

COMMONWEALTH OF PENNSYLVANIA
(Public Utility Commission)

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BLACK ROCK PROPERTY	:	
MANAGEMENT,	:	
Complainant,	:	Docket No.:
vs.	:	C-2024-3051853
PPL ELECTRIC UTILITIES	:	
CORPORATION,	:	
Respondent.	:	

-----*

Pages 1 through 55 TELEPHONIC HEARING
Judge's Chambers
State Office Bldg.
801 Market Street,
Philadelphia, PA 19107

Tuesday, May 6, 2025
Met, pursuant to notice, at 10:03 a.m.

BEFORE: THE HONORABLE MARTA GUHL
Administrative Law Judge

INDEX TO EXHIBITS
Docket No.: C-2024-3051853
Hearing Date: May 6, 2025

EXHIBITS INDEX

NUMBER		MARKED	IN EVIDENCE
PECO ENERGY COMPANY:			
1	(Account activity report)	24	53
2	(Account contacts)	24	53
4	(Screenshot from a PPL system showing account details)	24	53

Alice A. Wade

alice.wade@postschell.com
412-506-6364 Direct
412-227-9065 Direct Fax
File #: 209231

April 29, 2025

VIA EMAIL

The Honorable Marta Guhl
Administrative Law Judge
Pennsylvania Public Utility Commission
801 Market Street, 4th Floor
Philadelphia, PA 19107

Re: Black Rock Property Management v. PPL Electric Utilities Corporation
Docket No: C-2024-3051853

Dear Judge Marta Guhl:

Pursuant to the Prehearing Order, attached are copies of PPL Electric Utilities Corporation's ("PPL Electric") exhibits that it plans to utilize at the telephonic evidentiary hearing in the above-referenced proceeding, which has been scheduled for **10:00 A.M on May 6, 2025:**

PPL Exhibit 1 - Account Activity
PPL Exhibit 2 - Customer Contacts
PPL Exhibit 3 - Letter to Customer

For the convenience of Black Rock Property Management ("Complainant"), the dial-in information for the telephonic evidentiary hearing is as follows:

Phone Number: 866-6753641
PIN: 37082098

In addition, PPL Electric notes that pursuant to Paragraph 2 of the Prehearing Order issued on March 17, 2025, in this proceeding, **"You may lose the case if you do not take part in this hearing and present evidence on the issues raised. Your case may be dismissed 'with prejudice' which means that you will be barred from filing another complaint raising the same claim(s) and issue(s) presented in the dismissed complaint."**

Copies will be provided as indicated on the Certificate of Service.

The Honorable Marta Guhl
April 29, 2025
Page 2

Respectfully submitted,

A handwritten signature in black ink, appearing to be 'AW', written over a light blue horizontal line.

Alice A. Wade
Associate

AAW/sa
Attachment

cc: Secretary Matthew L. Homsher (*Cover Letter and Certificate of Service only*)
Certificate of Service

CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing has been served upon the following persons, in the manner indicated, in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a participant).

VIA E-MAIL AND FEDERAL EXPRESS

John Lucas, Esquire
Slusser Law Firm
1620 North Church Street, Suite 1
Hazleton, PA 18202
Johnl@slusserlawfirm.com
Attorney for Black Rock Property Management

Dated: April 29, 2025



Alice A. Wade



Commonwealth of Pennsylvania
Pennsylvania Public Utility Commission
 Harrisburg, PA 17105-3265
EFILING - FILING DETAIL

Date Created	Filing Number
4/29/2025	2764115

Your filing has been electronically received. Upon review of the filing for conformity with the Commission's filing requirements, a notice will be issued acknowledging acceptance or rejection (with reason) of the filing. The matter will receive the attention of the Commission and you will be advised if any further action is required on your part.

The date filed on will be the current day if the filing occurs on a business day before or at 4:30 p.m. (EST). It will be the next business day if the filing occurs after 4:30 p.m. (EST) or on weekends or holidays.

Docket Number: C-2024-3051853

Case Description:

Transmission Date: 4/29/2025 3:59 PM

Filed On: 4/29/2025 3:59 PM

eFiling Confirmation Number: 2764115

File Name	Document Type	Upload Date
PPL - Black Rock Property Management - Letter filing Hearing Exhibits (4.29. 2025) (30535010.1).pdf	Certificate of Service	4/29/2025 3:58:38 PM

For filings exceeding 250 pages, the PUC is requiring that filers submit one paper copy to the Secretary's Bureau within three business days of submitting the electronic filing online. Please mail the paper copy along with copy of this confirmation page to Secretary, Pennsylvania Public Utility Commission, 400 North Street, Harrisburg PA 17120 a copy of the filing confirmation page or reference the filing confirmation number on the first page of the paper copy.

No paper submission is necessary for filings under 250 pages.

You can view a record of this filing and previous filings you have submitted to the PUC by using the links in the Filings menu at the top of the page. Filings that have been submitted within the last 30 days can be viewed by using the Recent Filings link. Older filings can be viewed by using the search options available in the Filing History link.

PPL ELECTRIC

EXHIBIT 1

*** Account Information ***

*** Current Account Status ***

Account Number:
 Requested By:
 BLACKROCK PROPERTY MGMT
 Extension:

Mail To:
 BLACKROCK PROPERTY MGMT
 1001 INDUSTRIAL RD
 NESQUEHONING PA 18240

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
06/09/2021	ELECTRIC SERVICE		\$28.79								
06/09/2021	Regular Bill	06/30	\$28.79				0000/0061	55156A	7	198	
07/09/2021	ELECTRIC SERVICE		\$158.90								
07/09/2021	Regular Bill	08/02	\$187.69	\$28.79			0017/0215	56293A	30	1137	
08/09/2021	ELECTRIC SERVICE		\$180.33								
08/09/2021	Regular Bill	08/30	\$368.02	\$187.69			0002/0218	57604A	31	1311	
08/10/2021	Late Payment Charge		\$2.21								
08/14/2021	Miscellaneous		\$-2.21								
08/14/2021	Miscellaneous		\$-2.21								
08/30/2021	Debit Transfer Charge		\$2.21								
09/08/2021	ELECTRIC SERVICE		\$175.16								
09/08/2021	Regular Bill	09/29	\$543.18	\$365.81			0009/0244	58873A	30	1269	
10/05/2021	Miscellaneous		\$-6.38								
10/05/2021	Miscellaneous		\$-0.03								
10/05/2021	Late Payment Charge		\$6.38								
10/05/2021	Late Payment Charge		\$0.03								
10/07/2021	ELECTRIC SERVICE		\$130.19								
10/07/2021	Regular Bill	10/28	\$673.37	\$543.18			0071/0073	59780A	29	907	
11/03/2021	Late Payment Charge		\$7.92								
11/03/2021	Late Payment Charge		\$0.03								
11/05/2021	ELECTRIC SERVICE		\$172.66								
11/05/2021	Regular Bill	11/29	\$853.98	\$673.37			0295/0008	61040A	29	1260	
11/08/2021	Transfer		\$-30.90								
12/07/2021	ELECTRIC SERVICE		\$393.34								
12/07/2021	Late Payment Charge		\$0.13								
12/07/2021	Late Payment Charge		\$9.60								
12/07/2021	Regular Bill	12/28	\$1226.15	\$823.08			0823/0000	63982A	32	2942	
01/04/2022	Late Payment Charge		\$0.25								
01/04/2022	Late Payment Charge		\$14.24								
01/07/2022	ELECTRIC SERVICE		\$500.27								
01/07/2022	Regular Bill	01/31	\$1740.91	\$1226.15			0878/0000	67374A	31	3392	
02/07/2022	ELECTRIC SERVICE		\$796.29								
02/07/2022	Regular Bill	02/28	\$2537.20	\$1740.91			1343/0000	73033A	31	5659	

BLACK ROCK PROPERTY MANAGEMENT - PPL - EXHIBIT 1

2 of 6 BILLED
KW

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH
02/08/2022	Late Payment Charge		\$0.43							
02/08/2022	Late Payment Charge		\$20.14							
03/08/2022	ELECTRIC SERVICE		\$611.13							
03/08/2022	Late Payment Charge		\$0.43							
03/08/2022	Late Payment Charge		\$29.53							
03/08/2022	Regular Bill	03/29	\$3198.86	\$2537.20			0898/0000	77348A	29	4315
04/05/2022	Late Payment Charge		\$36.74							
04/05/2022	Late Payment Charge		\$1.07							
04/06/2022	ELECTRIC SERVICE		\$365.98							
04/06/2022	Regular Bill	04/27	\$3602.65	\$3198.86			0676/0000	79884A	29	2536
05/03/2022	Late Payment Charge		\$41.06							
05/03/2022	Late Payment Charge		\$1.54							
05/06/2022	ELECTRIC SERVICE		\$220.65							
05/06/2022	Regular Bill	05/31	\$3865.90	\$3602.65			0421/0002	81367A	30	1483
06/07/2022	ELECTRIC SERVICE		\$265.31							
06/07/2022	Late Payment Charge		\$43.66							
06/07/2022	Late Payment Charge		\$2.07							
06/07/2022	Regular Bill	06/28	\$4176.94	\$3865.90			0076/0094	83076A	32	1709
07/06/2022	Late Payment Charge		\$2.65							
07/06/2022	Late Payment Charge		\$46.79							
07/07/2022	ELECTRIC SERVICE		\$290.94							
07/07/2022	Regular Bill	07/28	\$4517.32	\$4176.94			0013/0170	84655A	30	1579
08/03/2022	Late Payment Charge		\$3.26							
08/03/2022	Late Payment Charge		\$50.22							
08/05/2022	ELECTRIC SERVICE		\$295.47							
08/05/2022	Regular Bill	08/29	\$4866.27	\$4517.32			0000/0338	86262A	29	1607
08/08/2022	Transfer		\$-94.29							
09/06/2022	ELECTRIC SERVICE		\$318.10							
09/06/2022	Regular Bill	09/27	\$5090.08	\$4771.98			0000/0277	87992A	32	1730
09/07/2022	Late Payment Charge		\$3.93							
09/07/2022	Late Payment Charge		\$52.59							
10/04/2022	Late Payment Charge		\$3.93							
10/04/2022	Late Payment Charge		\$56.34							
10/05/2022	ELECTRIC SERVICE		\$233.45							
10/05/2022	Regular Bill	10/26	\$5440.32	\$5090.08			0154/0044	89216A	29	1224

*** Account Information ***

*** Current Account Status ***

Account Number:
 Requested By:
 BLACKROCK PROPERTY MGMT
 Extension:

Mail To:
 BLACKROCK PROPERTY MGMT
 1001 INDUSTRIAL RD
 NESQUEHONING PA 18240

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
11/01/2022	Late Payment Charge		\$5.39								
11/01/2022	Late Payment Charge		\$59.09								
11/03/2022	ELECTRIC SERVICE		\$282.61								
11/03/2022	Regular Bill	11/28	\$5787.41	\$5440.32			0378/0000	90717A	29	1501	
12/05/2022	ELECTRIC SERVICE		\$518.63								
12/05/2022	Regular Bill	12/27	\$6306.04	\$5787.41			0711/0008	93488A	32	2771	
12/06/2022	Late Payment Charge		\$6.20								
12/06/2022	Late Payment Charge		\$62.42								
01/04/2023	Late Payment Charge		\$68.54								
01/04/2023	Late Payment Charge		\$6.20								
01/10/2023	ELECTRIC SERVICE		\$802.39								
01/10/2023	Regular Bill	01/31	\$7251.79	\$6306.04			0951/0000	97350A	31	3862	
02/03/2023	ELECTRIC SERVICE		\$654.10								
02/03/2023	Regular Bill	02/27	\$7905.89	\$7251.79			0913/0000	00493A	29	3143	
02/04/2023	Miscellaneous		\$-68.54								
02/04/2023	Miscellaneous		\$-6.20								
03/07/2023	ELECTRIC SERVICE		\$836.69								
03/07/2023	Late Payment Charge		\$84.83								
03/07/2023	Late Payment Charge		\$8.00								
03/07/2023	Regular Bill	03/28	\$8760.67	\$7831.15			0907/0000	04536A	32	4043	
04/04/2023	Late Payment Charge		\$9.16								
04/04/2023	Late Payment Charge		\$94.70								
04/05/2023	ELECTRIC SERVICE		\$609.24								
04/05/2023	Regular Bill	04/26	\$9473.77	\$8760.67			0708/0000	07458A	29	2922	
05/02/2023	Late Payment Charge		\$10.45								
05/02/2023	Late Payment Charge		\$101.88								
05/05/2023	ELECTRIC SERVICE		\$340.52								
05/05/2023	Regular Bill	05/30	\$9926.62	\$9473.77			0372/0029	09056A	30	1598	
06/06/2023	ELECTRIC SERVICE		\$246.78								
06/06/2023	Late Payment Charge		\$105.90								
06/06/2023	Late Payment Charge		\$11.85								
06/06/2023	Regular Bill	06/27	\$10291.15	\$9926.62			0151/0036	28090A	32	1164	
07/05/2023	Late Payment Charge		\$108.81								
07/05/2023	Late Payment Charge		\$13.32								

Page: 2
BLACK ROCK PROPERTY MANAGEMENT - PPL - EXHIBIT 1

4 of 6 BILLED
KW

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH
07/06/2023	ELECTRIC SERVICE		\$224.22							
07/06/2023	Regular Bill	07/27	\$10637.50	\$10291.15			0043/0140	29266A	30	1176
08/02/2023	Late Payment Charge		\$111.45							
08/02/2023	Late Payment Charge		\$14.85							
08/04/2023	ELECTRIC SERVICE		\$254.23							
08/04/2023	Regular Bill	08/28	\$11018.03	\$10637.50			0000/0233	30608A	29	1342
09/05/2023	ELECTRIC SERVICE		\$279.94							
09/05/2023	Regular Bill	09/26	\$11297.97	\$11018.03			0004/0176	32068A	32	1460
09/06/2023	Late Payment Charge		\$16.43							
09/06/2023	Late Payment Charge		\$114.45							
10/03/2023	Late Payment Charge		\$117.75							
10/03/2023	Late Payment Charge		\$16.43							
10/04/2023	ELECTRIC SERVICE		\$208.98							
10/04/2023	Regular Bill	10/25	\$11772.01	\$11297.97			0107/0069	33135A	29	1067
10/31/2023	Late Payment Charge		\$120.21							
10/31/2023	Late Payment Charge		\$19.75							
11/02/2023	ELECTRIC SERVICE		\$246.52							
11/02/2023	Regular Bill	11/27	\$12158.49	\$11772.01			0359/0011	34410A	29	1275
12/05/2023	ELECTRIC SERVICE		\$545.08							
12/05/2023	Late Payment Charge		\$123.12							
12/05/2023	Late Payment Charge		\$21.50							
12/05/2023	Regular Bill	12/26	\$12848.19	\$12158.49			0808/0000	37367A	33	2957
01/03/2024	Late Payment Charge		\$129.55							
01/03/2024	Late Payment Charge		\$23.31							
01/08/2024	ELECTRIC SERVICE		\$650.55							
01/08/2024	Regular Bill	01/29	\$13651.60	\$12848.19			0963/0000	41131A	34	3764
02/06/2024	ELECTRIC SERVICE		\$627.69							
02/06/2024	Late Payment Charge		\$25.22							
02/06/2024	Late Payment Charge		\$137.22							
02/06/2024	Regular Bill	02/27	\$14441.73	\$13651.60			0974/0000	44808A	29	3677
03/05/2024	Late Payment Charge		\$27.26							
03/05/2024	Late Payment Charge		\$144.62							
03/07/2024	ELECTRIC SERVICE		\$538.44							
03/07/2024	Regular Bill	03/28	\$15152.05	\$14441.73			0841/0000	47948A	30	3140
04/03/2024	Late Payment Charge		\$29.41							
04/03/2024	Late Payment Charge		\$150.97							
04/08/2024	ELECTRIC SERVICE		\$432.05							
04/08/2024	Regular Bill	04/29	\$15764.48	\$15152.05			0715/0000	50448A	32	2500
05/07/2024	ELECTRIC SERVICE		\$281.78							

Bill Account: [REDACTED]

Account Activity Statement

Date: 10/30/24
Page: 3

05/07/2024	Late Payment Charge		\$31.67								
05/07/2024	Late Payment Charge		\$156.06								
05/07/2024	Regular Bill	05/28	\$16233.99	\$15764.48			0260/0019	52044A	29	1596	

06/06/2024	ELECTRIC SERVICE		\$315.61								
06/06/2024	Regular Bill	06/27	\$16549.60	\$16233.99			0080/0097	53866A	30	1822	

07/02/2024	ELECTRIC SERVICE		\$310.30								
07/02/2024	Regular Bill	07/23	\$16859.90	\$16549.60			0007/0185	557510	26	1885	

10/25/2024	Charge Off		\$-14141.17								
10/25/2024	Charge Off		\$-31.67								
10/25/2024	Charge Off		\$-2.21								
10/25/2024	Charge Off		\$-29.41								
10/25/2024	Charge Off		\$-27.26								
10/25/2024	Charge Off		\$-25.22								
10/25/2024	Charge Off		\$-23.31								
10/25/2024	Charge Off		\$-21.50								
10/25/2024	Charge Off		\$-19.75								
10/25/2024	Charge Off		\$-16.43								
10/25/2024	Charge Off		\$-16.43								
10/25/2024	Charge Off		\$-14.85								
10/25/2024	Charge Off		\$-13.32								
10/25/2024	Charge Off		\$-11.85								
10/25/2024	Charge Off		\$-10.45								
10/25/2024	Charge Off		\$-9.16								
10/25/2024	Charge Off		\$-8.00								
10/25/2024	Charge Off		\$-6.20								
10/25/2024	Charge Off		\$-6.20								
10/25/2024	Charge Off		\$-5.39								
10/25/2024	Charge Off		\$-3.93								
10/25/2024	Charge Off		\$-3.93								
10/25/2024	Charge Off		\$-3.26								
10/25/2024	Charge Off		\$-2.65								
10/25/2024	Charge Off		\$-2.07								
10/25/2024	Charge Off		\$-1.54								
10/25/2024	Charge Off		\$-1.07								
10/25/2024	Charge Off		\$-0.43								
10/25/2024	Charge Off		\$-0.43								
10/25/2024	Charge Off		\$-0.25								
10/25/2024	Charge Off		\$-0.13								
10/25/2024	Charge Off		\$-0.03								
10/25/2024	Charge Off		\$-156.06								
10/25/2024	Charge Off		\$-150.97								
10/25/2024	Charge Off		\$-144.62								
10/25/2024	Charge Off		\$-137.22								
10/25/2024	Charge Off		\$-129.55								
10/25/2024	Charge Off		\$-123.12								
10/25/2024	Charge Off		\$-120.21								
10/25/2024	Charge Off		\$-117.75								
10/25/2024	Charge Off		\$-114.45								
10/25/2024	Charge Off		\$-111.45								
10/25/2024	Charge Off		\$-108.81								
10/25/2024	Charge Off		\$-105.90								
10/25/2024	Charge Off		\$-101.88								
10/25/2024	Charge Off		\$-94.70								
10/25/2024	Charge Off		\$-84.83								

Bill Account: [REDACTED]

Account Activity Statement

Date: 10/30/24
Page: 4

10/25/2024	Charge	Off	\$-68.54
10/25/2024	Charge	Off	\$-62.42
10/25/2024	Charge	Off	\$-59.09
10/25/2024	Charge	Off	\$-56.34
10/25/2024	Charge	Off	\$-52.59
10/25/2024	Charge	Off	\$-50.22
10/25/2024	Charge	Off	\$-46.79
10/25/2024	Charge	Off	\$-43.66
10/25/2024	Charge	Off	\$-41.06
10/25/2024	Charge	Off	\$-36.74
10/25/2024	Charge	Off	\$-29.53
10/25/2024	Charge	Off	\$-20.14
10/25/2024	Charge	Off	\$-14.24
10/25/2024	Charge	Off	\$-9.60
10/25/2024	Charge	Off	\$-7.92

PPL ELECTRIC

EXHIBIT 2

Account Contact History
Account: [REDACTED] **Customer Name:** BLACKROCK PROPERTY MGMT
 From 1/28/2021 to 4/28/2025

Contact Date	Contact Type	Remarks	User
2024-10-30	SC - PUC Formal Complaint	The customer filed Formal Complaint Docket No. C-2024-3051853- WATT ID [REDACTED]	E02623
2024-10-29	Miscellaneous	WATT CCC Formal Complaint - Bill Dispute Work Item [REDACTED] Created	CARMEN P URBAN
2024-10-04	Miscellaneous	WATT Generalist - Escalated Call Back - Scranton Work Item [REDACTED] Completed	SHERRY A SHAFFER
2024-07-29	Credit - Outbound Call	Outbound left msg...will send WUR - disputes baln... follow up to Esc call - cust disputing baln...claims we should have turned service off claims not receiving any bills...this is RPNO acct - tenant occupied...was sent bill due reminders sent to email of secretary current employee ...- was offered p a declined refuses to pay	SHERRY A SHAFFER
2024-07-29	Miscellaneous	WATT ID [REDACTED] Outbound left msg on v m to return call to discuss acct baln	SHERRY A SHAFFER
2024-07-23	Correspondence - Collections	Final Bill Reminder	
2024-07-10	Miscellaneous	WATT Collection - RPNO Callbacks Work Item [REDACTED] Completed	DANIEL LAROCCO
2024-07-10	Miscellaneous	WATT Collection - RPNO Callbacks Work Item [REDACTED] Created	JANICE L IRELAND
2024-07-10	Billing	Caller frank ingrassia Manager User Comments upset over balance and wants to know why service was never s off for non pay..going to enter it into RPNO call back watt..he can be reached [REDACTED]	JANICE L IRELAND
2024-07-10	WUR Assessment	frank ingrassia Manager. Caller s Concern Billed Amounts. Position Stated No. Investigation reqd Yes. . WUR Required No. Provided PUC No.	JANICE L IRELAND
2024-07-10	Call Transfer	Caller FRANK INGRASSIA Manager User Comments FRANK INGRASSIA manger call saying was to get call from manger cx said was not receiving bills acc did not close bill reach 17000 cx said was to transfer into tenant name told cx was to call to stop transfer EE	JAYDEN LYONS
2024-07-10	WUR Assessment	FRANK INGRASSIA Manager. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	JAYDEN LYONS
2024-07-09	Data Repair	[REDACTED] Data repair to auto complete active debit wfm	CSSDR044
2024-07-01	Connect/Disconnect	Notification sent to ratepayer s email [REDACTED]blackrockpa.com. New connect issued by another party but no disconnect from the ratepayer.	IVR
2024-07-01	Connect Issued	CTP-Applicant caller KEVIN MAEHRER CallerRelation RATEPAYER date of connect 07 02 2024 new address 106 NORTH AVE JIM THORPE PA 18229 DepositAmt 0 DepositReq No Prev Bal 0 Prev Bal Req No ID Req No Send AddName Letter No	SELF SERVICE USER
2024-06-11	Data Repair	[REDACTED] Data repair to auto complete active debit wfm	CSSDR044
2024-06-04	SC - GRACE EXTENSION	esc watt [REDACTED]	e02514
2024-06-04	Miscellaneous	WATT ID [REDACTED] pg 2 wants to know why 37 day process was started not followed thru completed when started oct 2021 looking for some type of settlement with PPL on balance had we terminated acct when we first started process balance would have been much lower.	MICHELLE HALL
2024-06-04	Miscellaneous	WATT ID [REDACTED] called frank LM advised we do have his escalated concern it has been sent for supv to review contact him advised it will not be until next week. sent email to supv Aneshia to contact mgr frank at [REDACTED]	MICHELLE HALL
2024-05-31	Miscellaneous	Would like a call back regarding the balance and has not received bills for last 3 years. Can be reached anytime at [REDACTED] and OK to leave a message. Rev 05 31 2024 13 02 Verified mailing address as correct.	DIANE M RYBAK
2024-05-31	Miscellaneous	WATT Generalist - Escalated Call Back - Scranton Work Item [REDACTED] Created	DIANE M RYBAK
2024-05-31	Account Balance	Caller Frank Angracia Manager. the PUC if not satisfied. Adv PPL can offer a PA up to 48 months to have balance paid since there has been an issue. Caller would like a supervisor call back to see what can be worked out before he takes any further action. Adv acct is currently past due. issued esc call back.	DIANE M RYBAK
2024-05-31	Account Balance	Caller Frank Angracia Manager. wanted to know why power was never shut off. Expld because of the 37 day procedure that PPL has to follow in this case that requires notifications of all agencies. Power did remain on. Per call this is still occupied by a tenant. Expld PPL cannot shut off if occupied. Tenant has option to put into their name. Adv on contacting	DIANE M RYBAK

BLACK ROCK PROPERTY MANAGEMENT - PPL EXHIBIT 2
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Contact Date	Contact Type	Remarks	User
2024-05-31	Account Balance	Caller Frank Angracia Manager. file as correct and customer claims he never received any emails from PPL. Adv PPL has been sending Bill Due Reminders and verified the email which is for secretary in the office. Caller will spk with secretary. Also apparently per caller there are two profiles set up. Bills were never received for the last 3 years. Caller	DIANE M RYBAK
2024-05-31	Account Balance	Caller Frank Angracia Manager User Comments Balance 16 233.09. States he did not know this acct existed until he received a call today that the account is past due. Assumed tenants that were in here put service into their name. I verified the account was enr in paperless billing and removed from paperless per customer request. Also verified the email on	DIANE M RYBAK
2024-05-31	WUR Assessment	Frank Angracia Manager. Caller s Concern Billing Payment - WUR will be sent. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	DIANE M RYBAK
2024-05-31	Maintain Bill Account	Caller Frank Angracia Manager updated Paperless billing from Enrolled to Not Enrolled .	DIANE M RYBAK
2024-05-31	Correspondence - General	Template Name Master Utility Report Created By DIANE MAE GAMBOA Letter Edited No CS Letters ID 5834129	CSLET
2024-05-31	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2024-05-31	Call Transfer	Caller BLACKROCK PROPERTY MGMT Ratepayer User Comments S W FRANKS INGRASSA -OWNER CCI REECEIVE THE BILL. 16000 BUT CX NOT BEEN GETTING RECEIVE THE BILL. -DO EVP UNABLE TO PROVIDE PHONE MAILLING ADD TAX ID - ADV THAT THEY ENROLLED TRU ELECTRONICALLY THE BILL BEEN SENDEE EVERY MONTH TRU EMAIL - ADV TO TO TRANSFRE TO DEPT CAN HELP HIM -CX UNDERSTOOD	DIANE MAE GAMBOA
2024-05-31	WUR Assessment	BLACKROCK PROPERTY MGMT Ratepayer. Caller s Concern Call Transfer. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Enhanced Verification Procedures. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No.	DIANE MAE GAMBOA
2024-05-31	Credit - Outbound Call	Caller Stephanie Wiener Manager.stated will call tenant Rp stated was going to term service online adv final pag opt afr final bill due date if prmt or pag not made acct wd go to CA Offered PAG opt rp refused adv conseq then hung up during understanding	MELISSA MORALES
2024-05-31	Credit - Outbound Call	Caller Stephanie Wiener Manager User Comments RP stated the acct should ve been in tenants name adv that is something they will need to address w tenant the acct is in company name making the company responsible. used evp to provide acct user name cust logged in and found the acct cont.....	MELISSA MORALES
2024-05-31	Correspondence - General	Template Name Master Utility Report Created By MELISSA MORALES Letter Edited No CS Letters ID 5834040	CSLET
2024-05-31	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2024-05-31	WUR Assessment	Stephanie Wiener Manager. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Caller s Concern Enhanced Verification Procedures. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No.	MELISSA MORALES
2024-05-14	Data Repair	Data repair to auto complete active debit wfm	CSSDR044
2024-04-16	Data Repair	Data repair to auto complete active debit wfm	CSSDR044
2024-04-12	Miscellaneous	Caller KEVINE MAEHRER Other. ADV We estimate power to most customers in your area will be back on by 7 00 AM on 04 12 2024. This estimate is based on the best available information at this time.	GRACE KATSHABALAMWIKA
2024-03-12	Data Repair	Data repair to auto complete active debit wfm	CSSDR044
2024-02-13	Data Repair	Data repair to auto complete active debit wfm	CSSDR044
2024-01-17	Data Repair	Data repair to auto complete active debit wfm	CSSDR044
2023-12-12	Data Repair	Data repair to auto complete active debit wfm	CSSDR044
2023-09-12	Credit	Caller Kevin Meyer Other User Comments Outage. Adv 8pm is ert. Cx SAT	ANGELA TEMPLE
2023-09-12	WUR Assessment	Kevin Meyer Other. Caller s Concern Power Outage. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	ANGELA TEMPLE
2023-06-24	Miscellaneous	WATT Generalist - Workforce BO - Miscellaneous Work Item [REDACTED] Completed	CINDY N SANTIAGO
2023-06-24	Miscellaneous	WATT ID [REDACTED] SPK WITH STEPHANIE-OFF MGR INFORMED WE REPLACED DAMAGED METER AND REPLACED IT ON 5 26	CINDY N SANTIAGO
2023-06-03	Miscellaneous	WATT ID [REDACTED] unable to call cust issue with twilio.	CINDY N SANTIAGO
2023-05-31	Miscellaneous	WATT Regional Ops - OMS Meter Followup Work Item 3810860 Completed	ANA S COLE
2023-05-26	Miscellaneous	ref OMS [REDACTED] removed damaged meter [REDACTED] installed new meter [REDACTED] w rdng 27636.	MELANIE M SMITH
2023-05-26	Miscellaneous	WATT Generalist - Workforce BO - Miscellaneous Work Item [REDACTED] Created	MELANIE M SMITH
2023-05-26	Special Situation	ref OMS [REDACTED] removed damaged meter [REDACTED] installed new meter [REDACTED] w rdng 27636.	MELANIE M SMITH

Contact Date	Contact Type	Remarks	User
2023-05-26	Electric Outage - Issuance	Cond 1 Partial Power Comments cust states he just had a change from 100 ams to 200 wo [redacted] when we places old meter back meter burnt cust s	WCT
2023-05-26	Credit	Caller Kevin Mahrer Other User Comments cx need ppl to come and put in new meter instead of old meter that was already bad transferred hhim to new construction	MORGAN CHINN
2023-05-26	WUR Assessment	Kevin Mahrer Other. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO Not on Phone.	MORGAN CHINN
2023-05-25	WAM	Caller Back Office Ratepayer. Spoke with Kevin Maehrer. NEED EMERG RECONNECT. w o- [redacted] rcvd CEI today 5 25. emerg disc was on 5 22 . service cut at pole. if able please call text [redacted] when work is complete. Issued emerg recon trou call.	MEGAN MOREY
2023-05-25	Electric Outage - Issuance	Cond 1 Comments NEED EMERG RECONNECT. w o- [redacted] rcvd CEI today 5 25. emerg disc was on 5 22 . service cut at pole. if able please ca	WCT
2023-05-25	WAM	Caller Back Office Ratepayer. SW Kevin Maehrer looking to see if we got the inspection. He did receive confirmation and email about cut in card but it s not showing on our end yet. I told him to give it a few hours and we can do the emergency reconnect once it s is on the wo [redacted]	JANINE DENKE
2023-05-25	WAM	Caller Back Office Ratepayer. Spoke with Kevin Maehrer. wanted to get service back on- line was cut at pole. says electrician fixed what needed to be done. Adv we still have not rcvd CEI. told caller we must have inspection before we can issued emerg reconn for power. w o- [redacted]	MEGAN MOREY
2023-05-24	Credit	Caller Kevin Maehrer Other User Comments Adv outage closed renter will have to reach out to management or call back 8-5 Monday through Friday.	ANGELA TEMPLE
2023-05-24	WUR Assessment	Kevin Maehrer Other. Caller s Concern Power Outage. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	ANGELA TEMPLE
2023-05-24	WAM	CS Tool User [redacted] sw Johnathan Derring. WO [redacted] for RES CHANGE OH. User Comments called to reconnect service adv must receive CEI before service can be connected.	SELF SERVICE USER
2023-05-24	Miscellaneous	WATT Contractor Services - Emergency Block Customer follow-up needed Work Item [redacted] Completed	WENDY M MERKEL
2023-05-24	Miscellaneous	WATT ID [redacted] WO [redacted] this is to be working along w WO [redacted]	WENDY M MERKEL
2023-05-22	WAM	CS Tool User E [redacted] sw KEVIN MAEHRER. WO [redacted] for RES CHANGE OH. User Comments THIS WORK ORDER GOES W	SELF SERVICE USER
2023-05-22	Miscellaneous	AMI power down on 2 meters [redacted] [redacted] 104 106 North Ave this is a duplex . meter base was burning up-we cut service at secondaries on transformer pole. customers will need electrician to replace meter base and inspection before we can reconnect service.	HYUN KIM-BLOUNT
2023-05-22	Miscellaneous	WATT Contractor Services - Emergency Block Customer follow-up needed Work Item [redacted] Created	HYUN KIM-BLOUNT
2023-05-22	WAM	CS Tool User E [redacted] sw KEVIN MAEHRER. WO [redacted] for RES CHANGE OH. User Comments service was cut at the pole by a crew. meter base overheating. please issued reco once inspec is rec d inspec..	SELF SERVICE USER
2023-05-22	WAM	[redacted] sw KEVIN MAEHRER created WO [redacted] for RCO. CUST DESIRED IN-SVC DT 06 26 2023.REQUIRES MANUAL CONNECT.TEMP DISC False. DISC RCO. STORM-FIRE-FLOOD False. ADD ELEC LOAD-ELEC HEAT True. CHG SVC ENTR CABLE REPL True. CHG MTR BS REPL True. CHG SVC PANEL REPL True. NEW AMP SZ [redacted]	SELF SERVICE USER
2023-05-22	Call Transfer	Caller Kevin Maehrer Other. Customer lives in home technician just stopped meter from pole states he needs an investigation order	TAYLOR JONES
2023-05-22	Electric Outage - Issuance	Cond 1 OMS_CSS.services.contacts.privcontacts.notification_PPL_CUSTOMER_CONTACT_VIEWPublishDocument USER_NAME Cond 2 Cond 3 Cond 4 Note Call Type 01 AMI Power Down Event Comments none	MTR
2023-02-04	Data Repair	CREDIT OF LPC OVERCHARGE	CUBLP511
2023-02-04	Data Repair	CREDIT OF LPC OVERCHARGE	CUBLP511
2023-01-11	Data Repair	[redacted] - Reads Workaround	CSSDR044
2022-07-11	Electric Outage - Issuance	Cond 1 Other Comments triplex is detached and laying on the cable line for Blue Ridge Cable and will need to be fixed pole Cond 2 Cond 3 Cond 4 Note e158278 Call Type 86 55553N26191 concern	WCT
2021-08-30	Miscellaneous Accounts Receivable Adjustment	Debit to offset LPC	CSSDR044

Contact Date	Contact Type	Remarks	User
2021-08-14	Data Repair	CREDIT OF LPC OVERCHARGE	CUBLP511
2021-08-14	Data Repair	CREDIT OF LPC OVERCHARGE	CUBLP511
2021-06-02	Choice Inquiry	New Connect Privacy Release Default - OK to Release All	SYSTEM SYSTEM
2021-06-02	myPPL Alerts - WEB	User [REDACTED] agreed to T Cs-Enrolled	SELF SERVICE USER
2021-06-02	Connect Completed		BATCH
2021-06-01	Connect/Disconnect	Caller BLACKROCK PROPERTY MGMT Ratepayer Customer Interested in Standard Offer NO CSR Comments sw stephanie weiner office manager issued connect for 6 2 21 sat	STEPHANIE FREY
2021-06-01	Online Billing Account Update	E-Bill process - Caller BLACKROCK PROPERTY MGMT Customer Satisfied Understands Yes offered paperless billing offered outage alerts via Email	STEPHANIE FREY
2021-06-01	WEB Enroll in Paperless Billing	Enroll Paperless Billing	WEBUSER
2021-06-01	Connect Questions	TYPE OF CONNECT REQUEST METERED RATEPAYER OWNS THE PROPERTY N RATEPAYER WILL OCCUPY THE PROPERTY N NON-RESIDENTIAL USE ASSOCIATED WITH THE PROPERTY NONE TYPE OF PROPERTY RENTAL RESIDENTIAL ELECTRIC HEAT Y RESIDENTIAL USE ASSOCIATED WITH THE PROPERTY RESIDENTIAL USE WILL BE FOR THE RATEPAYERS SOLE BENEFIT	STEPHANIE FREY
2021-06-01	Connect Issued	Electric CTP-Customer caller BLACKROCK PROPERTY MGMT CallerRelation Ratepayer date of connect 06 02 2021 new address 106 NORTH AVE JIM THORPE PA 18229 DepositAmt 0 DepositReq No Pre Bal 0 Pre Bal Req No ID Req No Send AddName Letter No	STEPHANIE FREY

PPL ELECTRIC

EXHIBIT 4

Account Information

Primary Customer:	BLACKROCK PROPERTY MGMT	Primary Phone:	570-878-5647
Username:	stephanie5268		
Service Address:	106 NORTH AVE JIM THORPE, PA 18229		
Mailing Address:	1001 INDUSTRIAL RD NESQUEHONING, PA 18240		
Email:	franki@blackrockpa.com		
Collection Status:	Not in Collections		
Rate:	RSO	Price to Compare:	\$0.10771
Revenue Class:	Res-Elec Heated Home	County:	Carbon
Operating Center:	Hazleton		

Account Opened:	6/2/2021	Account Closed:	7/2/2024
Customer Since:	8/31/2020		

Account Preference

	Enrollment:		Alerts:
Auto Pay:	<input checked="" type="checkbox"/>	Outage:	<input checked="" type="checkbox"/>
Budget Billing:	<input checked="" type="checkbox"/>	Price to Compare:	<input checked="" type="checkbox"/>
Paperless:	<input checked="" type="checkbox"/>		