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INDEX TO EXHIBITS

COMPLAINANT:

ID/ADMIT

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RESPONDENT:

PPL Electric Exhibit No. 1
(account activity report)

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PPL Electric Exhibit No. 2
(account contacts)

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PPL Electric Exhibit No. 4
(BCS case 4010413)

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PPL Electric Exhibit No. 5
(letter from Mr. Bielskie to PPL)

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PPL ELECTRIC

EXHIBIT 1

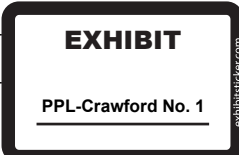
*** Account Information ***

*** Current Account Status ***

Account Number: [REDACTED] Mail To: DAWN CRAWFORD
 PO BOX 51
 KULPMONT PA 17834
 Requested By: DAWN CRAWFORD
 Extension: [REDACTED]

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

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
09/14/2021	ELECTRIC SERVICE		\$34.51								
09/14/2021	Regular Bill	10/05	\$34.51				0009/0031	09905A	13	231	
10/05/2021	Payment		\$-34.51								
10/13/2021	ELECTRIC SERVICE		\$81.17								
10/13/2021	Regular Bill	11/03	\$81.17				0076/0053	10456A	29	551	
11/04/2021	Payment		\$-81.17								
11/11/2021	ELECTRIC SERVICE		\$67.65								
11/11/2021	Regular Bill	12/02	\$67.65				0418/0004	10897A	29	441	
12/03/2021	Payment		\$-30.00								
12/13/2021	OnTrack Credit		\$-26.26								
12/13/2021	ELECTRIC SERVICE		\$75.26								
12/13/2021	Regular Bill	01/03	\$86.65	\$11.39			0865/0000	11371A	32	474	
01/03/2022	Payment		\$-49.00								
01/10/2022	OTRK Arrearage Credit		\$-3.76								
01/13/2022	OnTrack Credit		\$-24.65								
01/13/2022	ELECTRIC SERVICE		\$73.65								
01/13/2022	Regular Bill	02/03	\$82.89	\$9.24			0987/0000	11803A	31	432	
02/01/2022	Payment		\$-22.75								
02/04/2022	Payment		\$-22.75								
02/10/2022	OTRK Arrearage Credit		\$-3.76								
02/11/2022	OnTrack Credit		\$-40.31								
02/11/2022	ELECTRIC SERVICE		\$89.31								
02/11/2022	Regular Bill	03/07	\$82.63				1241/0000	12369A	29	566	
03/07/2022	Payment		\$-52.50								
03/14/2022	OnTrack Credit		\$-30.56								
03/14/2022	OTRK Arrearage Credit		\$-3.76								
03/14/2022	ELECTRIC SERVICE		\$79.56								
03/14/2022	Regular Bill	04/04	\$79.13				0968/0000	12860A	31	491	
04/04/2022	Payment		\$-49.00								
04/11/2022	OTRK Arrearage Credit		\$-3.76								



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DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
04/12/2022	OnTrack Credit		\$-41.60								
04/12/2022	ELECTRIC SERVICE		\$90.60								
04/12/2022	Regular Bill	05/03	\$71.61				0583/0000	13437A	29	577	
05/10/2022	OTRK Arrearage Credit		\$-3.76								
05/12/2022	OnTrack Credit		\$-21.94								
05/12/2022	ELECTRIC SERVICE		\$70.94								
05/12/2022	Regular Bill	06/02	\$116.85	\$45.91			0359/0001	13864A	30	427	
06/01/2022	Payment		\$-98.00								
06/09/2022	OTRK Arrearage Credit		\$-3.76								
06/13/2022	OnTrack Credit		\$-81.65								
06/13/2022	ELECTRIC SERVICE		\$130.65								
06/13/2022	Regular Bill	07/05	\$64.09				0031/0104	14665A	32	801	
06/24/2022	Payment		\$-64.09								
07/13/2022	OnTrack Credit		\$-109.10								
07/13/2022	ELECTRIC SERVICE		\$153.10								
07/13/2022	Regular Bill	08/03	\$44.00				0002/0261	15505A	30	840	
07/18/2022	Payment		\$-22.75								
08/08/2022	Payment		\$-21.25								
08/11/2022	OnTrack Credit		\$-167.46								
08/11/2022	ELECTRIC SERVICE		\$211.46								
08/11/2022	Regular Bill	09/01	\$44.00				0000/0344	16702A	29	1197	
09/06/2022	Payment		\$-44.00								
09/12/2022	OnTrack Credit		\$-133.83								
09/12/2022	ELECTRIC SERVICE		\$177.83								
09/12/2022	Regular Bill	10/03	\$44.00				0000/0202	17686A	32	984	
09/16/2022	Payment		\$-22.75								
10/11/2022	OnTrack Credit		\$-76.98								
10/11/2022	ELECTRIC SERVICE		\$120.98								
10/11/2022	Regular Bill	11/01	\$65.25				0223/0023	18318A	29	632	
10/25/2022	Payment		\$-22.50								
11/02/2022	Payment		\$-22.50								
11/09/2022	OnTrack Credit		\$-52.44								
11/09/2022	ELECTRIC SERVICE		\$96.44								
11/09/2022	Regular Bill	11/30	\$64.25				0395/0007	18804A	29	486	
12/08/2022	Payment		\$-22.50								
12/09/2022	OnTrack Credit		\$-66.53								
12/09/2022	ELECTRIC SERVICE		\$110.53								
12/09/2022	Regular Bill	01/03	\$85.75				0808/0000	19352A	30	548	

Bill Account: XXXXXXXXXX

Account Activity Statement

Date: 12/27/24
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01/03/2023	Payment		\$-50.00									
01/04/2023	Returned Check		\$50.00									
01/04/2023	RETURNED CHECK NSF CHARGE		\$20.00									
01/09/2023	Payment		\$-20.66									
01/13/2023	OnTrack Credit		\$-88.99									
01/13/2023	ELECTRIC SERVICE		\$132.99									
01/13/2023	Regular Bill	02/06	\$129.09					1068/0000	19964A	33	612	
01/18/2023	Payment		\$-44.00									
02/09/2023	OnTrack Credit		\$-91.92									
02/09/2023	ELECTRIC SERVICE		\$135.92									
02/09/2023	Regular Bill	03/02	\$129.09	\$20.00				0929/0000	20593A	29	629	
03/02/2023	Payment		\$-50.00									
03/13/2023	OnTrack Credit		\$-81.40									
03/13/2023	ELECTRIC SERVICE		\$125.40									
03/13/2023	Regular Bill	04/03	\$123.09					0890/0000	21167A	32	574	
04/06/2023	Payment		\$-108.00									
04/12/2023	OnTrack Credit		\$-85.55									
04/12/2023	ELECTRIC SERVICE		\$129.55									
04/12/2023	Regular Bill	05/03	\$59.09					0603/0006	21763A	30	596	
05/03/2023	Payment		\$-44.00									
05/11/2023	OnTrack Credit		\$-83.57									
05/11/2023	ELECTRIC SERVICE		\$127.57									
05/11/2023	Regular Bill	06/01	\$59.09					0303/0020	22349A	29	586	
06/12/2023	ELECTRIC SERVICE		\$145.31									
06/12/2023	Regular Bill	07/03	\$204.40	\$59.09				0106/0064	23062A	32	713	
07/05/2023	Payment		\$-104.00									
07/11/2023	Late Payment Charge		\$1.26									
07/12/2023	BUDGET BILLING		\$139.00									
07/12/2023	Regular Bill	08/02	\$240.66	\$100.40	\$188.98	\$49.98	0007/0206	24103A	30	1041		
08/10/2023	BUDGET BILLING		\$139.00									
08/10/2023	Regular Bill	08/31	\$379.66	\$240.66	\$189.93	\$100.91	0000/0230	25142A	29	1039		
08/30/2023	Payment		\$-154.00									
09/01/2023	Returned Check		\$154.00									
09/01/2023	RETURNED CHECK NSF CHARGE		\$20.00									
09/11/2023	BUDGET BILLING		\$139.00									
09/11/2023	Regular Bill	10/02	\$538.66	\$379.66	\$235.84	\$197.75	0002/0212	26436A	32	1294		

Bill Account: [REDACTED]

Account Activity Statement

Date: 12/27/24
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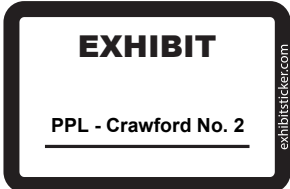
Date	Description	06/03	\$667.76	\$585.96	0264/0031	33459A	31	728
06/03/2024	Regular Bill							
	Payment		\$-34.00					
06/10/2024	OTRK Arrearage Credit		\$-30.92					
06/12/2024	OnTrack Credit		\$-101.71					
06/12/2024	ELECTRIC SERVICE		\$135.71					
06/12/2024	Regular Bill	07/03	\$605.92	\$551.96	0029/0096	34245A	30	786
07/05/2024	Payment		\$-74.00					
07/11/2024	OTRK Arrearage Credit		\$-30.92					
07/12/2024	OnTrack Credit		\$-163.98					
07/12/2024	ELECTRIC SERVICE		\$197.98					
07/12/2024	Regular Bill	08/05	\$535.00	\$477.96	0000/0329	35486A	30	1241
07/29/2024	OnTrack Credit		\$-93.44					
07/29/2024	ELECTRIC SERVICE		\$112.71					
07/29/2024	Regular Bill	08/19	\$554.27	\$477.96	0000/0173	36193O	17	707
12/13/2024	Charge Off		\$-76.31					
12/13/2024	Charge Off		\$-457.96					
12/13/2024	Charge Off		\$-20.00					

PPL ELECTRIC

EXHIBIT 2

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

Contact Date	Contact Type	Remarks	User
2024-12-14	Data Repair	[REDACTED] Repair to write off aged money	CSSDR044
2024-11-27	WAM	Caller Back Office Ratepayer. cont at this time there is nothing more he can do.	NICOLE Y DENNIS
2024-11-27	WAM	Caller Back Office Ratepayer. cont LOOKED AT SPECIAL CONTACTS from 8 29 and watt 4299532 to disconnect request from Tri-County COG IBC Inspection Service... but did reach out to snr Dana just to clarify- she said we explained to the cust several times we need letter from boro to approve connection. they condemned the home. Electrician understood	NICOLE Y DENNIS
2024-11-27	WAM	Caller Back Office Ratepayer. Sw Scott Auman- WO [REDACTED]. the cust called the contractor n said power was turned off n ppl is not turning it ON he just wants to know what he needs to do if anything to get the power back ON. inspection completed 8 1 24. eng completed	NICOLE Y DENNIS
2024-11-08	LIHEAP	Caller Back Office Ratepayer. sw Barbara @ Montour County LIHEAP reviewed acct is off we are not able to restore service due to it being condemned per notation on acct from Code Enforcement for Kulpmont Boro not eligible for Crisis	MELISSA PATTEN
2024-10-28	WAM	Caller DAWN CRAWFORD Ratepayer. cci to get service reconnected per prev notes adv property is condemned and PPL must receive official written notice from Kulpmont Boro that service can be reconnected confirmed med cert was received but due to property being condemned unable to accept med cert at this time adv to contact Kulpmont Boro	NICOLE DENISE ANTHONY
2024-10-27	Call Transfer	Caller DAWN CRAWFORD Ratepayer User Comments call about the meter it shows that the meter is blocked adv that he need to cb tomorrow about the info	DANICA HUBOG
2024-10-27	WUR Assessment	DAWN CRAWFORD Ratepayer. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	DANICA HUBOG
2024-10-24	Service	Caller DAWN CRAWFORD Ratepayer. cont have informed this customer several times that we cannot reconnect the service here until we receive a letter from the boro.	JULIE A KRZYWIEC
2024-10-24	Service	Caller DAWN CRAWFORD Ratepayer. calling to see who pulled her meter. Numerous notes on account asked her to hold to review. Service was cut here back in July b c home was condemned per Tri County. Came back to review but call was lost. Called cust back I heard her say hello but disconnected This appears to be a dispute b t the customer and borough. We	JULIE A KRZYWIEC
2024-10-24	Password Required	Caller DAWN CRAWFORD Ratepayer. Password Verification Failed.	JULIE A KRZYWIEC
2024-10-24	WAM	Caller DAWN CRAWFORD Ratepayer. cst req restoral of service adv we will need an official written letter from the boro confirming it is no longer condemned before initiating a restoral.	LINDSY SMIGEL
2024-10-24	Credit	Caller DAWN CRAWFORD Ratepayer User Comments called about getting service on said she had med cert sent adv cus it was rec but the acc show she was off because home was condemned adv cus she needed to speak with construction first trans	DJ MAYHEW
2024-10-24	WUR Assessment	DAWN CRAWFORD Ratepayer. Caller s Concern Call Transfer. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	DJ MAYHEW
2024-10-23	Maintain Bill Account	Caller SelfServe RatePayer added [REDACTED] as alternate phone Consent Attained	SELF SERVICE USER
2024-10-23	Maintain Bill Account	Caller SelfServe RatePayer updated primary phone from [REDACTED] to primary phone [REDACTED]. Consent Attained	SELF SERVICE USER
2024-10-23	Miscellaneous	WATT Scanned - Med Cert Work Item 4356822 Completed	CARMEN ACEVEDO
2024-10-23	Miscellaneous	WATT ID 4356822 Med Cert rcvd - unable to accept due to safety issues in the home - attempted to contact RP LVM - per note on acct dtd 9 16 24 cust will need to contact Kulpmont Boro to address issue and resolution. H.H also assisted on acct assist Carmen A. w med cert watt 435622.. Outbound to St Lukes Family Practice [REDACTED] s w Melissa I provided name birthday on the med cert.. But I could not to provide cust address phone.. NO ACTION. Advise we also notify customer on status of med cert.. unable to accept med cert due to safety issue in the home	CARMEN ACEVEDO
2024-10-23	Credit		HOLLY L HANKERSON



Contact Date	Contact Type	Remarks	User
2024-10-16	Other Meter Investigation Completed	line cut getting rmo . Action Taken Field Work Completed	MDT
2024-10-16	Remove Meter Only Issued		DALE W DREIBELBIS
2024-10-15	SC - PUC Formal Complaint	The customer filed Formal Complaint Docket No. C-2021-3051621- WATT ID 4351893	E02623
2024-10-15	Miscellaneous	WATT FieldFormalComplaint - Service Related Work Item 4351893 Created	CARMEN P URBAN
2024-09-25	Other Meter Investigation Issued	█ is not sending back readings. If service is energized get CMO and change meter. If de-energized not in comments	CUBSO800
2024-09-16	Correspondence - Collections	Final Bill Reminder	
2024-09-16	WAM	Caller DAWN CRAWFORD Ratepayer. Caller requesting power turn on advised her she needs to contact Kulpmont Boro to address issues we cannot turn power on until we receive approval from Kulpmont Boro. She claimed its fraud and she do not need to contact them. I explained that she must contact the boro. See special situation notes 8 29 24 and 8 30 24	JILLIAN COLLINS
2024-09-16	Call Transfer	Caller DAWN CRAWFORD Ratepayer User Comments call back initiated prior to my prev call with her. Please see my prev notes. WAM is closed when cx so I call her back to transfer cx und	ROCHEL FLORES
2024-09-16	WUR Assessment	DAWN CRAWFORD Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	ROCHEL FLORES
2024-09-16	Correspondence - General	Template Name Master Utility Report Created By ROCHEL FLORES Letter Edited No CS Letters ID 6025609	CSLET
2024-09-16	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2024-09-16	WUR Assessment	DAWN CRAWFORD Ratepayer. Caller s Concern Account End Date. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No.	ROCHEL FLORES
2024-09-16	Miscellaneous	Caller DAWN CRAWFORD Ratepayer User Comments cci said her serv was stopped or disco on 7 29 24 w o her consent said the COG ordered to upgrade the bldg but serv was stopped illegally. Adv New construct upgarde is open 8am to 5pm adv I will call her back in her 3 █ once dept is open to be transfer cx und	ROCHEL FLORES
2024-09-16	WUR Assessment	DAWN CRAWFORD Ratepayer. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	ROCHEL FLORES
2024-09-15	Choice Inquiry	Self Service Web Privacy Release Withhold All	SELF SERVICE USER
2024-09-11	Miscellaneous	esc call back to dawn crawford no answer left a message on answering machine for call back if customer calls pls chat or email me	VALERIE A DICINDIO
2024-08-30	Special Situation	Rev Ops does not handle WOs and customers with condemned properties. Please do not refer customers to Rev OPs. If customer has a complaint they will need to call Kulpmont Boro.	ALICIA WATKINS
2024-08-29	Special Situation	Rev Ops spoke with Heather Owens Code Enforcement for Kulpmont Boro . Heather confirmed that the customers home is still condemned and she has not given them the proper city inspection. The boro will not approve any connections for health and safety. Cust must deal with boro. PPL will take no action until we have official written approval from boro	ALICIA WATKINS
2024-08-29	WUR Assessment	DAWN CRAWFORD Ratepayer. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	SHERRI MORELL
2024-08-29	WAM	Caller DAWN CRAWFORD Ratepayer. CONT.. your help she hung up. She is stating Tri-County created a fraudulent work order and they have no authority or jurisdiction to do so. sent this situation to Rev Ops via email and we have recvd multiple calls on this same issue and because of her claims.	SHERRI MORELL
2024-08-29	WAM	Caller DAWN CRAWFORD Ratepayer. CONT.. I expld she may need to make emergency preparations then since her power is off. Said she already did that. She s still living here and said that there are multiple people living here. I said she can take it with with the Boro she said uh huh thanks for ... CONT..	SHERRI MORELL
2024-08-29	WAM	Caller DAWN CRAWFORD Ratepayer. CONT... cust is mentioning this is attempted murder and aggravated assault. Said she s disabled and needs life saving equipment. ...CONT..	SHERRI MORELL
2024-08-29	WAM	Caller DAWN CRAWFORD Ratepayer. CONT.. She said they need to have some sort of docket number concerning property is condemned and they couldn t provide that to her I am sending this to Rev Ops for further review since caller stating fraudulent work order and... CONT...	SHERRI MORELL
2024-08-29	WAM	Caller DAWN CRAWFORD Ratepayer. CONT... turned off on a Friday and that there was a fraudulent work order that was done for electrical upgrades from Tri-County -she talked to Joel at PPL about this on 7-24. Expld the code enforcement office would need to contact us stating prop is not condemned as the caller is stating. ... CONT..	SHERRI MORELL

Contact Date	Contact Type	Remarks	User
2024-08-29	WAM	Caller DAWN CRAWFORD Ratepayer. continued... no reconnect without Boro approval this was per Code Enforcement Officer wih Kulpmont Boro - no reconnect without Boro approval . Cust disagrees the house was condemned said it was for having excessive cats but she disagrees the house is condemned -she stated on 7-26 that her power was illegally ..CONT	SHERRI MORELL
2024-08-29	WAM	Caller DAWN CRAWFORD Ratepayer. Confirmed with cust as seen on w o [REDACTED]-inspection recvd 8-1-24 cust stated Tom Edison charged her .300.00 for that. Cust is looking to turn on power. I reviewed notes dated 8-5-24 as seen in INFOR and same note on acct [REDACTED] dated 8-5-24 ... continued...	SHERRI MORELL
2024-08-29	Call Transfer	Caller DAWN CRAWFORD Ratepayer User Comments cx needs service dept. Not trained trans to wam	ANGELA TEMPLE
2024-08-29	WUR Assessment	DAWN CRAWFORD Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	ANGELA TEMPLE
2024-08-22	SC - GRACE EXTENSION	Caller Back Office Ratepayer. SC Status from Open to Closed Cust Rights Given Y Cust Satisfied Y Comments BCS 4010413 DEC CLOSED08 21 2024 CUSTS SERV TERM BY EMERGENCY DISCONNECT REQ AFTER HOUSE CONDEMNED. CO ISSUED RECONNECT ORDER BUT IT WAS CANCELLED PEND INSPECT AND AUTHORIZATION FROM BOROUGH CODE ENFORCE OFF. PUC NOT AUTHOR TO EST PAR ON FINAL BILLED A	CUCL143
2024-08-21	WAM	Caller DAWN CRAWFORD Ratepayer User Comments Sw cust adv that this is not a PPL issue. Adv that until we receive notice from Tri County building inspectors that the property is not condemned our hands are tied and she may want to see legal help. Not sat.	LISA CAIN
2024-08-21	WUR Assessment	DAWN CRAWFORD Ratepayer. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	LISA CAIN
2024-08-21	Miscellaneous	Caller DAWN CRAWFORD Ratepayer User Comments Cci about getting power turned back on. Adv we need something from the boro stating the house is not condemned. Adv cust that we will look into things.	LISA CAIN
2024-08-21	WUR Assessment	DAWN CRAWFORD Ratepayer. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	LISA CAIN
2024-08-21	Call Transfer	Caller DAWN CRAWFORD Ratepayer User Comments called stating power was shut off since 8 2 and wanted to now if paperwork was recvd..xfer to serv	KIMBERLY WASHINGTON
2024-08-21	WUR Assessment	DAWN CRAWFORD Ratepayer. Caller s Concern Call Transfer. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	KIMBERLY WASHINGTON
2024-08-20	Miscellaneous	WATT Generalist - Escalated Call Back - Scranton Work Item 4311118 Completed	JAMES J LENNOX
2024-08-20	Miscellaneous	WATT ID 4311118 sw.Dawn Crawford Hector Santiago .spouse res.calling to get reco. advsd acct is noted that Code Enforcemnt for Kulpmont Boro needs to give approval before reco. cust disc call.	LUKE D COLEMAN
2024-08-20	Call Transfer	Caller DAWN CRAWFORD Ratepayer User Comments cci to speak with energy dept was terminated illegally is disabled was cut due to Property condemned by code enforcement for Borough of Kulpmont. We cannot restore service until we received approval from borough of Kulpmont. xfer to NC	CHRISTOPHER PARRETT
2024-08-20	WUR Assessment	DAWN CRAWFORD Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	CHRISTOPHER PARRETT
2024-08-20	Miscellaneous	WATT ID 4311118 Property condemned by code enforcement for Borough of Kulpmont. We cannot restore service until we received approval from borough of Kulpmont.	JAMES J LENNOX
2024-08-19	Miscellaneous	sw Dawn Crawford RP - CWe will not be able to reconnect service until we receive approval from the Borough of Kulpmont. Prior notes state the premise was condemned due to over 35 cats in the home and them chewing electrical wires and starting a fire. Tried to call cust back but did not reach her	LISA STAHL
2024-08-19	Miscellaneous	WATT Generalist - Escalated Call Back - Scranton Work Item 4311118 Created	LISA STAHL
2024-08-19	Connect/Disconnect	Caller DAWN CRAWFORD Ratepayer. Tried to call customer back but no answer. I did put through a supervisor call back since that is what she was initially requesting.	LISA STAHL
2024-08-19	Connect/Disconnect	Caller DAWN CRAWFORD Ratepayer User Comments Called to sw a supervisor. I was reviewing this account and call dropped. We will not be able to reconnect service until we receive approval from the Borough of Kulpmont. Prior notes state the premise was condemned due to over 35 cats in the home and them chewing electrical wires and starting a fire. CONTD	LISA STAHL
2024-08-19	Correspondence - General	Template Name Master Utility Report Created By LISA STAHL Letter Edited No CS Letters ID 5974971	CSLET
2024-08-19	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET

Contact Date	Contact Type	Remarks	User
2024-08-19	WUR Assessment	DAWN CRAWFORD Ratepayer. Caller s Concern Account Activation Date. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No.	LISA STAHL
2024-08-19	Credit	Caller DAWN CRAWFORD Ratepayer. to made sure correct procedure moving forward and to be able to get service restore customer agree to transfer	RICHARD SUBERO
2024-08-19	Credit	Caller DAWN CRAWFORD Ratepayer User Comments Customer ask for a supervisor because want power back on Adv. customer is a special requirement on the account asking for an inspection to be done on the property Also she will need to send proof of ID and Social security adv. customer said she has all the paper work adv. to speak to energy department	RICHARD SUBERO
2024-08-19	WUR Assessment	DAWN CRAWFORD Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	RICHARD SUBERO
2024-08-19	Miscellaneous	Caller DAWN CRAWFORD Ratepayer. cci requesting a sup due to fraud. escalate call to Richard	AURA RINCONES
2024-08-16	Miscellaneous	WATT Generalist - Workforce BO - Collection Work Item 4310670 Completed	WENDY M MERKEL
2024-08-16	Miscellaneous	WATT ID 4310670 voiding pending connect for Dickie Smalls Dawn Crawford stats that is an alias adv we voided the pending connect in that name adv we did receive the inspection but the code enforcement office states no reco until we receive approval from the Boro	WENDY M MERKEL
2024-08-16	Credit - Outbound Call	working WATT 4310670 and asked to s w Dickie Smalls Dawn said that is an alias exp we did receive the inspection however the boro will not allow a connect until we receive approval from them states she is not going through them again and hung up	WENDY M MERKEL
2024-08-16	Miscellaneous	WATT ID 4310670 Please also explain that if they would like to connect in their name they will also need to provide a valid social. Advise we received a fraud alert when they connected so we will need valid proof of ID and social.	ALICIA WATKINS
2024-08-16	Miscellaneous	DICKIE SMALLS requested a connect at property. We will not issue any connects until the inspection is received. Please void the connect at call Dickie at [REDACTED] explain we will require the inspection before we issue any connections.	ALICIA WATKINS
2024-08-16	Miscellaneous	WATT Generalist - Workforce BO - Collection Work Item 4310670 Created	ALICIA WATKINS
2024-08-16	Connect Issued	CTP-Applicant caller DICKIE SMALLS CallerRelation RATEPAYER date of connect 08 17 2024 new address [REDACTED] DepositAmt 0 DepositReq No Prev Bal 0 Prev Bal Req No ID Req No Send AddName Letter No	SELF SERVICE USER
2024-08-14	SC - PUC Informal Complaint	PUC MDIA BCS 4010413	CUCL143
2024-08-05	WAM	Caller CHLOE SANTIAGO NIECE Other. Chloe wanted information on why we wouldnt reconnect the service. I adv service can t be started until building inspector approves.	JESSICA MALOZI
2024-08-05	Password Required	Caller CHLOE SANTIAGO NIECE Other. Password Verification Failed.	JESSICA MALOZI
2024-08-05	Call Transfer	Caller chloe santiago Other User Comments cci about the wo to reco service upon cehcking acc closed 7 29 since rp requested for the service to stop cx mention its not rp who request stop service cx has work order adv not trained trans to wam cx understand	ALDRIN CATCHUELA
2024-08-05	WAM	- no reconnect without Boro approval caller stated she will call FBI and disconnected call.	SELF SERVICE USER
2024-08-05	WAM	CS Tool User [REDACTED] sw Dawn Crawford. [REDACTED] for Residential Change Overhead No Load Increase . User Comments called in to find out why service has not been reconnected yet confirmed CEI received 08 01 and emergency reco was issued same day per note on acct [REDACTED] adv canceled order to reconnect per Code Enforcement Officer wih Kulpmont Boro	SELF SERVICE USER
2024-08-02	Service	canceled order to reconnect per Code Enforcement Officer wih Kulpmont Boro - no reconnect without Boro approval	KIMBERLY M LYONS
2024-08-02	WAM	Caller DAWN CRAWFORD Ratepayer. DAWN CRAWFORD owner requested a er reco cut card was received on 8 1 24 wo [REDACTED] there was a er disco issued i issued a er reco emailed sched Valentine J	PAULA NICKSON
2024-08-01	Miscellaneous	Caller Back Office Ratepayer User Comments CI BEC THEY WANTED TO GET THE SERVICE BACK ON WITH THE WORK ORDER NUMBER [REDACTED] INFRORMED THE CU TO CALL BACK TOMORROW FOR FURTHGEWR ASSISTANCE CU DISCONNECT THE CALL	RODERICK VELORIA
2024-08-01	WUR Assessment	Back Office Ratepayer. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	RODERICK VELORIA
2024-08-01	WAM	Caller Back Office Ratepayer. sw Dawn Crawford I advised that no CEI has been received on the wo I adv her to call the inspector to confirm it was sent	LUANE RUSYNPATELUNAS
2024-07-31	WUR Assessment	DAWN CRAWFORD Ratepayer. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	SHERRI MORELL

Contact Date	Contact Type	Remarks	User
2024-07-31	WAM	rs of electrical fire starting with numerous animals in home was cut-at-pole 7-29-24 wo 13098627.	SELF SERVICE USER
		CS Tool User E [REDACTED] sw DAWN CRAWFORD. [REDACTED] for Residential Change Overhead No Load Increase . User Comments Advsd DAWN CRAWFORD to have main brker in off position. Work Order [REDACTED] - reviewed with SR VAD and also attached to watt 4299532 to disconnect request from Tri-County COG IBC Inspection Service- to disconnect service because of fea	SELF SERVICE USER
2024-07-31	WAM	reconnection once inspection recvd created WO [REDACTED] for RMOH. CUST DESIRED IN-SVC DT 08 21 2024.REQUIRES MANUAL CONNECT.TEMP DISC False. CHG OTHR True. DISC RMOH. STORM-FIRE-FLOOD False. CHG OTHR COMMTS s w DAWN CRAWFORD-working watt 4299532- Legislative called cust at ph [REDACTED] to setup w o. NEW AMP SZ 100A	SELF SERVICE USER
2024-07-31	WAM	[REDACTED] sw DAWN CRAWFORD commented s w DAWN CRAWFORD-working watt 4299532- Legislative called cust at ph [REDACTED] regarding turning on service in her name again at [REDACTED]. There was an emer. disconnect there since home was condemned. Setup work order and expld inspection is needed and expld she may contact us for emergency	SELF SERVICE USER
2024-07-30	WAM	Caller Back Office Ratepayer. we better hope we did everything right because this will not end well. I adv caller to contact the county to see what needs to be done to get the building to code She stated the county and inspection co is the same man and he is corrupt.	LUANE RUSYNPATELUNAS
2024-07-30	WAM	Caller Back Office Ratepayer. swRP she was upset we cut power without a court order and wanted to see the order. I advised that I do not have access to that paperwork. Caller said that the county is corrupt but we cannot connect her services until it is deemed safe by the county I provided the of the OGC since caller was upset and stated we better	LUANE RUSYNPATELUNAS
2024-07-30	Call Transfer	Caller DAWN CRAWFORD Ratepayer User Comments s w Dawn Crawford rp. cx ci because her power has been disconnected at the pole. It s saying it s condemned. She wants paperwork from the court. It shows Work item number. Transfer to WAM to see if the have court order showing why. Sat	PATRICIA CLARK
2024-07-30	WUR Assessment	DAWN CRAWFORD Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Call Transfer. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	PATRICIA CLARK
2024-07-30	Correspondence - General	Template Name Information Request Created By Frey Stephanie Letter Edited Yes CS Letters ID 5938070	CSLET
2024-07-30	Miscellaneous	WATT Billing - OnTrack Rebilling Work Item 4299231 Completed	STEPHANIE FREY
2024-07-30	Pull Bill	Rejected	DBL VBIL
2024-07-30	Miscellaneous	working ontrack final bill list see attached for corrected bill	STEPHANIE FREY
2024-07-30	Miscellaneous	WATT Billing - OnTrack Rebilling Work Item 4299231 Created	STEPHANIE FREY
2024-07-30	WAM	Caller DAWN CRAWFORD Ratepayer. Caller stated that the county illegally disconnected the service. Received court order as the home is condemned Power cut at the pole Caller demanded to see the paperwork from the courts Adv do not have them and directed the customer to the county. Caller wants the court doc provided number or OGC	LORIANN SMITH MORELLI
2024-07-29	Billing	Please do not release pull bill-manual review and correction required	CUMBI338
2024-07-29	Service	Caller DAWN CRAWFORD Ratepayer User Comments CCI to state illegally had her power disc. Provided New Construction Upgrade Service [REDACTED] to call for further handling. SAT N A	LUKE PHARAI
2024-07-29	WUR Assessment	DAWN CRAWFORD Ratepayer. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	LUKE PHARAI
2024-07-29	Service	service is cut at the pole	TRACY L GRAHAM
2024-07-29	WUR Assessment	DAWN CRAWFORD Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO No.	COYANNA ARRINGTON
2024-07-29	Service	Caller DAWN CRAWFORD Ratepayer User Comments Cust upset because county illegally had her power disc. Conf they Tri-County condemned the res we can t keep ele on. Cust asked for the judge court that agreed adv I don t have access to the paperwork but we got it and can t restore power till we are adv it s safe. Cust was cursing and hung up.	TRACIE LENNOX
2024-07-29	WUR Assessment	DAWN CRAWFORD Ratepayer. Caller s Concern Account End Date. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO Not on Phone.	TRACIE LENNOX
2024-07-29	Miscellaneous	WATT Generalist - Bill Account Maintenance Work Item 4297870 Completed	VALERIE A DICINDIO
2024-07-29	Miscellaneous	WATT Generalist - Bill Account Maintenance Work Item 4297870 Created	VALERIE A DICINDIO
2024-07-29	Password Required	Caller DAWN CRAWFORD Ratepayer. Password Verification Failed.	COYANNA ARRINGTON

Contact Date	Contact Type	Remarks	User
2024-07-29	Call Transfer	Caller DAWN CRAWFORD Ratepayer. Tri County COG Inspection Services came out harassing threatening her trying to make her leave her home. Cx states they home is liveable and isn't condemned. cx states she has been harassed for 3 years. Cx states electric was turned off illegally.	COYANNA ARRINGTON
2024-07-29	Password Required	Caller DAWN CRAWFORD Ratepayer. Password Verification Failed.	COYANNA ARRINGTON
2024-07-29	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note IVR Call Type 10 No Lights Comments Disconnected Customer	IVR
2024-07-29	Service	PSP 55 issued home is condemned due to unsafe conditions 35 plus cats at home safety concerns on chewing on electrical wires and starting a fire per Tri-County COB Inspection service	VALERIE A DICINDIO
2024-07-29	Disconnect Completed		BATCH
2024-07-29	OT Reminder to Re-apply	OT Reminder to Re-apply	
2024-07-29	OnTrack Customer	OT agreement closed due to disconnect	BATCH
2024-07-29	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note e72187 Call Type 55 Emergency Disconnect Comments please disc service home has been condemned per Tri County COG Inc.	WCT
2024-07-29	Disconnect Issued	Electric disc per document received from Tri-county COG home is condemned document on file	VALERIE A DICINDIO
2024-07-24	OnTrack Customer	Caller DAWN CRAWFORD Ratepayer User Comments CCI TO SAY SHE DOES NOT WANT HER SERVICE STOPPED. SAID RCVD LETTER FROM BUILDING INSPECTOR THAT HER SERVICE WAS GOING TO S O ON 7 26. ADV AT THIS TIME NO DISCONNECT ORDER HAS BEEN ISSUED. ADDED CONTACT SAYING NOT TO ISSUE A STOP SERVICE ORDER FOR ANYONE BUT HER	JOEL FOSSBROOK
2024-07-24	WUR Assessment	DAWN CRAWFORD Ratepayer. Caller s Concern OnTrack. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Service Turn-Off Date. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	JOEL FOSSBROOK
2024-07-24	Connect/Disconnect	Caller DAWN CRAWFORD Ratepayer. CCI TO SAY SHE DOES NOT WANT HER SERVICE DISCONNECTED AND TO NOT ALLOW ANYONE OTHER THAN HER TO PUT IN A DISCONNECT ORDER	JOEL FOSSBROOK
2024-07-24	Connect/Disconnect	Text sent to [REDACTED] for stop service 2FA. Customer response NO RESPONSE	IVR
2024-07-24	Miscellaneous	Customer texted YES to resume texting with PPL	IVR
2024-07-03	Special Situation	PAYMENTUS_WEB paid 74.00	SELF SERVICE USER
2024-06-26	OT Reminder Call		CUBCL026
2024-06-03	Special Situation	PAYMENTUS_WEB paid 34.00	SELF SERVICE USER
2024-05-24	OT Reminder Call		CUBCL026
2024-05-14	OnTrack Customer	Caller DAWN CRAWFORD Ratepayer User Comments cci cant verify password verify SS email to change to pin [REDACTED] must be stated. cx has wires in attic want to ck out adv need to call electrician for that cx sat	JEFFERY TOTH
2024-05-14	WUR Assessment	DAWN CRAWFORD Ratepayer. Caller s Concern OnTrack. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Enhanced Verification Procedures. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	JEFFERY TOTH
2024-05-14	Password Required	Caller DAWN CRAWFORD Ratepayer. [REDACTED] pin MUST be stated to access account	JEFFERY TOTH
2024-05-14	Call Transfer	Caller Back Office Ratepayer. dawn crawford calling needing to be trans to billing doesnt know her pw	JORDEN JONES
2024-05-14	WUR Assessment	DAWN CRAWFORD Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. WUR Required No. Provided PUC No.	MATHEW CASEY
2024-05-14	Call Transfer	Caller DAWN CRAWFORD Ratepayer User Comments INBOUND Power Problem SW RP DAWN CRAWFORD Customer had WRAP Was advised there are live lines in attic Customer does not know password OT Customer Transferred to OT Customer understands transfer	MATHEW CASEY
2024-05-14	Password Required	Caller DAWN CRAWFORD Ratepayer. Password Verification Failed.	MATHEW CASEY
2024-05-14	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note IVR Call Type 10 No Lights Comments none	IVR
2024-05-01	Special Situation	PAYMENTUS_WEB paid 34.00	SELF SERVICE USER
2024-04-29	OT Reminder Call		CUBCL026
2024-04-08	WUR Assessment	DAWN CRAWFORD Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern OnTrack. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	ASHLEY IRICK
2024-04-08	OnTrack Customer	Caller DAWN CRAWFORD Ratepayer User Comments Cust called due to ltr receive for billing and prmts. Confirm amt due 0.00. Adv ltr send due to prior call ended before assessing sat acct in good standing. Bal is correct. Sat	ASHLEY IRICK

Contact Date	Contact Type	Remarks	User
2024-04-02	Correspondence - General	Template Name Master Utility Report Created By DOUGLAS DEMMING Letter Edited No CS Letters ID 5724396	CSLET
2024-04-02	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2024-04-01	OnTrack Customer	Caller DAWN CRAWFORD Ratepayer User Comments we went over the returned payment i advised the reason for the payment to be returned was due to NSF i confirmed the recent payment they made in the amt of 34 call ended before sat	DOUGLAS DEMMING
2024-04-01	WUR Assessment	DAWN CRAWFORD Ratepayer. Caller s Concern Accepted Methods of Payment. Position Stated Yes. Sat No. WUR Required Yes. Caller s Concern Account Balance. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No.	DOUGLAS DEMMING
2024-04-01	OnTrack Customer	Caller DAWN CRAWFORD Ratepayer User Comments cci to see if they was enrolled into Paperless billing or not i advised as of 1 1 2024 they enrolled into paperless billing via online i confirmed they are enrolled into the alerts and cust completed EVP to updated the mailing address cust completed EVP with EMAIL and SSN cUST SAT RECAP	DOUGLAS DEMMING
2024-04-01	WUR Assessment	... be sent. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	DOUGLAS DEMMING
2024-04-01	WUR Assessment	DAWN CRAWFORD Ratepayer. Caller s Concern OnTrack. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Billing Payment - WUR will be sent. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Enhanced Verification Procedures. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Miscellaneous - WUR will NOT	DOUGLAS DEMMING
2024-04-01	Maintain Bill Account	Caller DAWN CRAWFORD Ratepayer updated Paperless billing from Enrolled to Not Enrolled .	DOUGLAS DEMMING
2024-04-01	Maintain Bill Account	Caller DAWN CRAWFORD Ratepayer updated mailing address from [REDACTED] Reason P.O. Box	DOUGLAS DEMMING
2024-04-01	Miscellaneous	Customer requested Info to phone number [REDACTED]	IVR
2024-04-01	Special Situation	PAYMENTUS_WEB paid 34.00	SELF SERVICE USER
2024-03-26	OT Reminder Call		CUBCL026
2024-03-01	Special Situation	PAYMENTUS_WEB paid 34.00	SELF SERVICE USER
2024-02-26	OT Reminder Call		CUBCL026
2024-02-01	Special Situation	PAYMENTUS_WEB paid 34.00	SELF SERVICE USER
2024-01-29	OT Reminder Call		CUBCL026
2024-01-08	OnTrack Customer	Email sent to customer with link to OnTrack Enrollment video	CSLET
2024-01-05	Returned Item	RETURNED ITEM AMOUNT 38.00 DATE OF RETURNED ITEM 2024-01-05 REASON R01 INSUFFICIENT FUNDS	CUBAR080
2024-01-05	Correspondence - Returned Item	Return Item - Serious	
2024-01-03	Special Situation	PAYMENTUS_IVR paid 35.00	SELF SERVICE USER
2024-01-03	Credit	Caller DAWN CRAWFORD Ratepayer User Comments cx called in reg payment that she made that might not go thru advsd its posted but not returned as of right now cx wants to use insurance card for payment with funds avail advsd fee for card set up bill due reminders cx sat	KARINA STEIN
2024-01-03	WUR Assessment	DAWN CRAWFORD Ratepayer. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	KARINA STEIN
2024-01-03	myPPL Alerts - CSS WEB	Caller Name DAWN CRAWFORD Relationship Ratepayer Agreed to T Cs-Enrolled	KARINA STEIN
2024-01-03	Call Transfer	Caller DAWN CRAWFORD Ratepayer User Comments rp cald in said she made pmt w wrng acct info wants to see if can change pmt info transf to billing dep to see if anything can b done regrding pmt cust made on acct yesterday	JULISA RODRIGUEZ
2024-01-03	WUR Assessment	DAWN CRAWFORD Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	JULISA RODRIGUEZ
2024-01-02	WEB Customer Initiated Payment	Scheduled date 1 3 2024 Amount 38.00 User [REDACTED] Owner YES. Confirmation Number 24010306	SELF SERVICE USER
2024-01-01	Credit	Self Serve Ratepayer. Offered LIHEAP - Yes Offered Operation HELP - Yes . .	SELF SERVICE USER
2024-01-01	Credit	[REDACTED] Link to Assistance Programs page presented.	SELF SERVICE USER
2024-01-01	Maintain Bill Account	Caller Self Serve Ratepayer updated Paperless billing from Not Enrolled to Enrolled .	SELF SERVICE USER
2024-01-01	Credit	Self Serve Ratepayer. Offered LIHEAP - Yes Offered Operation HELP - Yes . .	SELF SERVICE USER
2024-01-01	Credit	[REDACTED] Link to Assistance Programs page presented.	SELF SERVICE USER
2023-12-14	Data Repair	[REDACTED] - DATA REPAIR OT INSTALLMENTS.	CSSDR044

Contact Date	Contact Type	Remarks	User
2023-12-13	Correspondence - General	Template Name OnTrack Standard Agreement Letter Created By Crystal Albert Letter Edited No CS Letters ID 5581956	CSLET
2023-12-13	OnTrack Customer	Customer enrolled in OnTrack Active . Monthly payment is 34.00. Submitted by - Agency Schuylkill Community Action Agent Crystal Albert	REPbatch
2023-12-13	OnTrack Customer	OnTrack enrollment - refer questions to OnTrack agency	
2023-12-11	Financial Statement Added		REPbatch
2023-11-30	Special Situation	PAYMENTUS_WEB paid 100.00	SELF SERVICE USER
2023-11-30	Financial Statement Added		REPbatch
2023-11-20	Financial Statement Added		REPbatch
2023-11-17	Correspondence - General	Template Name Caseworker Use Only - OT Eligible waiting for BB Removal Created By Crystal Albert Letter Edited No CS Letters ID 5548287	CSLET
2023-11-17	Stop Budget Bill		CUMBB302
2023-11-17	SC - GRACE EXTENSION	STOPPED BUDGET WITH NEXT BILL AROUND 12-13-2023 FOR ONTRACK ENROLLMENT.	CUCL143
2023-11-17	Changed Payment Agreement	Canceled Active PUC Non-Catch-Up due to pending OT enrollment	REP_USER
2023-11-16	Customer Choice Drop	Supplier dropped on 2023-11-21 - WGL Energy Services	
2023-11-16	Batch Enrollment		
2023-11-16	OnTrack Customer	Customer required to drop Supplier - Email reminder sent.	SELF SERVICE USER
2023-11-08	Correspondence - General	Template Name OnTrack Enroll - Drop Supplier Created By Crystal Albert Letter Edited No CS Letters ID 5530010	CSLET
2023-11-08	ONTRACK ENROLLMENT PENDING	Work submitted by calbert@schuylkillcommunityaction.com Agency Name Schuylkill Community Action	SELF SERVICE USER
2023-11-08	SC - GRACE EXTENSION	Caller REP Agency. Customer required to remove supplier for processing pending OT enrollment	CALBERT@
2023-11-08	Financial Statement Added		CALBERT@
2023-11-06	Correspondence - General	Template Name Master Utility Report Created By JEFFERY TOTH Letter Edited No CS Letters ID 5520778	CSLET
2023-11-06	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2023-11-06	Special Situation	PAYMENTUS_WEB paid 142.00	SELF SERVICE USER
2023-11-02	OnTrack Customer	Caller DAWN CRAWFORD Ratepayer User Comments cci helped her w her of app. adv agcy will contact if enrolled	JOEL FOSBROOK
2023-11-02	WUR Assessment	DAWN CRAWFORD Ratepayer. Caller s Concern OnTrack. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	JOEL FOSBROOK
2023-11-02	OnTrack Customer	OnTrack application submitted by JFOSBROOK@PPLWEB.COM Source Rep	SELF SERVICE USER
2023-11-02	Miscellaneous	Caller DAWN CRAWFORD Ratepayer User Comments cust said she was going to have her power turned off i told her she has a payment agreement which stops collections she said her house was condemned she can then get her power turned off. she wanted to know who would call us it would be the code enforcement officer sat	JUDITH K JONES
2023-11-02	WUR Assessment	DAWN CRAWFORD Ratepayer. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	JUDITH K JONES
2023-11-02	OnTrack - Ineligible	Caller DAWN CRAWFORD Ratepayer User Comments cust was on ontrack previously but did not mail all of the information we requested she now has this information available. i transferred her to the live person to apply again for ontrack	JUDITH K JONES
2023-11-02	WUR Assessment	DAWN CRAWFORD Ratepayer. Caller s Concern OnTrack. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	JUDITH K JONES
2023-11-02	Credit	Caller DAWN CRAWFORD Ratepayer User Comments cust is on budget billing she said we raised her bb amount. she also has a pymt agmt she must pay 174 by 11 2 and 22 a month each month starting with the next bill sat	JUDITH K JONES
2023-11-02	Credit	Self Serve Ratepayer. Offered LIHEAP - Yes Offered Operation HELP - Yes Offered OnTrack - Yes . .	SELF SERVICE USER
2023-11-02	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2023-11-02	Credit	Ratepayer. Customer indicated there was no change to financial information.	SELF SERVICE USER
2023-11-02	Financial Statement Added		SELF SERVICE USER
2023-11-02	WUR Assessment	DAWN CRAWFORD Ratepayer. Caller s Concern Billing Payment - WUR will be sent. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	JUDITH K JONES
2023-11-02	Miscellaneous	Caller DAWN CRAWFORD Ratepayer User Comments cust was told her house is condemned and she will have her power turned off the code enforcement office can contact us and tell us to turn the power off if a place is condemned. she will have to speak to the code enforcement office. sat	JUDITH K JONES

Contact Date	Contact Type	Remarks	User
2023-11-02	WUR Assessment	DAWN CRAWFORD Ratepayer. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	JUDITH K JONES
2023-11-02	Call Transfer	Caller DAWN CRAWFORD Ratepayer User Comments trnsfrd to ee due to cx speaking with someone in ee about usage and call dropped	JAELEND CALHOUN
2023-11-02	WUR Assessment	DAWN CRAWFORD Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO No.	JAELEND CALHOUN
2023-11-02	Credit	Caller DAWN CRAWFORD Ratepayer User Comments cci rev current bill from 10 11 of 528.22 by 11 1 adv on paperbill issued dup bill update ppl alerts added password rev amt still due 453.22 by 11 1 last paymt of 75 on 10 23 rev usage 800kwh oct last oct 632kwh cx hung up cant verify anything else	JEFFERY TOTH
2023-11-02	Usage Analysis	Caller dawn crawford Ratepayer Reviewed Bill History No Reviewed Daily Hourly Usage Yes Is Usage In line Yes Customer Satisfied Yes Issued Investigation No Sent Utility Report No	JEFFERY TOTH
2023-11-02	WUR Assessment	... Yes. Sat No. WUR Required No. Provided PUC No. Interested in SO No.	JEFFERY TOTH
2023-11-02	WUR Assessment	DAWN CRAWFORD Ratepayer. Caller s Concern Billed Amounts. Position Stated Yes. Sat No. WUR Required Yes. Caller s Concern Account Balance. Position Stated Yes. Sat No. WUR Required Yes. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated ...	JEFFERY TOTH
2023-11-02	Issued Duplicate Bill	Caller DAWN CRAWFORD Ratepayer. Issued Duplicate Bill.	JEFFERY TOTH
2023-11-02	Password Required	Caller DAWN CRAWFORD Ratepayer. cx Must have password Stated for all calls [REDACTED]	JEFFERY TOTH
2023-11-02	myPPL Alerts - CSS WEB	Caller Name DAWN CRAWFORD Relationship Ratepayer Agreed to T Cs-Enrolled	JEFFERY TOTH
2023-11-02	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note IVR Call Type 10 No Lights Comments none	IVR
2023-10-20	Special Situation	PAYMENTUS IVR paid 75.00	SELF SERVICE USER
2023-10-20	Billing	Caller HECTOR SANTIAGO NEPHEW Other. paymentus cx agreed cx sat	DANIELLE PAUL
2023-10-20	Billing	Caller HECTOR SANTIAGO NEPHEW Other. waived cash only as OTC and adv any other returned pymts eil casue acct to go back cash only and will not be able to remove until 12 months after its been added set up PUC NCU to satrt with bill due DEC to include 22 cx wanted to make a pymt with a card adv c xof 2.50 fee and confirmed has acct num before trans to	DANIELLE PAUL
2023-10-20	Billing	Caller HECTOR SANTIAGO NEPHEW Other User Comments cci to make a pymt adv cx cash only and adv methods of pymts adv cx most recent returned pymt was for 154 on 9 1 due to insufficient funds cx stated had an issue with the bank advcx per PAG has an amt due of 174 due 10 25 then 158.56 due 11 1 then monthly bill plus 15	DANIELLE PAUL
2023-10-20	WUR Assessment	... SO No.	DANIELLE PAUL
2023-10-20	WUR Assessment	HECTOR SANTIAGO NEPHEW Other. Caller s Concern Accepted Methods of Payment. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Billing Payment - WUR will be sent. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in ...	DANIELLE PAUL
2023-10-20	Added Payment Agreement	set up PUC NCU to start with billdue DEC to include 22 installment for 24 months with final installment of 22.22 NOT PUC NCU	DANIELLE PAUL
2023-10-20	Financial Statement Added		DANIELLE PAUL
2023-10-20	Credit	Confirmed service is scheduled for termination on 10 26 2023. Amount is 384.66. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.	DANIELLE PAUL
2023-10-19	Leave Door Hanger Issued	DELIVER 3 DAY NOTICE	CUMCLO24
2023-10-16	Credit	Text sent to [REDACTED] for web offer. Customer response YES	IVR
2023-10-16	SC - MED CERT - 3 DAY	Caller DAWN CRAWFORD Ratepayer. IVR Med Cert	IVR
2023-10-09	Correspondence - Collections	CUT DATE 2023-10-23 AMOUNT 384.66	
2023-09-19	Cust Choice 1 Bill	Supplier added on 2023-09-22 - WGL Energy Services	
2023-09-19	Batch Enrollment		
2023-09-15	Special Situation	WU WALKIN paid 154.00	SELF SERVICE USER
2023-09-15	Changed Payment Agreement	WU WALKIN paid 154.00	SELF SERVICE USER

Contact Date	Contact Type	Remarks	User
2023-09-15	Choice Standard Offer	Caller Hector Santiago Other CSR Comments Customer Accepted Standard Offer Supplier WGL Energy Services No Preference Offer Code [REDACTED] Customer consented for release of phone number and email address to EGS	JEFFREY WARNER
2023-09-15	Credit	Caller Hector Santiago Roommate User Comments reviewed pag r p sat	MELISSA MORALES
2023-09-15	WUR Assessment	Hector Santiago Roommate. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO Yes.	MELISSA MORALES
2023-09-15	Added Payment Agreement	Hector Santiago Roommate. Agreement Type CU. Cust agrees to PAG terms YES. First payment of 154.00 is due 09 15 2023. Second payment of 174.00 is due on 10 02 2023 . Payment Plan installment amount 15.00. Emailed PAG info to [REDACTED]	MELISSA MORALES
2023-09-15	Credit	Hector Santiago Roommate. Offered Operation HELP - Yes . Emailed agency contact info to [REDACTED] .	MELISSA MORALES
2023-09-15	OB Call - Outreach	Caller DAWN CRAWFORD Ratepayer. Customer called in and disconnected the call before I could verify them information so no steps were taken.	TAWANNA NEWSON
2023-09-15	Password Required	Caller DAWN CRAWFORD Ratepayer. Password Verification Failed.	TAWANNA NEWSON
2023-09-06	Credit	Caller DAWN CRAWFORD Ratepayer User Comments Spoke with r p wanted to know why cash only advised insufficient funds then hung up	FLAXINE GRUBE
2023-09-06	WUR Assessment	DAWN CRAWFORD Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	FLAXINE GRUBE
2023-09-05	Credit	Caller DAWN CRAWFORD Ratepayer User Comments CCI to verify the payment made last 8 30 2023 of 154. Advised the cuUnable to assessed satisfaction the call got disconnected prior. st the payment was returned due NSF check last 9 1 2023.	BRIDGETTEMARY ALPIS
2023-09-05	WUR Assessment	DAWN CRAWFORD Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	BRIDGETTEMARY ALPIS
2023-09-01	Returned Item	RETURNED ITEM AMOUNT 154.00 DATE OF RETURNED ITEM 2023-09-01 REASON R01 INSUFFICIENT FUNDS	DANIELLE PAUL
2023-09-01	Correspondence - Returned Item	Return Item - Serious	DANIELLE PAUL
2023-08-30	Correspondence - General	Template Name Master Utility Report Created By LEAH KENNY Letter Edited No CS Letters ID 5405733	CSLET
2023-08-30	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2023-08-30	Bill Comparison	Caller DAWN CRAWFORD Ratepayer User Comments sw rp dawn reg increase in bb usage ed Deferred 100.91 Behind Active Budget Amount 139.00 bill less then actualy used rp said usage doubled ed usage goes up w 2 ac units in home but is less then last yr 1197 1039 this yr. ed no est done call kept breaking up hung up b4 sat	LEAH KENNY
2023-08-30	WUR Assessment	DAWN CRAWFORD Ratepayer. Caller s Concern Billed Amounts. Position Stated Yes. Sat No. WUR Required Yes. Caller s Concern General Information. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No. Interested in SO Not on Phone.	LEAH KENNY
2023-08-30	Credit	Caller DAWN CRAWFORD Ratepayer User Comments DAWN CRAWFORD cx call usage on her acc cx states that she is not using much of her electric adv cx will transfer ee dept i did explan that i see more useage have been used 7 12 2023 8 10 2023 Regular 25142 103 kwh ... call back foem is closed.. will transfer to ee dept cx agree cx understand	DEANNE KELLY
2023-08-30	WUR Assessment	DAWN CRAWFORD Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	DEANNE KELLY
2023-08-30	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 5404704	CSLET
2023-08-29	Correspondence - General	Template Name Master Utility Report Created By CHARLES PARKER Letter Edited No CS Letters ID 5403741	CSLET
2023-08-29	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2023-08-29	WUR Assessment	DAWN CRAWFORD Ratepayer. Caller s Concern General Information. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No. Interested in SO Not on Phone.	CHARLES PARKER
2023-08-29	Budget Billing	Caller DAWN CRAWFORD Ratepayer. s w DAWN CRAWFORD Ratepayer. Advised thatt 139.00 is the BBa maount and 100.91 is behind in the budget. Customer hung up while I was looking to see what caused the BB amount to go up.	CHARLES PARKER
2023-08-29	Credit	Caller DAWN CRAWFORD Ratepayer User Comments CUST WANTED TO ENSURE HER PAYMENT OF 154 WENT THROUGH AND SHOWING ON HER ACC CUST WANTED TO BE TRANSF TO BB	SHERVELLE JOBE
2023-08-29	WUR Assessment	DAWN CRAWFORD Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO Not on Phone.	SHERVELLE JOBE

Contact Date	Contact Type	Remarks	User
2023-08-29	IVR Customer Initiated Payment	Scheduled date 8 29 2023 Amount 154.00 User IVR Owner YES. Confirmation Number 23082932	IVR
2023-08-29	Credit	IVR Ratepayer. Offered Operation HELP - Yes . Emailed agency contact info to [REDACTED] .	IVR
2023-08-29	Credit	Information on assistance programs was sent to [REDACTED]	IVR
2023-08-29	SC - REFERRAL TO ONTRACK	Referred to Ontrack.	IVR
2023-08-29	Added Payment Agreement	IVR Ratepayer. Agreement Type NCU. Cust agrees to PAG terms YES. First payment of 154.00 is due 09 05 2023. Future payments beginning with next bill will include installment amount of 15.00.	IVR
2023-08-29	Financial Statement Added		IVR
2023-08-28	Correspondence - General	Template Name OnTrack Application Rejection Letter New Created By rbigg@schuykillcommunityaction.com Letter Edited No CS Letters ID 5399559	CSLET
2023-08-28	OnTrack - Ineligible	Ontrack application Rejected. Reason You have failed to submit documentation for all sources of household income. If you submit copies of the missing documentation below your application will be processed promptly. Please return this letter along with your documents and send to the agency address below. Public Cash Assistance TANF or General Assistance e	SELF SERVICE USER
2023-08-02	Correspondence - General	Template Name Master Utility Report Created By CANDICE TAYLOR Letter Edited No CS Letters ID 5353170	CSLET
2023-08-02	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2023-08-02	Credit	Caller DAWN CRAWFORD Ratepayer. cx stated call is breaking up and she cant hear me	CRYSTAL PHILLIPS
2023-08-02	Credit	Caller DAWN CRAWFORD Ratepayer. cci wanting to get stat of ot gave her the web option to check and she started goingover billing cx is very confused abt her bills and are looking at bills frm april tried informing cx of prev bal 100.40 and current bal 140.26 but she is not understanding transferred to billing	CANDICE TAYLOR
2023-08-02	Credit	Caller DAWN CRAWFORD Ratepayer User Comments cci wanting to get stat of ot gave her the web option to check and she started goingover billing cx is very confused abt her bills and are looking at bills frm april tried informing cx of prev bal 100.40 and current bal 140.26 but she is not understanding transferred to billing	CANDICE TAYLOR
2023-08-02	WUR Assessment	DAWN CRAWFORD Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat No. WUR Required Yes. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO Not on Phone.	CANDICE TAYLOR
2023-08-02	Call Transfer	Caller DAWN CRAWFORD Ratepayer User Comments S W Dawn Crawford RPer. Called to verify her status for OT. Transferred to OT.	WILLIAM SANCHINELLI
2023-08-02	WUR Assessment	DAWN CRAWFORD Ratepayer. Caller s Concern Call Transfer. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	WILLIAM SANCHINELLI
2023-07-14	OnTrack Customer	Income verification email reminder sent.	SELF SERVICE USER
2023-07-03	Special Situation	PAYMENTUS WEB paid 104.00	SELF SERVICE USER
2023-07-03	OnTrack Customer	OnTrack application submitted by EUWEB Source EuWeb	SELF SERVICE USER
2023-07-03	Credit	Self Serve Ratepayer. Offered OnTrack - Yes . .	SELF SERVICE USER
2023-07-03	Credit	[REDACTED] Link to Assistance Programs page presented.	SELF SERVICE USER
2023-07-03	Correspondence - Budget Billing	bbstcsr.doc	
2023-07-03	WEB Cust Enrollment Budget Bill	CUSTOMER ENROLLED IN BB ON THE WEB. AMOUNT IS 139.00	WEBSS
2023-07-03	Credit	Self Serve Ratepayer. Offered OnTrack - Yes . .	SELF SERVICE USER
2023-07-03	Credit	[REDACTED] Link to Assistance Programs page presented.	SELF SERVICE USER
2023-07-03	Credit	Self Serve Ratepayer. Offered OnTrack - Yes . .	SELF SERVICE USER
2023-07-03	Credit	[REDACTED] Link to Assistance Programs page presented.	SELF SERVICE USER
2023-07-03	Credit	[REDACTED] Link to Assistance Programs page presented.	SELF SERVICE USER
2023-07-03	Credit	Self Serve Ratepayer. Offered OnTrack - Yes . .	SELF SERVICE USER
2023-07-03	Financial Statement Added		SELF SERVICE USER
2023-06-10	Correspondence - General	Template Name OnTrack Recertification - Failure to Recertify Created By BATCH Letter Edited No CS Letters ID 5212551	CSLET
2023-06-08	OT Rev Shortfall Non-Heat Warning 1	OT Rev Shortfall Non-Heat Warning 1	
2023-06-08	OT Auto Default Warning	OT Auto Default Warning	
2023-06-07	WEB Inquiry	Caller DAWN CRAWFORD Ratepayer User Comments cust no longer had access to email on profile. after completing verif I deleted old profile and walked her thru setting up a new one. satis	DANA M BRUNNER
2023-06-07	WUR Assessment	DAWN CRAWFORD Ratepayer. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	DANA M BRUNNER

Contact Date	Contact Type	Remarks	User
2023-06-07	WEB Maintain Bill Account	Updated email address from UnKnown to [REDACTED]	SELF SERVICE USER
2023-06-07	WUR Assessment	DAWN CRAWFORD Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	NICOLE Y DENNIS
2023-06-07	WEB Inquiry	Caller DAWN CRAWFORD Ratepayer. cust need to change email on account-email compromised - trans to OT for assist.	NICOLE Y DENNIS
2023-06-07	Call Transfer	Caller DAWN CRAWFORD Ratepayer User Comments Cust called in to reset her email for her online account. Transferred to web assist for further assistance.	SIMONE DAWSON
2023-06-07	WUR Assessment	... WUR Required No. Provided PUC No.	SIMONE DAWSON
2023-06-07	WUR Assessment	DAWN CRAWFORD Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern OnTrack. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No.	SIMONE DAWSON
2023-06-07	Correspondence - General	Template Name Statement of Account - No Dispute Created By Dawson Simone Letter Edited No CS Letters ID 5208397	CSLET
2023-06-07	Credit	Caller DAWN CRAWFORD Ratepayer. Cust called in stating that there was a payment for 50.00 made in Jan. Adv the payment came back as returned due to insufficient funds from an account ending in [REDACTED] Adv the payment for 50.00 was paid on 12 31 and posted on 1 3 and came back returned on 1 4. Adv a statement history has been mailed out. SAT.	SIMONE DAWSON
2023-06-07	OnTrack Customer	Caller DAWN CRAWFORD Ratepayer. DAWN called she need phone number update i did Enhanced Verification the she needed help with online transfer her to on track web she also needed to talked to someone in billing	ELIZABETH SWINSON
2023-06-07	Maintain Bill Account	Caller DAWN CRAWFORD Ratepayer updated primary phone from [REDACTED] to primary phone [REDACTED] Consent Attained	ELIZABETH SWINSON
2023-06-07	Call Transfer	Caller DAWN CRAWFORD Ratepayer User Comments calling for info about her ontrack acct states cannot see any info online trnsfr to ontrack	REBECCA GILLERN
2023-06-07	WUR Assessment	DAWN CRAWFORD Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	REBECCA GILLERN
2023-06-07	Credit	Caller DAWN CRAWFORD Ratepayer User Comments cci stated needed to update account info trans to ontrak	BRITTANY WILLIAMS
2023-06-07	WUR Assessment	DAWN CRAWFORD Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	BRITTANY WILLIAMS
2023-05-25	OnTrack Customer	Automated phone call scheduled to remind customer it s time to reapply for OnTrack	CSLET
2023-05-24	OT Reminder Call		CUBCL026
2023-05-11	Correspondence - General	Template Name Ontrack Recertification Created By CSLET Letter Edited No CS Letters ID 5174064	CSLET
2023-05-10	OT Rev Shortfall Non-Heat Warning 1	OT Rev Shortfall Non-Heat Warning 1	
2023-05-03	WEB Customer Initiated Payment	Scheduled date 5 3 2023 Amount 44.00 User [REDACTED] Owner YES. Confirmation Number 23050313	SELF SERVICE USER
2023-04-26	OT Reminder Call		CUBCL026
2023-04-11	OT Rev Shortfall Non-Heat Warning 1	OT Rev Shortfall Non-Heat Warning 1	
2023-04-05	Special Situation	PAYMENTUS WEB paid 108.00	SELF SERVICE USER
2023-03-29	WUR Assessment	DAWN CRAWFORD Ratepayer. Caller s Concern OnTrack. Position Stated Yes. Sat No. WUR Required No. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	SIMONE DAWSON
2023-03-29	Credit	Caller DAWN CRAWFORD Ratepayer. Notes continued of the bank account that was used for the 50.00 was [REDACTED] and it came back returned due to insufficient funds. Cust not SAT and cust hung up before can assess understanding.	SIMONE DAWSON
2023-03-29	Credit	Caller DAWN CRAWFORD Ratepayer. Cust called in requesting a statement history reflecting her payment history and the method that was used. Adv the statement history will only show the payment and the date that it posted to her account. Cust states there was a returned payment of 50.00 that is not reflecting on her chime app or with her bank. Adv the last 4	SIMONE DAWSON
2023-03-29	WUR Assessment	... WUR Required No. Provided PUC No.	SHIRLEY RYE

Contact Date	Contact Type	Remarks	User
2023-03-29	WUR Assessment	DAWN CRAWFORD Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern OnTrack. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . . .	SHIRLEY RYE
2023-03-29	Call Transfer	Caller DAWN CRAWFORD Ratepayer. Caller need copies of her bank statements for review transferred to billing.	SHIRLEY RYE
2023-03-29	OnTrack Customer	Caller DAWN CRAWFORD Ratepayer. 2 9 2023 114.00 due 3 2 2023 received 50.00 3 2 2023 3 13 2023 108.00 due 4 3 2023 OT 44.00 monthly 123.09 PPL balance is debt forgiven debt forgiveness credits are applied each month. Adv. to call bank to verify any payments made that is not reflecting the account.	SHIRLEY RYE
2023-03-27	OT Reminder Call		CUBCL026
2023-03-09	OT Rev Shortfall Non-Heat Warning 1	OT Rev Shortfall Non-Heat Warning 1	
2023-03-02	WEB Customer Initiated Payment	Scheduled date 3 2 2023 Amount 50.00 User ██████████ Owner YES. Confirmation Number 23030210	SELF SERVICE USER
2023-03-02	Credit	Self Serve Ratepayer. Offered LIHEAP - Yes . .	SELF SERVICE USER
2023-03-02	Credit	██████████ Link to Assistance Programs page presented.	SELF SERVICE USER
2023-03-02	Credit	Self Serve Ratepayer. Offered LIHEAP - Yes . .	SELF SERVICE USER
2023-03-02	Credit	Self Serve Ratepayer. Offered LIHEAP - Yes . .	SELF SERVICE USER
2023-03-02	Credit	██████████ Link to Assistance Programs page presented.	SELF SERVICE USER
2023-03-02	Credit	Self Serve Ratepayer. Offered LIHEAP - Yes . .	SELF SERVICE USER
2023-03-02	Credit	Self Serve Ratepayer. Offered LIHEAP - Yes . .	SELF SERVICE USER
2023-03-02	Credit	██████████ Link to Assistance Programs page presented.	SELF SERVICE USER
2023-03-02	Credit	Self Serve Ratepayer. Offered LIHEAP - Yes . .	SELF SERVICE USER
2023-03-02	Credit	Self Serve Ratepayer. Offered LIHEAP - Yes . .	SELF SERVICE USER
2023-03-02	Credit	██████████ Link to Assistance Programs page presented.	SELF SERVICE USER
2023-03-02	Credit	Self Serve Ratepayer. Offered LIHEAP - Yes . .	SELF SERVICE USER
2023-03-02	Credit	Self Serve Ratepayer. Offered LIHEAP - Yes . .	SELF SERVICE USER
2023-03-02	Credit	██████████ Link to Assistance Programs page presented.	SELF SERVICE USER
2023-03-02	Credit	Self Serve Ratepayer. Offered LIHEAP - Yes . .	SELF SERVICE USER
2023-03-02	Credit	██████████ Link to Assistance Programs page presented.	SELF SERVICE USER
2023-02-23	OT Reminder Call		CUBCL026
2023-02-15	Data Repair	Termination Notice manually generated Amount 70	CSSDR044
2023-02-13	OT Rev Shortfall Non-Heat Warning 1	OT Rev Shortfall Non-Heat Warning 1	
2023-02-02	Data Repair	DR_REQ10782282 - CD-NXT-COLL-ACTION UPDATE	CSSDR044
2023-01-17	WUR Assessment	DAWN CRAWFORD Ratepayer. Caller s Concern OnTrack. Position Stated Yes. Sat No. WUR Required No. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	CHERYL FARRAY
2023-01-17	Credit	Caller DAWN CRAWFORD Ratepayer. ONTRACK PROGRAM payment of 50.00 as of 1 3 2023 INSUFFICIENT FUNDS. and a 20.00 return check fee. .Paymentus has always service fees. 2.50 ... payment 50.00 was done on 12 31 2022 and apply to the PPL on Jan 3 2023. advise to call CHIME BANK .. caller did not let me totally recap call.	CHERYL FARRAY
2023-01-17	Special Situation	PAYMENTUS WEB paid 44.00	SELF SERVICE USER
2023-01-14	Data Repair	INC10765324 - Reads Workaround	CSSDR044
2023-01-06	Special Situation	PAYMENTUS WEB paid 20.66	SELF SERVICE USER
2023-01-04	Returned Item	RETURNED ITEM AMOUNT 50.00 DATE OF RETURNED ITEM 2023-01-04 REASON R01 INSUFFICIENT FUNDS	CUBAR080
2023-01-04	Correspondence - Returned Item	Return Item - Friendly	
2023-01-03	WEB Customer Initiated Payment	Scheduled date 12 31 2022 Amount 50.00 User ██████████ Owner YES. Confirmation Number 22123103	SELF SERVICE USER
2022-12-22	OT Reminder Call		CUBCL026
2022-12-07	OT Auto Default Warning	OT Auto Default Warning	
2022-12-06	Special Situation	PAYMENTUS WEB paid 22.50	SELF SERVICE USER
2022-12-06	Credit	Self Serve Ratepayer. Offered LIHEAP - Yes . .	SELF SERVICE USER

Contact Date	Contact Type	Remarks	User
2022-12-06	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2022-11-21	OT Reminder Call		CUBCL026
2022-11-15	LIHEAP	LIHEAP application mailed to customer	CSLET
2022-11-01	Special Situation	PAYMENTUS_WEB paid 22.50	SELF SERVICE USER
2022-10-25	OT Reminder Call		CUBCL026
2022-10-24	Special Situation	PAYMENTUS_WEB paid 22.50	SELF SERVICE USER
2022-09-26	OT Reminder Call		CUBCL026
2022-09-15	Special Situation	PAYMENTUS_WEB paid 22.75	SELF SERVICE USER
2022-09-15	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2022-09-06	Special Situation	PAYMENTUS_WEB paid 44.00	SELF SERVICE USER
2022-08-25	OT Reminder Call		CUBCL026
2022-08-05	Special Situation	PAYMENTUS_WEB paid 21.25	SELF SERVICE USER
2022-07-27	OT Reminder Call		CUBCL026
2022-07-15	Special Situation	PAYMENTUS_WEB paid 22.75	SELF SERVICE USER
2022-06-24	WEB Customer Initiated Payment	Scheduled date 6 24 2022 Amount 64.09 User [REDACTED] Owner YES. Confirmation Number 22062409	SELF SERVICE USER
2022-05-31	WEB Customer Initiated Payment	Scheduled date 5 31 2022 Amount 98.00 User [REDACTED] Owner YES. Confirmation Number 22053192	SELF SERVICE USER
2022-05-25	OT Reminder Call		CUBCL026
2022-05-10	OT Auto Default Warning	OT Auto Default Warning	
2022-04-26	OT Reminder Call		CUBCL026
2022-04-04	WEB Customer Initiated Payment	Scheduled date 4 2 2022 Amount 49.00 User [REDACTED] Owner YES. Confirmation Number 22040284	SELF SERVICE USER
2022-03-28	OT Reminder Call		CUBCL026
2022-03-07	WEB Customer Initiated Payment	Scheduled date 3 5 2022 Amount 52.50 User [REDACTED] Owner YES. Confirmation Number 22030504	SELF SERVICE USER
2022-02-28	OT Reminder Call		CUBCL026
2022-02-03	Credit	Caller Self-serve Ratepayer. Cancelled Payment scheduled for 02 03 2022. Reason Scheduled payment canceled through Self-Serve. .	SELF SERVICE USER
2022-02-03	WEB Customer Initiated Payment	Scheduled date 2 3 2022 Amount 20.00 User [REDACTED] Owner YES. Confirmation Number 22020348	SELF SERVICE USER
2022-02-03	Special Situation	PAYMENTUS_WEB paid 22.75	SELF SERVICE USER
2022-01-31	Credit	Self Serve Ratepayer. Offered LIHEAP - Yes . .	SELF SERVICE USER
2022-01-31	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2022-01-31	Special Situation	PAYMENTUS_WEB paid 22.75	SELF SERVICE USER
2022-01-27	OT Reminder Call		CUBCL026
2022-01-03	Special Situation	PAYMENTUS_WEB paid 49.00	SELF SERVICE USER
2021-12-22	OT Reminder Call		CUBCL026
2021-12-03	IVR Customer Initiated Payment	Scheduled date 12 3 2021 Amount 30.00 User IVR Owner YES. Confirmation Number 21120389	IVR
2021-11-24	Correspondence - General	Template Name OnTrack Standard Agreement Letter Created By Megan Chaklos Letter Edited No CS Letters ID 4416990	CSLET
2021-11-24	OnTrack Customer	Customer enrolled in OnTrack Active. Monthly payment is 42.00. This may include the current CAP Plus charge. Submitted by - Agency Schuylkill Community Action Agent Megan Chaklos	MCHAKLOS
2021-11-24	OnTrack Customer	OnTrack enrollment - refer questions to OnTrack agency	
2021-11-24	ONTRACK ENROLLMENT PENDING	Work submitted by mchaklos@schuylkillcommunityaction.com Agency Name Schuylkill Community Action	SELF SERVICE USER
2021-11-24	Financial Statement Added		MCHAKLOS
2021-11-03	Credit	Self Serve Ratepayer. Offered LIHEAP - Yes Offered OnTrack - Yes . .	SELF SERVICE USER
2021-11-03	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2021-11-03	OnTrack Customer	OnTrack application submitted by EUWEB Source EuWeb	SELF SERVICE USER
2021-11-03	Special Situation	PAYMENTUS_WEB paid 81.17	SELF SERVICE USER
2021-11-03	Credit	Self Serve Ratepayer. Offered LIHEAP - Yes Offered OnTrack - Yes . .	SELF SERVICE USER

Contact Date	Contact Type	Remarks	User
2021-11-03	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2021-11-03	Credit	Self Serve Ratepayer. Offered LIHEAP - Yes Offered OnTrack - Yes . .	SELF SERVICE USER
2021-11-03	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2021-11-03	Financial Statement Added		SELF SERVICE USER
2021-10-04	Special Situation	PAYMENTUS_WEB paid 34.51	SELF SERVICE USER
2021-10-04	WEB Maintain Bill Account	Updated email address from UnKnown to	SELF SERVICE USER
2021-09-01	Electric Choice New Customer Kit		CUBSO214
2021-09-01	Choice Inquiry	New Connect Privacy Release Default - OK to Release All	SYSTEM SYSTEM
2021-09-01	Connect Completed		SALIM YACOUB
2021-08-31	Credit	Caller DAWN CRAWFORD Ratepayer User Comments called in to get a idea of what her bills will look like every month asked customer to hold for a sec while looking at the account customer hung up also updated the phone number on the account	IMANI WALKER-EDWARDS
2021-08-31	WUR Assessment	DAWN CRAWFORD Ratepayer. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat No. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	IMANI WALKER-EDWARDS
2021-08-31	Maintain Bill Account	Caller DAWN CRAWFORD Ratepayer updated primary phone from to primary phone	IMANI WALKER-EDWARDS
2021-08-31	Password Required	Caller DAWN CRAWFORD Ratepayer. PIN 0507	SALIM YACOUB
2021-08-31	Connect/Disconnect	Caller DAWN CRAWFORD Ratepayer User Comments cci to start service- no stop needed- Next Read Date 9 16 2021 SAT- trans to billing for avg use	SALIM YACOUB
2021-08-31	WUR Assessment	DAWN CRAWFORD Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Call Transfer. Position Stated Yes. Sat No. WUR Required No. Caller s Concern Application for Service. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	SALIM YACOUB
2021-08-31	myPPL Alerts - CSS WEB	Caller Name DAWN CRAWFORD Relationship Ratepayer Agreed to T Cs-Enrolled	SALIM YACOUB
2021-08-31	WEB Maintain Bill Account	Caller DAWN CRAWFORD Deleted temporary profile.	SALIM YACOUB
2021-08-31	Maintain Bill Account	Caller DAWN CRAWFORD Ratepayer added - as alternate phone Does Not Have	SALIM YACOUB
2021-08-31	Maintain Bill Account	Caller DAWN CRAWFORD Ratepayer updated primary phone from to primary phone Consent Attained	SALIM YACOUB
2021-08-31	Connect Questions	TYPE OF CONNECT REQUEST METERED RATEPAYER OWNS THE PROPERTY Y RATEPAYER WILL OCCUPY THE PROPERTY Y NON-RESIDENTIAL USE ASSOCIATED WITH THE PROPERTY NONE TYPE OF PROPERTY RESIDENTIAL ELECTRIC HEAT N RESIDENTIAL USE ASSOCIATED WITH THE PROPERTY RESIDENTIAL USE WILL BE FOR THE RATEPAYERS SOLE BENEFIT	SALIM YACOUB
2021-08-31	Connect Issued	Electric CTP-Applicant caller Dawn Crawford CallerRelation Ratepayer date of connect 09 01 2021 new address DepositAmt 0 DepositReq No Pre Bal 0 Pre Bal Req No ID Req No Send AddName Letter No	SALIM YACOUB

PPL ELECTRIC

EXHIBIT 4

Opening Pending Mediations Informals Formals Admin

Home
My Work
Case Search
Reports

Informal Case View

General

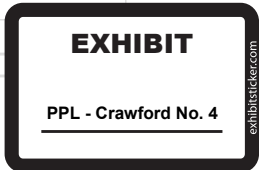
BCS Case No.	4010413	Case Notes	Count : 1 Detail...
CSS Account No.	[REDACTED]	Received Date	08/14/2024
CSS Name	DAWN CRAWFORD	Due Date	09/12/2024
Name	DAWN CRAWFORD	Investigator Name	CASE POOL, BCS
Service Address 1	[REDACTED]	Mailing Address 1	PO BOX 51
Service Address 2		Mailing Address 2	
Service City, State Zip	[REDACTED]	Mailing City, State Zip	[REDACTED]
PUC Address	[REDACTED]		
Service Class	RESIDENTIAL	Case Origin	TELEPHONE
Phone Number		Prior Case Number	0
Income Level	1	On Track	No
Reason For Contact	APPLICANT / DEPOSITS- SERVICE IS OFF (# 64)		
Customer Position			
Company Position	08/06/2024 PPL SAID THEY COULD NOT RESTORE SERVICE UNLESS THEY RECEIVED AN APPROVAL FROM THE INSPECTOR.		
Related Information	64 - DENIAL OF SERVICE. SERVICE IS OFF. THE APPLICANT IS DISPUTING ANY FEES ATTACHED TO CUTTING OFF SERVICE AND RESTORAL.. THE MONTHLY USAGE AMOUNT (AMOUNT THAT WAS NOT SUCCESSFULLY PAID BEFORE THE ACCOUNT WAS CLOSED) IS A PAR REQUEST. CUSTOMER CLAIMS THAT A HOME INSPECTOR HAS BEEN INVOLVED DUE TO THE CONDITIONS OF THE HOME. THIS INSPECTOR WAS ABLE TO CONTACT THE ELECTRIC COMPANY AND HAVE A SHUT OFF ISSUED AND HAS REQUIRED DIFFERENT CLEARANCES FOR THE HOME TO BE SUITABLE FOR LIVING AND SERVICE TO BE RESTORED. THE CUSTOMER AND HER LIVE IN CARETAKER HAVE BEEN TAKING ALL THE STEPS NECESSARY TO BE ABLE TO BE CLEARED. CUSTOMER HAS SENT AN INSPECTION REPORT TO THE INSPECTOR AND THERE HAS NOT BEEN ANY COMMUNICATION BACK ON WHETHER IT HAS BEEN RECEIVED.. CUSTOMER THEN RECEIVED A LETTER IN THE MAIL FROM PPL STATING THAT THEIR REQUEST FOR CANCELLING THE ACCOUNT HAS BEEN APPROVED AND A FINAL BILL OF \$530+ WAS OWED. CUSTOMER NEVER PUT IN THIS REQUEST FOR CANCELLING SERVICE. CUSTOMER WANTS TO KNOW WHY THIS HAPPENED AND HOW THE INSPECTION REPORTS HAVE NOT BEEN RECEIVED, LEAVING THE CUSTOMER STILL WITH NO ELECTRICITY. - RELIEF SOUGHT - INVESTIGATE THE INSPECTION REPORT ISSUE/ INVESTIGATE ACCOUNT CANCELLATION/ PAR TO ESTABLISH SERVICE/ REMOVAL OF ANY ADDITIONAL CHARGES ADDED TO PREVIOUS ACCOUNT BALANCE (RECONNECTION FEES ETC.) THE CELL PHONE NUMBER (267) 490 - 7296 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS [REDACTED] HAS BEEN ALLOWED TO BE SHARED.		
Misc Info			
Heating	No	Service	Off
Acct Bal Due Date	08/19/2024	Total Account Balance	554.27
Budget Bill Amount	167.00		
Arrearage	530.00	Reported Income Amount	0.00
Date of Last Customer Contact prior to Complaint	08/05/2024		

Type Assignment

Case Type	Informal
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Category and Section

Primary Category	Service - Requirements
Secondary Category	
Tertiary Category	
Assign To Section	CCC-



Ownership

Contact Person	E180613 - Kiernan-Johnson,Ashley
Written By	Kiernan-Johnson, Ashley
Written By Date	08/16/2024

Other Information

Adults	2	Children	0
Amount Needed to Update Most Recent Payment Arrangement		Universal Service Program	No

Informal Final Report

Details of the Company's Original Investigation

7/29/2024- PPL Electric Utilities (PPL EU or the Company) received a requested from Tri-county COG to disconnect service at [REDACTED] [REDACTED] as the home has been condemned. (letter attached)

7/29/2024- The Company rendered a final bill for \$554.27 due 8/19/2024.

7/30/2024- Dawn Crawford contacted the Company regarding the disconnection of service. The Company advised it received order that the home is condemned. Ms. Crawford requested to view the documents the Company received. The Company referred Ms. Crawford to OGC for further assistance. The Company records show Ms. Crawford contacted it back the same day regarding the disconnection of electric service. The Company explained the service cannot be restored until the property is deemed safe by the county. The Company provided the telephone number for OGC and recommended the customer contact the county to inquire what needs to be completed for the building to be to code.

7/31/2024- The Company records show it made an outbound call to the customer, Dawn Crawford, regarding the reconnection of service at [REDACTED] [REDACTED]. The Company explained there was an emergency disconnect at the property as the home was condemned. The Company explained an inspection will be needed. Work order number [REDACTED] was provided for the electrical inspection.

8/2/2024- Dawn Crawford contacted the Company regarding the work order number [REDACTED]. The Company explained it received the electrical inspection and will issue a reconnection of service to energize the meter.

8/2/2024- The Company records show the order to reconnect service at [REDACTED] [REDACTED] was cancelled per the Code Enforcement Officer advising the [REDACTED] Borough will need to approve before reconnection.

8/5/2024 (Date of last contact)- Dawn Crawford contacted the Company regarding the work order number [REDACTED] as services have not been reconnected. The Company explained the previous request for reconnection was cancelled per Code Enforcement Officer with [REDACTED] Borough and will need Borough approval to reconnect. The Company records show the call was disconnected.

Company's Final Position to the Customer

Dawn Crawford contacted the Company regarding the work order number [REDACTED] as services have not been reconnected.

The Company explained the previous request for reconnection was cancelled per Code Enforcement Officer with [REDACTED] Borough and will need Borough approval to reconnect.

The Company records show the call was disconnected.

Details of Company's Investigation after BCS Contact

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

Company's Final Position to BCS

The Company records indicate the electric meter at [REDACTED] [REDACTED] has been de-energized since 7/29/2024 due to the request from Tri-county COG advising the home has been condemned.

The Company noted that an electrical inspection is required prior to energizing the electric service to this location.

The Company received the electrical inspection on 8/2/2024.

The Company records show the Code Enforcement Officer of [REDACTED] Borough indicated approval from the Boro will be required before reconnection of service.

The Company has no record of receiving documentation from [REDACTED] Borough at the time of this report being provided.

The Company rendered a final bill on 7/29/2024 for \$554.27 due 8/19/2024.

The customer's account balance is \$554.27.

The Company records do not show the customer contacting it to establish a payment agreement on the final balance.

The Company included the necessary attachments with its report.

[Analysis Information](#)

Justified	Not Analyzed
No Analysis Items Found	

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

Opening Pending Mediations Informals Formals Admin

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- My Work
- Case Search
- Reports

Decision Detail

General			
BCS Case No.	4010413	CSS Account No.	[REDACTED]
Customer Name	DAWN CRAWFORD	Investigator Name	CASE POOL, BCS
Address 1	[REDACTED]	Service Class	RESIDENTIAL
Address 2		Case Origin	TELEPHONE
City, State Zip	[REDACTED]	Head Date	08/22/2024
Service Restore Amount	0.00	Current Monthly Payment	0.00
Service Continue Amount	0.00	Service Continue Date	
Decision Issue	Yes	Ending Monthly Payment	0.00
Chapter		Oral/Written	Written
Section Rule		Violation	NO
Total Balance	554.27	Closed Date	08/21/2024
Reconnect Amount	0.00	Balance Date	08/16/2024
Special Budget Amount	0.00	Regular Budget Amount	167.00
Arrears Payment Plus	0.00	Final Monthly Payment	0.00
Resolution	DECISION ISSUED: CASE IS DISMISSED, AND COMPANY POSITION IS UPHELD. CUSTOMER'S SERVICE WAS TERMINATED BY WAY OF EMERGENCY DISCONNECT REQUEST AFTER THE HOUSE WAS CONDEMNED. THE COMPANY ISSUED A RECONNECTION ORDER, BUT IT WAS CANCELLED PENDING INSPECTION AND AUTHORIZATION FROM THE BOROUGH CODE ENFORCEMENT OFFICER. THE PUC DOES NOT HAVE JURISDICTION OVER LOCAL MUNICIPALITIES AND IS NOT AUTHORIZED TO ESTABLISH A PAR ON A FINAL BILLED ACCOUNT. THIS INFORMAL COMPLAINT IS DISMISSED.		
Terms			
Letter			

Description	
-------------	--

Action Required Options			
Action Required	<input type="radio"/> Yes <input checked="" type="radio"/> No		
WorkQ Category	<input type="text"/>		
Sub Category	<input type="text"/>		
Up Front Amount	<input type="text"/>	Up Front Due Date	<input type="text"/>
Bill Type	<input type="text"/>		
Plus Amount	<input type="text"/>		
Beginning Date	<input type="text"/>		
Write-Off Amount	<input type="text"/>		
Comments	<p>BCS#4010413 DEC CLOSED08/21/2024 CUSTS SERV TERM BY EMERGENCY DISCONNECT REQ AFTER HOUSE CONDEMNED. CO ISSUED RECONNECT ORDER BUT IT WAS CANCELLED PEND INSPECT AND AUTHORIZATION FROM BOROUGH CODE ENFORCE OFF PIC NOT AUTHOR TO EST</p>		
Processed By	E169452	Processed Date	8/22/2024 8:22:08 AM

[Return to Case](#)

PPL ELECTRIC

EXHIBIT 5



TRI-COUNTY COG IBC INSPECTION SERVICE

STEPHEN G. BIELSKIE, SR.
Administrator

170 Train Street • Bloomsburg, PA 17815
Phone 570.784.8654 • Toll Free 866.784.8654
Fax 570.784.8656 • Email: main@tricitycog.com

PPL Utilities

July 26, 2024

RE: Disconnect request

Re: Dawn Crawford

549 Chestnut Street

Kulpmont, PA 17834

Please disconnect the service at 549 Chestnut Street in Kulpmont, PA because of fears of electrical fire starting with numerous animals in this home. This home has been condemned because of 35 plus cats being in the home. Animal Resource Center removed about 26 on July 24, 2024. With the home being condemned and she will not leave with the 8-10 cats left there, I have concerns about them chewing on electrical wires and starting a fire. It has been reported to us by people visiting the property. Plus they will multiply.

Meter number is: [REDACTED]

Stephen G. Bielskie, Sr. MCP, BCO

EXHIBIT

PPL - Crawford No. 5

exhibitsticker.com