clearview Energy's electric supply charges as well as the EDC's delivery charges. By the acceptance of this Agreement, you hereby authorize the EDC to provide billing and payment information to Clearview Energy.

The Customer will pay each invoice in full within twenty (20) days of the invoice date or in the timeframe established by the EDC. Customer payments remitted in response to a consolidated bill shall be pro-rated in accordance with procedures adopted by the PUC. If the Customer fails to remit payment when due, Clearview Energy reserves

the right to terminate supply services. Failure to remit payment is considered a breach of this Agreement and the Customer may be liable to Clearview Energy for any applicable early termination fee.

For any payment sent directly to Clearview Energy, which is returned by your financial institution for any reason, Clearview Energy will charge \$20.00 for each payment transaction that is returned unpaid or not processed including: (1) returned checks, (2) returned electronic fund transfers, and (3) any other form of dishonored payment. This charge will be reflected as NSF Fee on your next bill, if applicable.

4. Energy Products

4a. Renewable Energy Product – Supports 100% green energy producers in the United States through the purchase of Renewable Energy Certificates equivalent to the power you consume.

4b. Traditional Energy Product – Traditional energy products sourced by a combination of coal, natural gas, nuclear, hydropower and/or other renewable energy sources. The renewable sources may include wind, solar, geothermal and/or biomass.

5. Terms of Renewal

5a. Fixed Kilowatt-Hour Rate Product – The Agreement Term and Effective date can be found in the Plan Information Chart. Upon expiration of your fixed term, your service will automatically continue under Clearview Energy's variable month-to-month renewal product, with a base fee starting at \$9.99, for which rates may change at Clearview Energy's discretion outside of any applicable promotion. If Clearview Energy wants to change the contract, you will receive two (2) separate notices before the changes happen. You will receive the first notice forty-five (45) to sixty (60) days before the change, and the second notice thirty (30) days before the change. These notices will explain your options.

5b. Month-to-month Variable Kilowatt-Hour Rate Product – The Agreement Term and Effective date can be found in the Plan Information Chart. This Agreement shall commence for a one (1) month term ("Initial Term") and thereafter rates, with a base starting at \$9.99, may change at Clearview Energy's discretion outside of any applicable promotion. The rate will be reflected on the Customer's subsequent billing statement. Agreement shall automatically renew for successive one (1) month periods ("Renewal Term"). If Clearview Energy wants to change the contract, you will receive two separate notices before the change happens. You will receive the first notice 45 to 60 days before the change, and the second notice 30 days before the change. These notices will explain your options.

6. Cancellation Provisions

6a. Fixed Kilowatt-Hour Rate Product – If you terminate this Agreement prior to receiving the Options Notice, you will be charged an Early Termination Fee as outlined in the Product Information Chart. Your service will remain in effect until such time as the EDC completes the termination in accordance with its rules. However, you may terminate this Agreement without penalty as a result of relocation, disability that renders the customer of record unable to pay for Clearview Energy's service, or the customer of record's death.

6b. Month-to-month Variable Kilowatt-Hour Rate Product – This Agreement will remain in effect at Clearview Energy's discretion or until you notify Clearview Energy of your desire to choose a fixed plan, or another provider. Customer may cancel this Agreement at any time by providing thirty (30) days' notice to Clearview Energy at 1.800.746.4702. There is no penalty for cancellation of variable month-to-month products.

Upon termination of this Agreement, a final bill will be rendered within twenty

(20) days after the final scheduled meter reading or, if access is unavailable, an estimate of consumption will be used in the final bill which will be true-up subsequent to the final meter reading. Clearview Energy does not physically cut off electric service, only your EDC may do that. If Clearview Energy cancels this Agreement for any reason other than non-payment you will be mailed two (2) notices forty-five (45) to sixty (60) days and thirty (30) days prior to your service being returned to the EDC's supply service.

7. Change in Terms

If you have a fixed duration contract that will be ending, or whenever Clearview Energy wants to change the contract, you will receive two separate notices before the contract ends or the changes happen. You will receive the first notice forty-five (45) to sixty (60) days before, and the second notice thirty (30) days before the expiration date or the date the change becomes effective. These notices will explain your options.

8. Dispute Resolution Process

If you have any questions or disputes regarding Clearview Energy's service, please contact Clearview Energy's customer service department at 1.800.746.4702. If you are not satisfied with the resolution after speaking with a Clearview Energy representative, then you may contact the PUC. For your convenience, the PUC's contact information has been provided at the end of this Agreement. No terms contained herein waive any rights you may have under Pennsylvania or Federal Consumer Protection laws.

9. Remedies

Any claim under this Agreement must be brought within one (1) year after the cause of action arises, or such claim or cause of action is barred, notwithstanding any state statute of limitation to the contrary. No recovery may be sought or received for damages other than out-of-pocket expenses, except that the prevailing party will be entitled to costs and attorneys' fees. If a dispute arises out of or relates to this contract, or the alleged breach thereof, and if the dispute is not settled through negotiation, the parties agree first to try in good faith to settle the dispute by mediation within thirty (30) days, then the parties shall submit to binding arbitration. The process shall be confidential based on terms acceptable to the mediator and/or arbitrator.

10. Assignments

Customer may not assign its interests or delegate its obligations under this Agreement without the express written consent of Clearview Energy. Clearview Energy may sell, transfer, pledge, or assign the accounts receivable, revenues, or proceeds hereof, in connection with any financing agreement, purchase of accounts receivables program or billing services agreement, and may assign this Agreement and the rights and obligations there under, to another energy supplier, or other entity as authorized by the PUC.

11. Severability

If any provision of this Agreement is held by a court or regulatory agency of competent jurisdiction to be invalid, void, or unenforceable, the remaining provisions shall continue in full force without being invalidated in any way.

12. Force Majeure

The term "Force Majeure" shall mean any cause not reasonably within the control of the party claiming suspension and which by the exercise of due diligence, such party is unable to prevent or overcome, including but not limited to, an act of God, natural disaster, an act of war, and any act or cause which is deemed a Force Majeure by the EDC or any transportation or transmitting entity. If either party is unable, wholly or in part, by Force Majeure to perform or comply with any obligations or conditions of this Agreement, such party will give immediate written notice, to the maximum extent practical, to the other party and not be held liable.

13. Limitations of Liability

Liabilities not excused by Force Majeure or otherwise shall be limited to direct actual damages. Neither party will be liable to the other for consequential, incidental, punitive, special, exemplary, or indirect damages. Lost profits or penalties of any nature are hereby waived; these limitations apply without regard to the cause of any liability or damage, including the negligence of Clearview Energy. There are no third-party beneficiaries to this Agreement.

14. Customer Information and Release Authorization

Throughout this Agreement, you authorize Clearview Energy or its agents to obtain and review information from credit-reporting agencies regarding your credit history and information from the EDC relating to you and your account that includes, but is not limited to: account name and number; address; telephone number;

billing history; payment history; rate classification; historical and future electricity usage; meter readings; and characteristics of electricity service for the purposes of enrollment and offering new products and services. Clearview Energy will not provide or sell such information to any other party without your consent unless required to do so by law, or it is necessary to enforce the terms of this Agreement. Clearview Energy reserves the right to reject your enrollment, or terminate this Agreement, in the event you rescind these authorizations. Clearview will maintain the confidentiality of a customer's personal information including the name, address, telephone number, electric usage and historic payment information, as required by applicable Commission regulations and Federal and State laws.

15. Information About Shopping

Information about shopping for an electric supplier is available at www.PaPowerSwitch.com or other successor media platform as determined by the Commission, by calling the Commission at (800) 692-7380 and the Office of Consumer Advocate at (800) 684-6560 or at www.oca.state.pa.us.

16. Commission Contact Information

Pennsylvania Public Utility Commission
 P.O. Box 3265
 Harrisburg, PA 17105-3265
 1.800.692.7380
www.puc.state.pa.us

17. Contact Information

Clearview Electric, Inc.
 dba Clearview Energy
 P.O. Box 130659
 Dallas, TX 75313-0659
 1.800.746.4702
 Representatives available
 Monday – Friday
 9:30 a.m. – 6:30 p.m. EST
www.ClearviewEnergy.com

18. Definitions

Generation Charge:

The charge for producing electricity. Generation service is competitively priced and is not regulated by the Public Utility Commission. If you purchase electricity from an electric supplier, your generation charge will depend on the contract between you and your supplier.

Transmission Charge:

The cost for transporting electricity from the generation source to your electric distribution company. For most electric customers who select a new supplier, transmission costs will be included in the charges from your new supplier. The Federal Energy Regulatory Commission regulates retail transmission prices and services. This charge will vary with your source of supply.



PUBLIC VERSION

CUSTOMER PORTAL

Dear Customer,

Did you know there's an easy way to access your Clearview Energy account information? With the Clearview Energy Customer Portal, you'll have access to information like:

- Current plan information
- Your next rate change notice, if applicable
- Usage information
- Copies of your customer correspondence in the Message Center

Customer portal web address:
<https://clearviewenergy.ecinfoill.com>

If you have any questions please contact Customer Support by phone or email.

Phone: **1.800.746.4702**
 Email: customerservice@clearviewenergy.com

Thank you for being a valued Clearview Energy customer. We look forward to serving you for years to come.

Sincerely,
 Clearview Energy Customer Service



Register your account and set up a username and password

- 1.) Go To <https://clearviewenergy.ecinfoill.com>. You'll need:
 - Your Clearview Energy account number and
 - Your assigned PIN #
 Both located below
- 2.) Go to the "Sign Up" tab to register your account
- 3.) Complete the information within the account registration form

Please note, you will find your account , documents under the Message Center Tab

Log in to your account

- 1.) Go to <https://clearviewenergy.ecinfoill.com>
- 2.) Enter your user id and password that you set up during the registration process
- 3.) Click on the "Log In" button



View your account information	
Clearview Energy account number:	30065661
PIN #:	882PMT

Questions? If you have any issues setting up your online account, please contact Customer Support by phone or email



Customer Service: 1-800-746-4702
Email: CustomerService@ClearviewEnergy.com
Web: www.ClearviewEnergy.com

Clearview Exhibit 6

Clearview's Dec. 27, 2023 and April 26, 2024 Rate
Change Notices

December 27, 2023



16-T1 Pt

WILLIE TAYLOR
47 INDIANA CIR # 1001
LEMOYNE, PA 17043-1174


RE: Account Number 

Hi Willie,

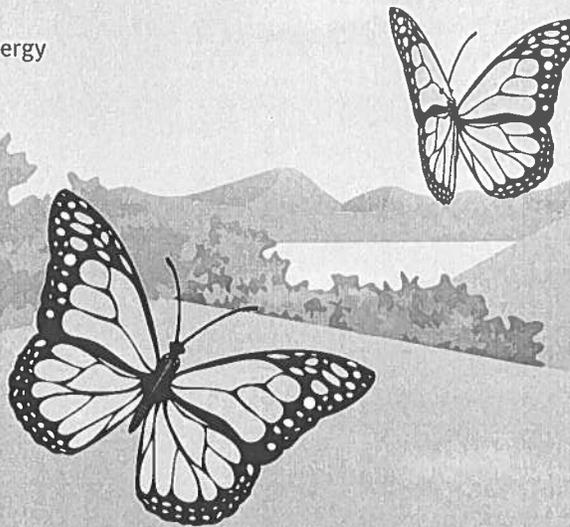
Thank you for choosing Clearview Energy. Our goal is to provide you with value and outstanding customer service. This means equipping you with the most up-to-date information about your account.

This letter is to inform you that your current rate of \$0.2399/kWh and monthly base fee of \$9.99 will be changing to \$0.2699/kWh and \$9.99 on your next billing cycle.

Please, contact us at 1.800.746.4702 or visit our website at www.clearviewenergy.com if you have any questions regarding this rate change or if you'd like to review all of our rate plan options.

And, as always, thank you for being a member of the Clearview Energy Family.

Sincerely,
Clearview Energy



Customer Service:
Email:
Web:

1.800.746.4702
CustomerService@ClearviewEnergy.com
www.ClearviewEnergy.com

April 26, 2024



29-T1 Pt

WILLIE TAYLOR
47 INDIANA CIR # 1001
LEMOYNE, PA 17043-1174


RE: Account Number 

Hi Willie,

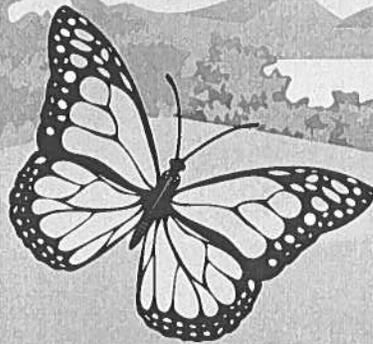
Thank you for choosing Clearview Energy. Our goal is to provide you with value and outstanding customer service. This means equipping you with the most up-to-date information about your account.

This letter is to inform you that your current rate of \$0.2699/kWh and monthly base fee of \$9.99 will be changing to \$0.2509/kWh and \$9.99 on your next billing cycle.

Please, contact us at 1.800.746.4702 or visit our website at www.clearviewenergy.com if you have any questions regarding this rate change or if you'd like to review all of our rate plan options.

And, as always, thank you for being a member of the Clearview Energy Family.

Sincerely,
Clearview Energy



Customer Service:
Email:
Web:

1.800.746.4702
CustomerService@ClearviewEnergy.com
www.ClearviewEnergy.com

PPL ELECTRIC

EXHIBIT 1

Account Activity Statement

*** Account Information ***

*** Current Account Status ***

Account Number: [REDACTED] Mail To: WILLIE TAYLOR
47 INDIANA CIR, 1001
LEMOYNE PA 17043

Requested By: WILLIE TAYLOR
[REDACTED] Extension:

Payment Agreement
Installment: \$0.00 Balance: \$0.00

Budget Bill Amortization
Installment: \$25.58 Balance: \$179.15

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
02/03/2021	Payment		\$-91.99								
02/11/2021	BUDGET BILLING		\$92.00								
02/11/2021	Regular Bill	03/04	\$92.00		\$106.40	\$-31.33	0982/0000	33845A	30	724	
03/08/2021	Payment		\$-92.00								
03/15/2021	BUDGET BILLING		\$81.00								
03/15/2021	Regular Bill	04/05	\$81.00		\$82.81	\$-29.52	0874/0000	34378A	30	533	
04/05/2021	Payment		\$-81.00								
04/14/2021	BUDGET BILLING		\$81.00								
04/14/2021	Regular Bill	05/05	\$81.00		\$66.02	\$-44.50	0544/0000	34772A	32	394	
05/06/2021	Payment		\$-81.00								
05/13/2021	BUDGET BILLING		\$81.00								
05/13/2021	Regular Bill	06/03	\$81.00		\$62.14	\$-63.36	0311/0010	35131A	29	359	
06/08/2021	Payment		\$-81.00								
06/14/2021	Budget Bill Int Only		\$-0.01								
06/14/2021	BUDGET BILLING		\$81.00								
06/14/2021	Regular Bill	07/06	\$80.99		\$84.07	\$-60.29	0063/0180	35667A	30	536	
07/14/2021	Budget Bill Int Only		\$-0.01								
07/14/2021	Payment		\$-80.99								
07/14/2021	BUDGET BILLING		\$81.00								
07/14/2021	Regular Bill	08/04	\$80.99		\$119.53	\$-21.76	0001/0355	36490A	32	823	
08/10/2021	Late Payment Charge		\$1.01								
08/12/2021	BUDGET BILLING		\$83.78								
08/12/2021	Regular Bill	09/02	\$165.78	\$80.99	\$105.54		0000/0340	37200A	29	710	
08/14/2021	Miscellaneous		\$-1.01								
08/14/2021	Miscellaneous		\$-1.01								
08/18/2021	Payment		\$-80.00								
08/30/2021	Debit Transfer Charge		\$0.02								
08/30/2021	Debit Transfer Charge		\$0.99								
09/07/2021	Payment		\$-40.00								
09/13/2021	BUDGET BILLING		\$87.00								
09/13/2021	Regular Bill	10/04	\$131.77	\$44.77	\$103.94	\$16.94	0000/0323	37897A	30	697	

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH
10/12/2021	Payment		\$-131.77							
10/12/2021	BUDGET BILLING		\$87.00							
10/12/2021	Regular Bill	11/02	\$87.00		\$75.86	\$5.80	0030/0126	38371A	31	474
11/05/2021	Payment		\$-87.00							
11/10/2021	BUDGET BILLING		\$87.00							
11/10/2021	Regular Bill	12/02	\$87.00		\$57.70	\$-23.50	0297/0010	38705A	29	334
12/08/2021	Payment		\$-87.00							
12/10/2021	BUDGET BILLING		\$87.00							
12/10/2021	Regular Bill	01/03	\$87.00		\$86.04	\$-24.46	0709/0000	39268A	30	563
01/10/2022	Payment		\$-87.00							
01/12/2022	BUDGET BILLING		\$87.00							
01/12/2022	Regular Bill	02/02	\$87.00		\$97.25	\$-14.21	0905/0000	39925A	33	657
02/07/2022	Payment		\$-87.00							
02/10/2022	BUDGET BILLING		\$87.00							
02/10/2022	Regular Bill	03/03	\$87.00		\$133.15	\$31.94	1119/0000	40876A	29	951
03/09/2022	Late Payment Charge		\$1.09							
03/11/2022	BUDGET BILLING		\$87.00							
03/11/2022	Regular Bill	04/04	\$175.09	\$87.00	\$105.49	\$50.43	0765/0000	41603A	29	727
03/14/2022	Payment		\$-75.00							
04/11/2022	BUDGET BILLING		\$87.00							
04/11/2022	Regular Bill	05/02	\$187.09	\$100.09	\$89.61	\$53.04	0583/0000	42202A	29	599
04/12/2022	Late Payment Charge		\$1.24							
04/12/2022	Late Payment Charge		\$0.01							
04/14/2022	Payment		\$-88.00							
05/10/2022	Late Payment Charge		\$1.24							
05/11/2022	BUDGET BILLING		\$87.00							
05/11/2022	Regular Bill	06/01	\$188.58	\$99.09	\$77.78	\$43.82	0374/0002	42707A	32	505
05/13/2022	Payment		\$-88.00							
05/31/2022	Payment		\$-100.58							
06/10/2022	BUDGET BILLING		\$118.00							
06/10/2022	Regular Bill	07/05	\$118.00		\$115.64	\$41.46	0011/0159	43295A	30	588
07/11/2022	Payment		\$-118.00							
07/12/2022	BUDGET BILLING		\$118.00							
07/12/2022	Regular Bill	08/02	\$118.00		\$161.47	\$84.93	0000/0314	44063A	32	768

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
08/09/2022	Late Payment Charge		\$1.48								
08/10/2022	Special Agreement		\$-165.46								
08/10/2022	BUDGET BILLING		\$283.46								
08/10/2022	Regular Bill	08/31	\$237.48	\$118.00	\$198.53		0000/0438	45027A	29	964	
08/15/2022	Payment		\$-100.00								
09/07/2022	Late Payment Charge		\$0.02								
09/07/2022	Late Payment Charge		\$1.71								
09/09/2022	BUDGET BILLING		\$109.00								
09/09/2022	SPECIAL AGREEMENT - BB SETTLE		\$27.57								
09/09/2022	Regular Bill	10/03	\$275.78	\$137.48	\$188.97	\$79.97	0000/0351	45813A	30	786	
09/16/2022	Payment		\$-50.00								
10/10/2022	BUDGET BILLING		\$109.00								
10/10/2022	SPECIAL AGREEMENT - BB SETTLE		\$27.57								
10/10/2022	Regular Bill	10/31	\$362.35	\$225.78	\$109.27	\$80.24	0114/0076	46234A	29	421	
10/11/2022	Late Payment Charge		\$2.45								
10/11/2022	Late Payment Charge		\$0.02								
11/08/2022	BUDGET BILLING		\$109.00								
11/08/2022	SPECIAL AGREEMENT - BB SETTLE		\$27.57								
11/08/2022	Regular Bill	11/29	\$501.39	\$362.35	\$110.34	\$81.58	0312/0009	46660A	31	426	
11/09/2022	Late Payment Charge		\$3.81								
11/09/2022	Late Payment Charge		\$0.02								
11/14/2022	Payment		\$-250.00								
12/06/2022	Late Payment Charge		\$0.03								
12/06/2022	Late Payment Charge		\$2.42								
12/08/2022	BUDGET BILLING		\$127.00								
12/08/2022	SPECIAL AGREEMENT - BB SETTLE		\$27.57								
12/08/2022	Regular Bill	12/29	\$412.24	\$251.39	\$156.43	\$111.01	0245/0000	47327A	30	226	
12/13/2022	Payment		\$-100.00								
01/03/2023	Payment		\$-200.00								
01/04/2023	Late Payment Charge		\$1.06								
01/13/2023	BUDGET BILLING		\$127.00								
01/13/2023	SPECIAL AGREEMENT - BB SETTLE		\$27.57								
01/13/2023	Regular Bill	02/06	\$267.87	\$112.24	\$150.68	\$134.69	0985/0000	48180A	33	853	
02/04/2023	Miscellaneous		\$-1.06								
02/06/2023	Payment		\$-135.00								
02/08/2023	BUDGET BILLING		\$127.00								
02/08/2023	SPECIAL AGREEMENT - BB SETTLE		\$27.61								
02/08/2023	Regular Bill	03/01	\$286.42	\$131.81	\$132.24	\$139.93	0853/0000	48910A	29	730	

Bill Account: [REDACTED]

Account Activity Statement

Date: 01/31/25
 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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11/08/2023	BUDGET BILLING		\$127.00								
11/08/2023	Regular Bill	11/29	\$255.59	\$127.00	\$93.59	\$-50.53	0340/0010	54200			
11/20/2023	Payment		\$-168.00								
12/11/2023	BUDGET BILLING		\$127.00								
12/11/2023	Regular Bill	01/02	\$214.59	\$87.59	\$156.18	\$-21.35	0683/0000	54904A	31		704
01/03/2024	Payment		\$-167.00								
01/11/2024	BUDGET BILLING		\$127.00								
01/11/2024	Regular Bill	02/01	\$174.59	\$47.59	\$284.70	\$136.35	0864/0000	55803A	34		899
02/09/2024	BUDGET BILLING		\$127.00								
02/09/2024	Late Payment Charge		\$2.18								
02/09/2024	Regular Bill	03/04	\$303.77	\$174.59	\$269.07	\$278.42	0882/0000	56624A	29		821
02/26/2024	Payment		\$-100.00								
03/07/2024	Payment		\$-150.00								
03/12/2024	BUDGET BILLING		\$160.00								
03/12/2024	Late Payment Charge		\$0.67								
03/12/2024	Regular Bill	04/02	\$214.44	\$53.77	\$258.94	\$377.36	0777/0000	57362A	32		738
04/09/2024	Late Payment Charge		\$0.01								
04/09/2024	Late Payment Charge		\$2.67								
04/11/2024	BUDGET BILLING		\$160.00								
04/11/2024	Regular Bill	05/02	\$377.12	\$214.44	\$209.28	\$426.64	0529/0000	57943A	30		581
05/08/2024	Late Payment Charge		\$0.04								
05/08/2024	Late Payment Charge		\$4.67								
05/10/2024	BUDGET BILLING		\$160.00								
05/10/2024	Regular Bill	06/03	\$541.83	\$377.12	\$167.27	\$433.91	0184/0046	58391A	29		448
05/13/2024	Payment		\$-92.00								
06/11/2024	BUDGET BILLING		\$270.00								
06/11/2024	Late Payment Charge		\$5.53								
06/11/2024	Regular Bill	07/02	\$725.36	\$449.83	\$188.21	\$352.12	0052/0152	58917A	32		526
06/12/2024	Payment		\$-204.00								
07/11/2024	BUDGET BILLING		\$270.00								
07/11/2024	Late Payment Charge		\$6.39								
07/11/2024	Regular Bill	08/01	\$797.75	\$521.36	\$270.36	\$352.48	0001/0423	59740A	30		823
07/12/2024	Payment		\$-150.00								
08/09/2024	Special Agreement		\$-307.05								
08/09/2024	BUDGET BILLING		\$577.05								
08/09/2024	Regular Bill	09/03	\$917.75	\$647.75	\$224.57		0000/0227	60627A	29		439

Bill Account: [REDACTED]

Account Activity Statement

Date: 01/31/25
Page: 6

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
08/19/2024	Payment		\$-150.00								
09/10/2024	BUDGET BILLING		\$197.00								
09/10/2024	SPECIAL AGREEMENT - BB SETTLE		\$25.58								
09/10/2024	Regular Bill	10/01	\$990.33	\$767.75	\$110.10	\$-86.90	0008/0203	61232A	32		605

09/16/2024	Payment		\$-160.00								
10/09/2024	BUDGET BILLING		\$197.00								
10/09/2024	SPECIAL AGREEMENT - BB SETTLE		\$25.58								
10/09/2024	Regular Bill	10/30	\$1052.91	\$830.33	\$73.61	\$-210.29	0033/0079	61604A	29		372
10/18/2024	Payment		\$-160.00								
11/07/2024	BUDGET BILLING		\$197.00								
11/07/2024	SPECIAL AGREEMENT - BB SETTLE		\$25.58								
11/07/2024	Late Payment Charge		\$10.52								
11/07/2024	Regular Bill	12/02	\$1126.01	\$892.91	\$77.95	\$-329.34	0282/0009	62004A	29		400
11/18/2024	Payment		\$-160.00								
12/10/2024	BUDGET BILLING		\$197.00								
12/10/2024	SPECIAL AGREEMENT - BB SETTLE		\$25.58								
12/10/2024	Regular Bill	12/31	\$1188.59	\$966.01	\$124.00	\$-402.34	0717/0005	62698A	33		694
12/18/2024	Payment		\$-188.00								
01/10/2025	BUDGET BILLING		\$197.00								
01/10/2025	SPECIAL AGREEMENT - BB SETTLE		\$25.58								
01/10/2025	Regular Bill	01/31	\$1223.17	\$1000.59	\$156.13	\$-443.21	1004/0000	63594A	31		896
01/13/2025	Payment		\$-160.00								

PPL ELECTRIC

EXHIBIT 2

Account Contact History
Account: [REDACTED] **Customer Name:** WILLIE TAYLOR
 From 1/31/2021 to 1/31/2025

Contact Date	Contact Type	Remarks	User
2025-01-13	WEB Customer Initiated Payment	Scheduled date 1 12 2025 Amount 160.00 User [REDACTED] Owner YES. Confirmation Number 25011280	SELF SERVICE USER
2024-12-18	WEB Customer Initiated Payment	Scheduled date 12 18 2024 Amount 188.00 User [REDACTED] Owner YES. Confirmation Number 24121806	SELF SERVICE USER
2024-11-18	WEB Customer Initiated Payment	Scheduled date 11 18 2024 Amount 160.00 User [REDACTED] Owner YES. Confirmation Number 24111821	SELF SERVICE USER
2024-11-08	SC - PUC Formal Complaint	The customer filed Formal Complaint Docket No. F-2024-3052017- WATT ID 4368361	E02623
2024-11-08	Miscellaneous	WATT CCC Formal Complaint - Other CCC Formal Work Item 4368361 Created	CARMEN P URBAN
2024-10-18	WEB Customer Initiated Payment	Scheduled date 10 18 2024 Amount 160.00 User [REDACTED] Owner YES. Confirmation Number 24101838	SELF SERVICE USER
2024-10-01	SC - GRACE EXTENSION	Caller Back Office Ratepayer. SC Status from Open to Closed Cust Rights Given Y Cust Satisfied Y Comments BCS 4001212 DEC CLOSED 10 01 2024 EGS COMPLAINT	CUCL143
2024-09-16	Changed Payment Agreement	Self Serve Ratepayer payment plan activated of monthly bill plus 40.00 The second payment due of 262.58 due on 10 01 2024.	SELF SERVICE USER
2024-09-16	CSS WEB Interface Payment	Caller Self Serve Ratepayer. Comments Made Payment in the amount of 160.00. Confirmation number was Read. Confirmation Number 24091607	SELF SERVICE USER
2024-08-19	WEB Customer Initiated Payment	Scheduled date 8 18 2024 Amount 150.00 User [REDACTED] Owner YES. Confirmation Number 24081863	SELF SERVICE USER
2024-08-10	Special Situation	HIGH BILL ALERT	SUPP_HB
2024-07-18	Cust Choice 1 Bill	Supplier added on 2024-07-23 - IGS Energy	
2024-07-18	Batch Enrollment		
2024-07-17	Customer Choice Drop	Supplier dropped on 2024-07-22 - Clearview Electric Inc.	
2024-07-17	Batch Enrollment		
2024-07-12	SC - PUC Informal Complaint	PUC MDIA BCS 4001212	CUCL143
2024-07-12	Disputed Payment Agreement	[REDACTED] Ratepayer. Agreement Type CU. Cust agrees to PAG terms NO. OUR Provided. Total payment due 07 22 2024 315.00. First payment of 315.00 is due 07 23 2024. Second payment of 316.39 is due on 08 01 2024 . Payment Plan installment amount 40.00. Emailed PAG info to [REDACTED]	SELF SERVICE USER
2024-07-12	Credit	[REDACTED] Link to Assistance Programs page presented.	SELF SERVICE USER
2024-07-12	Credit	Confirmed service is scheduled for termination on 07 24 2024. Amount is 521.36. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	SELF SERVICE USER
2024-07-12	Credit	[REDACTED] Ratepayer. Customer indicated there was no change to financial information.	SELF SERVICE USER
2024-07-12	Financial Statement Added		SELF SERVICE USER
2024-07-12	Credit	Text sent to [REDACTED] for web offer. Customer response YES	IVR
2024-07-12	WEB Customer Initiated Payment	Scheduled date 7 12 2024 Amount 150.00 User [REDACTED] Owner YES. Confirmation Number 24071204	SELF SERVICE USER
2024-07-12	Special Situation	HIGH BILL ALERT	SUPP_HB
2024-07-10	Correspondence - Collections	CUT DATE 2024-07-24 AMOUNT 521.36	
2024-06-12	CSS WEB Interface Payment	Caller Self Serve Ratepayer. Comments Made Payment in the amount of 204.00. Confirmation number was Read. Confirmation Number 24061211	SELF SERVICE USER
2024-06-12	Added Payment Agreement	Self Serve Ratepayer agrees to payment terms of 204.00 due by 06 24 2024 to reinstate the payment plan. The second payment of 315.53 due on 07 02 2024. Installments of 40.00 are added to each monthly bill until the previous balance is paid in full.	SELF SERVICE USER
2024-06-12	Special Situation	HIGH BILL ALERT	SUPP_HB
2024-06-10	Correspondence - Collections	CUT DATE 2024-06-25 AMOUNT 449.83	
2024-05-13	CSS WEB Interface Payment	Caller Self Serve Ratepayer. Comments Made Payment in the amount of 92.00. Confirmation number was Read. Confirmation Number 24051381	SELF SERVICE USER
2024-05-13	Added Payment Agreement	Self Serve Ratepayer agrees to payment terms of 92.00 due by 05 21 2024 to reinstate the payment plan. The second payment of 204.71 due on 06 03 2024. Installments of 40.00 are added to each monthly bill until the previous balance is paid in full.	SELF SERVICE USER
2024-05-11	Special Situation	HIGH BILL ALERT	SUPP_HB

Contact Date	Contact Type	Remarks	User
2024-05-08	Correspondence - Collections	CUT DATE 2024-05-22 AMOUNT 377.12	
2024-04-12	Special Situation	HIGH BILL ALERT	SUPP_HB
2024-03-13	Special Situation	HIGH BILL ALERT	SUPP_HB
2024-03-07	WEB Customer Initiated Payment	Scheduled date 3 7 2024 Amount 150.00 User [REDACTED] Owner YES. Confirmation Number 24030735	SELF SERVICE USER
2024-02-26	WEB Customer Initiated Payment	Scheduled date 2 25 2024 Amount 100.00 User [REDACTED] Owner YES. Confirmation Number 24022532	SELF SERVICE USER
2024-02-10	Special Situation	HIGH BILL ALERT	SUPP_HB
2024-01-12	Special Situation	HIGH BILL ALERT	SUPP_HB
2024-01-03	WEB Customer Initiated Payment	Scheduled date 1 3 2024 Amount 167.00 User [REDACTED] Owner YES. Confirmation Number 24010376	SELF SERVICE USER
2023-12-10	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2023-12-10	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2023-12-10	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2023-12-10	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2023-12-11	Credit	Ratepayer. Customer indicated there was no change to financial information.	SELF SERVICE USER
2023-12-11	Financial Statement Added		SELF SERVICE USER
2023-11-20	WEB Customer Initiated Payment	Scheduled date 11 19 2023 Amount 168.00 User [REDACTED] Owner YES. Confirmation Number 23111918	SELF SERVICE USER
2023-11-20	Added Payment Agreement	[REDACTED] Ratepayer. Agreement Type NCU. Cust agrees to PAG terms YES. First payment of 168.00 is due 11 30 2023. Future payments beginning with next bill will include installment amount of 40.00. Emailed PAG info to [REDACTED]	SELF SERVICE USER
2023-11-19	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2023-11-20	Financial Statement Added		SELF SERVICE USER
2023-10-03	WEB Customer Initiated Payment	Scheduled date 10 3 2023 Amount 200.09 User [REDACTED] Owner YES. Confirmation Number 23100325	SELF SERVICE USER
2023-09-12	WEB Customer Initiated Payment	Scheduled date 9 12 2023 Amount 137.00 User [REDACTED] Owner YES. Confirmation Number 23091267	SELF SERVICE USER
2023-08-23	WEB Customer Initiated Payment	Scheduled date 8 23 2023 Amount 150.00 User [REDACTED] Owner YES. Confirmation Number 23082399	SELF SERVICE USER
2023-07-05	WEB Customer Initiated Payment	Scheduled date 7 5 2023 Amount 200.00 User [REDACTED] Owner YES. Confirmation Number 23070506	SELF SERVICE USER
2023-06-14	WEB Customer Initiated Payment	Scheduled date 6 14 2023 Amount 100.00 User [REDACTED] Owner YES. Confirmation Number 23061477	SELF SERVICE USER
2023-05-16	WEB Customer Initiated Payment	Scheduled date 5 16 2023 Amount 100.00 User [REDACTED] Owner YES. Confirmation Number 23051694	SELF SERVICE USER
2023-04-14	WEB Customer Initiated Payment	Scheduled date 4 14 2023 Amount 150.00 User [REDACTED] Owner YES. Confirmation Number 23041406	SELF SERVICE USER
2023-03-15	WEB Customer Initiated Payment	Scheduled date 3 15 2023 Amount 215.00 User [REDACTED] Owner YES. Confirmation Number 23031530	SELF SERVICE USER
2023-02-04	Data Repair	CREDIT OF LPC OVERCHARGE	CUBLP511
2023-02-06	WEB Customer Initiated Payment	Scheduled date 2 4 2023 Amount 135.00 User [REDACTED] Owner YES. Confirmation Number 23020431	SELF SERVICE USER
2023-02-02	Data Repair	DR [REDACTED] - CD-NXT-COLL-ACTION UPDATE	CSSDR044
2023-01-13	Data Repair	INC10765324 - Reads Workaround	CSSDR044
2023-01-03	WEB Customer Initiated Payment	Scheduled date 12 31 2022 Amount 200.00 User [REDACTED] Owner YES. Confirmation Number 22123167	SELF SERVICE USER
2022-12-12	WEB Customer Initiated Payment	Scheduled date 12 12 2022 Amount 100.00 User [REDACTED] Owner YES. Confirmation Number 22121231	SELF SERVICE USER
2022-12-09	Special Situation	HIGH BILL ALERT	SUPP_HB
2022-12-07	Winter Collection	Winter Collection Notice	
2022-11-21	Cust Choice 1 Bill	Supplier added on 2022-11-28 - Clearview Electric Inc.	
2022-11-21	Batch Enrollment		
2022-11-14	WEB Customer Initiated Payment	Scheduled date 11 13 2022 Amount 250.00 User [REDACTED] Owner YES. Confirmation Number 22111356	SELF SERVICE USER
2022-11-09	Special Situation	HIGH BILL ALERT	SUPP_HB
2022-10-11	Special Situation	HIGH BILL ALERT	SUPP_HB
2022-09-16	WEB Customer Initiated Payment	Scheduled date 9 16 2022 Amount 50.00 User [REDACTED] Owner YES. Confirmation Number 22091676	SELF SERVICE USER
2022-09-10	Special Situation	HIGH BILL ALERT	SUPP_HB
2022-08-15	WEB Customer Initiated Payment	Scheduled date 8 14 2022 Amount 100.00 User [REDACTED] Owner YES. Confirmation Number 22081496	SELF SERVICE USER
2022-08-11	Special Situation	HIGH BILL ALERT	SUPP_HB
2022-07-13	Special Situation	HIGH BILL ALERT	SUPP_HB
2022-07-11	WEB Customer Initiated Payment	Scheduled date 7 11 2022 Amount 118.00 User [REDACTED] Owner YES. Confirmation Number 22071140	SELF SERVICE USER
2022-06-11	Special Situation	HIGH BILL ALERT	SUPP_HB
2022-05-31	WEB Customer Initiated Payment	Scheduled date 5 31 2022 Amount 100.58 User [REDACTED] Owner YES. Confirmation Number 22053110	SELF SERVICE USER
2022-05-13	WEB Customer Initiated Payment	Scheduled date 5 13 2022 Amount 88.00 User [REDACTED] Owner YES. Confirmation Number 22051394	SELF SERVICE USER
2022-04-14	WEB Customer Initiated Payment	Scheduled date 4 14 2022 Amount 88.00 User [REDACTED] Owner YES. Confirmation Number 22041410	SELF SERVICE USER

Contact Date	Contact Type	Remarks	User
2022-03-14	WEB Customer Initiated Payment	Scheduled date 3 13 2022 Amount 75.00 User [redacted] Owner YES. Confirmation Number 22031399	SELF SERVICE USER
2022-02-19	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note MS_CSS.services.contacts.privcontacts.notification_PPL_CUSTOMER_CONTACT_VIEWPublishDocument USER_NAME Call Type 90 SL AL OUT Comments S L out @ 23372s33266.	O
2022-02-07	WEB Customer Initiated Payment	Scheduled date 2 6 2022 Amount 87.00 User [redacted] Owner YES. Confirmation Number 22020683	SELF SERVICE USER
2022-01-10	WEB Customer Initiated Payment	Scheduled date 1 9 2022 Amount 87.00 User [redacted] Owner YES. Confirmation Number 22010907	SELF SERVICE USER
2021-12-08	WEB Customer Initiated Payment	Scheduled date 12 8 2021 Amount 87.00 User [redacted] Owner YES. Confirmation Number 21120871	SELF SERVICE USER
2021-11-05	WEB Customer Initiated Payment	Scheduled date 11 5 2021 Amount 87.00 User [redacted] Owner YES. Confirmation Number 21110599	SELF SERVICE USER
2021-10-20	LIHEAP	LIHEAP application mailed to customer	CSLET
2021-10-12	WEB Customer Initiated Payment	Scheduled date 10 12 2021 Amount 131.77 User [redacted] Owner YES. Confirmation Number 21101283	SELF SERVICE USER
2021-10-06	Credit	Caller Back Office Ratepayer. Ob collection call left vm for rp to call PPL 8003425775 re acct.	DIANE PAGAN
2021-09-07	WEB Customer Initiated Payment	Scheduled date 9 7 2021 Amount 40.00 User [redacted] Owner YES. Confirmation Number 21090787	SELF SERVICE USER
2021-08-30	Miscellaneous Accounts Receivable Adjustment	Debit to offset LPC	CSSDR044
2021-08-18	Credit - Outbound Call	Caller Back Office Ratepayer. obc attempt hung up	PAMELA HARVEY
2021-08-18	WEB Customer Initiated Payment	Scheduled date 8 18 2021 Amount 80.00 User [redacted] Owner YES. Confirmation Number 21081850	SELF SERVICE USER
2021-08-14	Data Repair	CREDIT OF LPC OVERCHARGE	CUBLP511
2021-08-14	Data Repair	CREDIT OF LPC OVERCHARGE	CUBLP511
2021-07-14	WEB Customer Initiated Payment	Scheduled date 7 14 2021 Amount 80.99 User [redacted] Owner YES. Confirmation Number 21071443	SELF SERVICE USER
2021-06-08	WEB Customer Initiated Payment	Scheduled date 6 8 2021 Amount 81.00 User [redacted] Owner YES. Confirmation Number 21060826	SELF SERVICE USER
2021-05-06	WEB Customer Initiated Payment	Scheduled date 5 6 2021 Amount 81.00 User [redacted] Owner YES. Confirmation Number 21050603	SELF SERVICE USER
2021-04-05	WEB Customer Initiated Payment	Scheduled date 4 5 2021 Amount 81.00 User [redacted] Owner YES. Confirmation Number 21040510	SELF SERVICE USER
2021-03-08	WEB Customer Initiated Payment	Scheduled date 3 7 2021 Amount 92.00 User [redacted] Owner YES. Confirmation Number 21030706	SELF SERVICE USER
2021-02-03	WEB Customer Initiated Payment	Scheduled date 2 3 2021 Amount 91.99 User [redacted] Owner YES. Confirmation Number 21020310	SELF SERVICE USER

PPL ELECTRIC

EXHIBIT 4

Informals Formals

Home

Case Search

Reports

Final Review (1)

Informal Case View

General			
BCS Case No.	4001212	Case Notes	Count : 2 Detail...
CSS Account No.	██████████	Received Date	07/12/2024
CSS Name	WILLIE TAYLOR	Due Date	08/10/2024
Name	WILLY TAYLOR	Investigator Name	CASE POOL, BCS
Service Address 1	47 INDIANA CIR, 1001	Mailing Address 1	
Service Address 2		Mailing Address 2	
Service City, State Zip	LEMOYNE, PA 17043-	Mailing City, State Zip	, -
PUC Address	47 INDIANA CIR,,LEMOYNE,PA,17043-		
Service Class	RESIDENTIAL	Case Origin	TELEPHONE
Phone Number		Prior Case Number	0
Income Level	3	On Track	No
Reason For Contact	SLAMMING (LONG DISTANCE PHONE OR ENERGY SUPPLIER) (# 10)		
Customer Position	CUSTOMER HAS SUPPLIER ON ACCOUNT AND DID NOT AUTHORIZE AND HAS BEEN SUPPLIER FOR THE LAST 2 YEARS. CUSTOMER SAYS DID NOT KNOW THAT SUPPLIER WAS ON ACCOUNT WHEN WAS INITIALLY ENROLLED WITH IGS. CUSTOMER SAYS THAT EFFECTIVE DATE WITH CLEARVIEW IS 11/28/2022 BUT HAS NEVER SPOKE OR ENROLLED WITH SUPPLIER AND RECEIVED NO INDICATION THEY WERE ON BILL. CUSTOMER SAYS JUST PAYS BILL ONLINE EACH MONTH AND NO ISSUES UNTIL BEGAN RECEIVING HIGH BILLS IN JAN AND RECENT JUNE BILL OF \$540 AND RECEIVED SHUT OFF NOTICE. CUSTOMER SAYS ON A BUDGET PLAN THAT IS HIGHER THAN ACTUAL USAGE CHARGES. - RELIEF SOUGHT - REMOVE CLEARVIEW AS SUPPLIER AND DISPUTE CHARGES, CONTINUE WITH IGS AS SUPPLIER.		
Company Position	07/11/2024 CUSTOMER HAS CONTACTED AND SET UP PAR BUT COULDN'T GET THROUGH TO REP TO DISCUSS SUPPLIER.		
Related Information			
Misc Info			
Heating	Yes	Service	On
Acct Bal Due Date	08/01/2024	Total Account Balance	647.75

Budget Bill Amount	191.00		
Arrearage	1.00	Reported Income Amount	0.00
Date of Last Customer Contact prior to Complaint	07/12/2024		

Type Assignment

Case Type	Informal
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Category and Section

Primary Category	Competition - Slamming - Non-SOP
Secondary Category	
Tertiary Category	
Assign To Section	CCC-

Ownership

Contact Person	E157401 - Hogan, April L
Written By	Hogan, April
Written By Date	07/18/2024

Other Information

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

Informal Final Report

Details of the Company's Original Investigation

11/21/2022 - The Company received an enrollment notice from Clearview Electric Inc., an Electric Generation Supplier (EGS). This supplier would become effective 11/28/2023.

Note: The selection of a new EGS will automatically cancel the previous EGS, when applicable.

11/22/2022 - The Company sent the customer a confirmation letter, verifying the selection of Clearview Electric, Inc.

11/19/2023- The Company records show the customer used its self-service tools to establish a payment arrangement. The customer entered the household financial information (level 3 income). The Company requested \$168.00 by 11/30/2023. The repayment terms were to pay the monthly bills plus \$40.00 until the account balance was paid in full.

7/10/2024 - The Company sent a residential termination notice for \$521.36 with a proposed termination

date on or after 7/24/2024.

7/12/2024 - (date of last contact) The Company records show the customer used its self-service tools to re-establish a payment arrangement, which is based on the customer's level 3 income. The Company explained \$315.00 was due to reinstate the prior payment arrangement and the repayment terms were to pay \$40.00 plus the monthly bill until the customer completely paid the overdue balance. An additional \$316.39 would be due by 8/1/2024. The customer could not agree to the terms. The Company suspended the account for ten days and provided the customer with information on how to register a complaint with the PUC.

Note: The Company has no record of the customer speaking to an agent regarding this issue prior to the filing of this complaint.

Company's Final Position to the Customer

The Company records show the customer used its self-service tools to re-establish a payment arrangement, which is based on the customer's level 3 income on 7/12/2024.

The Company explained \$315.00 was due to reinstate the prior payment arrangement and the repayment terms were to pay \$40.00 plus the monthly bill until the customer completely paid the overdue balance.

An additional \$316.39 would be due by 8/1/2024.

The customer could not agree to the terms.

The Company suspended the account for ten days and provided the customer with information on how to register a complaint with the PUC.

The Company has no record of the customer speaking to an agent regarding this issue prior to the filing of this complaint.

Details of Company's Investigation after BCS Contact

7/12/2024 - The Company received a cancellation notice from Clearview Electric, Inc. The cancellation would become effective 7/22/2024.

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

PPL EU followed the regulations of 57.173(2) regarding notifying the customer that the new EGS would begin providing his electric generation.

PPL EU followed the regulations of 57.174(a) by switching the customer's service to the new EGS within three business days.

PPL EU cannot control or be held accountable for the actions or inactions of an EGS.

PPL EU cannot intervene on contractual issues between a customer and an EGS.

PPL EU does not benefit from the electric generation shopping choices of its customers.

The Company has no record of the customer speaking to an agent regarding this issue prior to the filing of this complaint.

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

The customer has been receiving electric generation supply from Clearview Electric, Inc. since 11/28/2024.

The Company records indicate it received a cancellation notice from Clearview Electric, Inc. The cancellation would become effective 7/22/2024.

The customer's billed account balance is \$647.75. This amount does not include any deferred charges.

The customer owes \$165.00 to catch up on the payment arrangement. An additional \$316.39 is due 8/1/2024.

The Company included screenshots that show details of recent payment arrangements and included it with the supplemental details that accompany this report.

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	Decision
	Change State	Dismiss	

Informals Formals

Decision Detail

- Home
- Case Search
- Reports
- Final Review (1)

General			
BCS Case No.	4001212	CSS Account No.	██████████
Customer Name	WILLY TAYLOR	Investigator Name	CASE POOL, BCS
Address 1	47 INDIANA CIR, 1001	Service Class	RESIDENTIAL
Address 2		Case Origin	TELEPHONE
City, State Zip	LEMOYNE , PA 17043	Head Date	
Service Restore Amount		Current Monthly Payment	
Service Continue Amount		Service Continue Date	
Decision Issue	Yes	Ending Monthly Payment	
Chapter		Oral/Written	Written
Section Rule		Violation	NO
Total Balance	647.75	Closed Date	10/01/2024
Reconnect Amount	0.00	Balance Date	07/18/2024
Special Budget Amount		Regular Budget Amount	
Arrears Payment Plus		Final Monthly Payment	
Resolution	DECISION LETTER ISSUED-- CASE DISMISSED: THE CUSTOMER IS DISPUTING THE UNAUTHORIZED ENROLLMENT WITH CLEARVIEW ENERGY. THE CUSTOMER'S PPL ACCOUNT WAS PROPERLY ENROLLED WITH CLEARVIEW ELECTRIC ON 11/18/2022. AFTER PROPER NOTIFICATION, CLEARVIEW ELECTRIC TRANSITIONED THE ACCOUNT TO A VARIABLE-RATE PRODUCT.THE CUSTOMER DID NOT DISPUTE YOUR ENROLLMENT IN A TIMELY MANNER. CLEARVIEW ELECTRIC HAS BEEN REMOVED FROM PPL ACCOUNT EFFECTIVE 7/22/2024. THE CUSTOMER PPL ACCOUNT WAS ENROLLED WITH IGS ENERGY EFFECTIVE 7/23/2024. CASE DISMISSED.		
Terms			
Letter Description			

Action Required Options

Action Required	<input type="radio"/> Yes <input checked="" type="radio"/> No		
WorkQ Category	▼		
Sub Category	▼		
Up Front Amount		Up Front Due Date	
Bill Type	▼		
Plus Amount			
Beginning Date			
Write-Off Amount			
Comments	BCS#4001212 DEC CLOSED 10/01/2024 EGS COMPLAINT		
Processed By	E169452	Processed Date	10/1/2024 5:00:42 PM

[Return to Case](#)