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Ronald Straugh,		
v.		Docket No.: C-2025-3052878
PPL Electric Utilities		
Corporation		
Initial Call-In		
Telephonic Hearing		
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Judge's Chambers

Commonwealth Keystone

Building - Plaza Level

400 North Street

Harrisburg, PA

Tuesday, May 6, 2025

Commencing at 10:07 a.m.

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Docket No. C-2025-3052878

Hearing Date: May 6, 2025

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**PPL ELECTRIC EXHIBIT NO. 1**

Account Activity Statement

\*\*\* Account Information \*\*\*

\*\*\* Current Account Status \*\*\*

Account Number: [REDACTED] Mail To: RON STRAUGH  
 72 BRADFORD ST  
 WILKES BARRE PA 18702  
 Requested By: RON STRAUGH  
 [REDACTED] Extension:

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

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
02/05/2024	Transfer Debit		\$33.62								
02/05/2024	Transfer Debit		\$301.46								
02/22/2024	ELECTRIC SERVICE		\$90.49								
02/22/2024	Regular Bill	03/14	\$425.57				0624/0000	49108A	19	482	
03/01/2024	Payment		\$-90.49								
03/20/2024	Late Payment Charge		\$1.07								
03/22/2024	ELECTRIC SERVICE		\$117.91								
03/22/2024	Regular Bill	04/15	\$454.06	\$335.08			0667/0000	49719A	29	611	
04/23/2024	ELECTRIC SERVICE		\$118.81								
04/23/2024	Late Payment Charge		\$0.01								
04/23/2024	Late Payment Charge		\$2.46								
04/23/2024	Regular Bill	05/14	\$575.34	\$454.06			0558/0000	50335A	32	616	
04/30/2024	Payment		\$-118.81								
05/21/2024	Late Payment Charge		\$3.86								
05/21/2024	Late Payment Charge		\$0.04								
05/22/2024	ELECTRIC SERVICE		\$82.11								
05/22/2024	Regular Bill	06/12	\$542.54	\$456.53			0162/0053	50730A	29	395	
06/06/2024	Payment		\$-82.11								
06/18/2024	Late Payment Charge		\$4.83								
06/18/2024	Late Payment Charge		\$0.09								
06/21/2024	ELECTRIC SERVICE		\$150.80								
06/21/2024	Regular Bill	07/15	\$616.15	\$460.43			0023/0168	51575A	30	845	
07/02/2024	Payment		\$-85.00								
07/23/2024	ELECTRIC SERVICE		\$328.31								
07/23/2024	Late Payment Charge		\$5.72								
07/23/2024	Late Payment Charge		\$0.15								
07/23/2024	Regular Bill	08/13	\$865.33	\$531.15			0000/0341	53576A	32	2001	
08/01/2024	Payment		\$-150.82								
08/21/2024	ELECTRIC SERVICE		\$311.45								
08/21/2024	Regular Bill	09/11	\$1025.96	\$714.51			0013/0213	55469A	29	1893	
08/29/2024	Payment		\$-150.00								

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH BILLED	KW
09/20/2024	ELECTRIC SERVICE		\$177.67								
09/20/2024	Regular Bill	10/15	\$1053.63	\$875.96			0038/0091	56504A	30	1035	
10/21/2024	ELECTRIC SERVICE		\$155.35								
10/21/2024	Regular Bill	11/12	\$1208.98	\$1053.63			0237/0017	57396A	31	892	
11/21/2024	ELECTRIC SERVICE		\$41.95								
11/21/2024	ELECTRIC SERVICE		\$40.91								
11/21/2024	SmartEnergy Holdings		\$101.22								
11/21/2024	Regular Bill	12/12	\$1393.06	\$1208.98			0096/0001	576260	29	851	
12/18/2024	Late Payment Charge		\$1.27								
12/18/2024	Late Payment Charge		\$14.70								
12/18/2024	Late Payment Charge		\$0.13								
12/26/2024	ELECTRIC SERVICE		\$67.41								
12/26/2024	SmartEnergy Holdings		\$168.54								
12/26/2024	Regular Bill	01/16	\$1645.11	\$1393.06			0967/0000	59281A	31	1034	
12/30/2024	Payment		\$-150.00								
01/27/2025	ELECTRIC SERVICE		\$101.96								
01/27/2025	SmartEnergy Holdings		\$272.70								
01/27/2025	Regular Bill	02/18	\$1869.77	\$1495.11			1390/0000	60954A	34	1673	
02/25/2025	Late Payment Charge		\$0.27								
02/25/2025	Late Payment Charge		\$3.09								
02/26/2025	ELECTRIC SERVICE		\$95.74								
02/26/2025	ELECTRIC SERVICE		\$14.12								
02/26/2025	SmartEnergy Holdings		\$254.77								
02/26/2025	CleanChoice Energy		\$34.10								
02/26/2025	Regular Bill	03/19	\$2271.86	\$1869.77			0187/0000	62749A	32	1795	
02/27/2025	Payment		\$-235.50								
03/25/2025	ELECTRIC SERVICE		\$90.54								
03/25/2025	CleanChoice Energy		\$203.74								
03/25/2025	Late Payment Charge		\$0.24								
03/25/2025	Late Payment Charge		\$5.30								
03/25/2025	Regular Bill	04/15	\$2336.18	\$2036.36			0675/0000	64135A	28	1386	
04/22/2025	Late Payment Charge		\$0.31								
04/22/2025	Late Payment Charge		\$8.92								
04/24/2025	ELECTRIC SERVICE		\$74.73								
04/24/2025	CleanChoice Energy		\$159.94								
04/24/2025	Regular Bill	05/15	\$2580.08	\$2336.18			0532/0005	65223A	30	1088	

**PPL ELECTRIC EXHIBIT NO. 2**

**Account Contact History**  
**Account:** [REDACTED] **Customer Name:** RON STRAUGH  
 From 4/28/2021 to 4/28/2025

Contact Date	Contact Type	Remarks	User
2025-04-25	Special Situation	HIGH BILL ALERT	SUPP_HB
2025-03-26	Special Situation	HIGH BILL ALERT	SUPP_HB
2025-02-27	Special Situation	HIGH BILL ALERT	SUPP_HB
2025-02-27	Special Situation	HIGH BILL ALERT	SUPP_HB
2025-02-26	Special Situation	PAYMENTUS_WEB paid 235.50	SELF SERVICE USER
2025-02-15	AMF Opt Out Rider Letter	Supplier Added - Cust Choice 1 Bill.	CSSDR044
2025-02-14	Cust Choice 1 Bill	Supplier added on 2025-02-20 - CleanChoice Energy	
2025-02-14	Batch Enrollment		
2025-01-28	Special Situation	HIGH BILL ALERT	SUPP_HB
2025-01-09	SC - PUC Formal Complaint	The customer filed Formal Complaint Docket No. C-2025-3052878- WATT ID 4400613	E02623
2025-01-09	Miscellaneous	WATT CCC Formal Complaint - Bill Dispute Work Item 4400613 Created	ALLISON ARMBRUSTER
2024-12-27	Special Situation	PAYMENTUS_WEB paid 150.00	SELF SERVICE USER
2024-12-27	Special Situation	HIGH BILL ALERT	SUPP_HB
2024-11-22	Special Situation	HIGH BILL ALERT	SUPP_HB
2024-11-07	SC - GRACE EXTENSION	Caller Back Office Ratepayer. SC Status from Open to Closed Cust Rights Given Y Cust Satisfied Y Comments BCS 4007797 DEC CLOSED 11 07 2024- AN ACCT WAS ESTABLISHED IN THE CUSTOMER S NAME AT 72 BRADFORD ST WILKES BARRE FROM 6 4 20 TO 2 1 21.THE CUSTOMER IS RESPONSIBLE FOR THE PAYMENT OF THE FINAL BILL BALANCE OF 335.08.	CUCL143
2024-10-25	AMF Opt Out Rider Letter	Supplier Added - Cust Choice 1 Bill.	CSSDR044
2024-10-25	Cust Choice 1 Bill	Supplier added on 2024-10-30 - SmartEnergy Holdings	
2024-10-25	Batch Enrollment		
2024-09-25	Credit	Caller RON STRAUGH Ratepayer User Comments cx call to see pmts options i adv cx of his prev bill current and full amount of 1 053.63 cx had questions about puc time frame i adv cx ion know the tme frame he has to call them directly cx didnt want sop	JOQUINDA ALSTON
2024-09-25	WUR Assessment	RON STRAUGH Ratepayer. Caller s Concern Payment Assistance. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO No.	JOQUINDA ALSTON
2024-08-28	Special Situation	PAYMENTUS_WEB paid 150.00	SELF SERVICE USER
2024-08-28	Credit	Caller RON STRAUGH Ratepayer User Comments r p call to get on a payment agreement but had a open puc i told r p to wait on puc r p sat	TERICAL DYE
2024-08-28	WUR Assessment	RON STRAUGH Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	TERICAL DYE
2024-08-05	SC - PUC Informal Complaint	PUC MDIA BCS 4007797	CUCL143
2024-08-05	Maintain Bill Account	removed alt [REDACTED]	TAMI L ROLAND
2024-08-05	Miscellaneous	WATT Generalist - Escalated Call Back - Lehigh Work Item 4301109 Completed	TAMI L ROLAND
2024-08-05	Miscellaneous	WATT ID 4301109 WENT OVER SEV TIMES THAT THE FINAL POSITION WAS THE TRANS WAS VALID BAL OF 714.51 IS CORRECT. EXPL A UTIL REP WAS 7 26 W HIS OPTIONS SINCE HE SAID HE WILL NOT PAY THE AMOUNT. UNDERSTOOD.	TAMI L ROLAND
2024-08-05	Miscellaneous	WATT ID 4301109 WHERE HE STATED THE PREV TENANTS WILL PAY 214.09. HE SAID THEY WERE NOT HIS TENANTS HE DID NOT OWN THE BLDG AT THAT TIME. EXPL IF THERE WAS AN AGREEMENT THEY WERE PAYING THAT SHOULD HAVE BEEN FOLLOWED UP ON SINCE THEY DID NOT PAY THE BAL REMAINED ON THE ACCT.	TAMI L ROLAND

Contact Date	Contact Type	Remarks	User
2024-08-05	Miscellaneous	WATT ID 4301109 AND WE SHOW WOULD HAVE BEEN ON PAPERLESS BILLING SINCE A NOTE ON THAT ACCT HE REMOVED FROM PAPERLESS BILLING 11 2 21 AFTER ACCT WAS ALREADY CLOSED 2 1 21. ALSO APPEARS EMAIL WAS UPDATED . HE DID CONFIRM HIS USERNAME IS [REDACTED] I ALSO EXPL THERE WAS A NOTE ON THE ACCT 1 28 21	TAMI L ROLAND
2024-08-05	Miscellaneous	WATT ID 4301109 CALLED RON STRAUGH WENT OVER TIMELINE ON [REDACTED] ACCT. EXPL RECORDS SHOW HE CALLED FOR A START DATE OF SER 6 4 2020 EXPL SEV PYMTS MADE THRU PAYMENTUS HE SAYS NOT BY HIM HE HAS PROOF W HIS BANK RECORDS EXPL IF MADE BY SOMEONE ELSE WE DO NOT CHECK THAT BUT BILL WAS IN HIS NAME	TAMI L ROLAND
2024-08-05	Billing	Caller RON STRAUGH Ratepayer User Comments USED CATEGORY FOR NO UR REQUIRED SINCE 7 26 A UR WAS ALREADY SENT TO THIS CUST RE HIS DISPUTE W THE TRANS BAL GAVE FINAL POSITION AGAIN TRANSFER WAS VALID 335.08 BAL IS 714.51 HE SAID HE WILL NOT PAY EXPL RIGHTS SENT 7 26 W OPTIONS UNDERSTOOD.	TAMI L ROLAND
2024-08-05	WUR Assessment	RON STRAUGH 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.	TAMI L ROLAND
2024-08-01	Credit	Caller RON STRAUGH Ratepayer. cci to speak to supervisor about disputing transfer bal cx adv he had 2 supervisor call him back but he missed the call stated he will like a supervisor call him back on his phone [REDACTED] issue cb form	TRISTIN SAVARY
2024-08-01	WUR Assessment	RON STRAUGH Ratepayer. Caller s Concern Call Transfer. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	LATRICE BLAKNEY
2024-08-01	Call Transfer	Caller RON STRAUGH Ratepayer. cx called stated he missed a call from Tami he stated she was a sup. cx was not clear of the reason for the call he stated its alot of notes. I seen notes from Billing regrading acct Transfer I transfer cx to Billing sat yes	LATRICE BLAKNEY
2024-08-01	Miscellaneous	WATT ID 4301109 HE STATED THE PREVIOUS TENANTS WILL PAY 214.09. SEV CALLS AT THIS CURRENT ACCT RE THE BAL TRANS OF 335.08 INFO WAS EXPL FINAL POSITION IS VALID TRANSFER UTIL REPORT W RIGHTS WAS SENT 7 26. REP-PLS GO OVER ALL INFO AGAIN IF NEED BE	TAMI L ROLAND
2024-08-01	Miscellaneous	WATT ID 4301109 ALSO SEV PYMTS MADE BY A CREDIT CARD. ACCT THEN SET UP TO CLOSE EFF 2 1 21 SINCE NEW CUST REQ SER ON 1 22 21 EFF 2 1 21. ACCT NOTED 1 28 21 RON CALLED WHEN REC D MOVING LTR STATED ACCT TRANS TO FATHER -IN -LAW S NAME	TAMI L ROLAND
2024-08-01	Miscellaneous	WATT ID 4301109 CALLED RON STRAUGH AT TIME REQUESTED LEFT MESG. NOW PER NOTES CANNOT CALL UNTIL 8 5. IF CUST CALLS BEFORE I MAKE 2ND ATTEMPT PLS RE-STATE WE SHOW HE STARTED SERVICE AT THE [REDACTED] ACCT BY A CALL ON 6 3 20 EFF 6 4 20. A SUPPLIER ENROLLMENT WAS REC D NOV 2020 -DID HE ENROLL	TAMI L ROLAND
2024-08-01	Miscellaneous	WATT Generalist - Escalated Call Back - Lehigh Work Item 4301109 Created	JANICE L IRELAND
2024-08-01	Billing	Caller RON STRAUGH Ratepayer. missed call back from senior.. would like another.can be reached 570 550 9496	JANICE L IRELAND
2024-08-01	Call Transfer	Caller RON STRAUGH Ratepayer User Comments CX WANTED TO SPEAK WITH JIM BUT INFORMED HIM THAT WE DONT HAVE OPTION TO CONNECT HIM TO SPECIFIC AGENT WANTED TO KNOW MORE ABOUT TWO ACCOUNTS ISSUE TRANSFERRED TO EE FOR ASSISTANCE CX UNDERSTANDING	JANET HAZEL DE CASTRO
2024-08-01	WUR Assessment	RON STRAUGH Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO No.	JANET HAZEL DE CASTRO
2024-07-31	Billing	Caller RON STRAUGH Ratepayer. Confirmed 2 5 2024 Transfer - 335.08 from [REDACTED] to [REDACTED] Cx said since he move into the area he has only lived at [REDACTED] never lived at [REDACTED] . Cx sat	MADANA DOOKIERAM
2024-07-31	Billing	Caller RON STRAUGH Ratepayer User Comments CCI for sup - but cx allowed me to help him. Had him verified full account with email ssn He ask for start date on [REDACTED] adv Account Opened 5 11 2020 and start date - [REDACTED] adv Account Opened 2 3 2024. Provided him with account [REDACTED] start date 6 4 2020 .	MADANA DOOKIERAM
2024-07-31	WUR Assessment	RON STRAUGH Ratepayer. Caller s Concern Transferred Balance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	MADANA DOOKIERAM
2024-07-31	Special Situation	PAYMENTUS WEB paid 150.82	SELF SERVICE USER
2024-07-31	Miscellaneous	WATT Generalist - Escalated Call Back - Scranton Work Item 4297275 Completed	JAMES J LENNOX
2024-07-31	Miscellaneous	WATT ID 4297275 2nd attempt. Received v m again and left message to call us back with any further questions.	JAMES J LENNOX
2024-07-29	Miscellaneous	WATT ID 4297275 1st attempt. Received v m. Will make 2nd attempt later.	JAMES J LENNOX

Contact Date	Contact Type	Remarks	User
2024-07-26	Miscellaneous	sw RON STRAUGH disputed balance transfer states never put service in his name 6 2020 for 72 BRADFORD ST WILKES-BARRE PA 18702 states he was to only have service at 70 BRADFORD ST 72 BRADFORD was to be under tenants name until put under FIL request supervisor call him back.	LINDSY SMIGEL
2024-07-26	Miscellaneous	WATT Generalist - Escalated Call Back - Scranton Work Item 4297275 Created	LINDSY SMIGEL
2024-07-26	Correspondence - General	Template Name Master Utility Report Created By LINDSY SMIGEL Letter Edited No CS Letters ID 5933151	CSLET
2024-07-26	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2024-07-26	Billing	Caller RON STRAUGH Ratepayer. whn moved 5 2020 was to put svc at 70 BRADFORD ST in his name NOT 72 BRADFORD ST. adv bal needs to be settled w tenant whose name was supposed to be on acct cst req sup send WUR cst hung up. unsat	LINDSY SMIGEL
2024-07-26	Billing	Caller RON STRAUGH Ratepayer User Comments cst disputing trx bal states it was to go into the tenants name but never did cst ended with bal of 335.08 from 12 2020 to 2 01 21 notes show tenant was to pay the bill WATT 4177725 marked as issue between LL tenant cst disputes putting svc in his name 6 2020 cont	LINDSY SMIGEL
2024-07-26	WUR Assessment	RON STRAUGH Ratepayer. Caller s Concern Transferred Balance. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No. Interested in SO Not on Phone.	LINDSY SMIGEL
2024-07-26	Correspondence - General	Template Name Master Utility Report Created By LINDSY SMIGEL Letter Edited No CS Letters ID 5933147	CSLET
2024-07-26	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2024-07-26	WUR Assessment	RON STRAUGH Ratepayer. Caller s Concern Billed Amounts. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No. Interested in SO Not on Phone.	LINDSY SMIGEL
2024-07-01	Special Situation	PAYMENTUS WEB paid 85.00	SELF SERVICE USER
2024-06-05	Special Situation	PAYMENTUS WEB paid 82.11	SELF SERVICE USER
2024-04-29	Billing	Caller RON STRAUGH Ratepayer User Comments 118.81 has not posted yet sicne it was made on the weekend. Also fraud claim will be investigated and he will get info as to the result of it. SATS	MEGAN RUMBALSKI
2024-04-29	WUR Assessment	RON STRAUGH Ratepayer. Caller s Concern Billed Amounts. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	MEGAN RUMBALSKI
2024-04-29	Credit	Caller RON STRAUGH Ratepayer User Comments cci about a charge on electric bill but not his charge reviewed acc already have police report check xfer to EE for further assistance	SHIERWIN JOY ESTANISLAO
2024-04-29	WUR Assessment	RON STRAUGH Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO Not on Phone.	SHIERWIN JOY ESTANISLAO
2024-04-29	Special Situation	PAYMENTUS WEB paid 118.81	SELF SERVICE USER
2024-03-27	Miscellaneous	Caller RON STRAUGH Ratepayer. calling to follow up on police report. found watt 4177725 on hold. emailed k mcandrew to call ron back	LORI DRIES
2024-03-27	Call Transfer	Caller RON STRAUGH Ratepayer User Comments Cci for update on dispute Is to disputing transferred bal says it was fraud and that a police report was sent out. Transferred to EE	JOELLA HAYNES
2024-03-27	WUR Assessment	RON STRAUGH Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO Not on Phone.	JOELLA HAYNES
2024-02-28	Special Situation	PAYMENTUS WEB paid 90.49	SELF SERVICE USER
2024-02-23	Credit	Caller RON STRAUGH Ratepayer User Comments cx called in becs he want to send the police report to us so he can disputed the trasnfer balcne on the acc. i adv the cx to fax tehe documnt provide the fax credit number [REDACTED] and the back office will validate the docs cx sat	DAIMLERCHRYSLER TUBANGUI
2024-02-23	WUR Assessment	RON STRAUGH Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	DAIMLERCHRYSLER TUBANGUI
2024-02-23	Call Transfer	Caller RON STRAUGH Ratepayer User Comments CCI TO INQUIRE ABOUT POLICE REPORT FOR A TRANSFERRED BAL TRANS TO BILLING	CHRISTOPHER KAISER
2024-02-23	WUR Assessment	RON STRAUGH Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO Not on Phone.	CHRISTOPHER KAISER
2024-02-16	Billing	Caller RON STRAUGH Ratepayer User Comments cci to say police report [REDACTED] cci will fax in police report . he claims this is not his bill 335.08 from [REDACTED] offer .sop. No . Cx concerns sat	KIMBERLY GIBSON
2024-02-16	WUR Assessment	RON STRAUGH Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	KIMBERLY GIBSON
2024-02-16	Billing	Caller Back Office Ratepayer. caller started to explain why he was calling and call disconnected no response to multiple greetings	LORI PETRINI

Contact Date	Contact Type	Remarks	User
2024-02-14	Account Balance	Caller RON STRAUGH Ratepayer. Tenant never put into their name. Since bill under his name he is responsible. Adv if balance was not transferred balance would have been sent to CA and would have appeared on his credit report.	DIANE M RYBAK
2024-02-14	Account Balance	Caller RON STRAUGH Ratepayer User Comments Account was prev under father in laws name and then transferred to his name. States balance of 335.08 was transferred from father in law to him. Adv this is not the case. The balance if from account under his name from 6-3-20 to 2-1-21 fr 335.08. He said tenant was living there. Adv between he and tenant.	DIANE M RYBAK
2024-02-14	WUR Assessment	RON STRAUGH Ratepayer. Caller s Concern Transferred Balance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	DIANE M RYBAK
2024-02-14	Call Transfer	Caller RON STRAUGH Ratepayer User Comments Cci after amount was transferred from father in law s old acc [REDACTED] [REDACTED] Advised cus that acc is in his name. Cus insists that he wants to speak to someone from the estates department to have this sorted out. Transferred to Stop Service	JOELLA HAYNES
2024-02-14	WUR Assessment	RON STRAUGH Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO Not on Phone.	JOELLA HAYNES
2024-02-05	Choice Inquiry	New Connect Privacy Release Default - OK to Release All	SYSTEM SYSTEM
2024-02-05	Continuous Transfer Letter	Continuous Transfer Letter	
2024-02-05	Continuous Transfer	THIS ACCOUNT IS CURRENTLY IN A CONTINUOUS TRANSFER RELATIONSHIP. SEE THE MAINTAIN TRANSFER HISTORY WINDOW FOR DETAILS.	SYSTEM SYSTEM
2024-02-03	myPPL Alerts - WEB	User [REDACTED] agreed to T Cs-Enrolled	SELF SERVICE USER
2024-02-03	Connect Completed		TYRESE WILSON
2024-02-02	Online Billing Account Update	E-Bill process - Caller RON STRAUGH Customer Satisfied Understands Yes offered paperless billing offered outage alerts via Email	TYRESE WILSON
2024-02-02	WEB Enroll in Paperless Billing	Enroll Paperless Billing	WEBUSER
2024-02-02	Connect Questions	TYPE OF CONNECT REQUEST METERED RATEPAYER OWNS THE PROPERTY Y 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	TYRESE WILSON
2024-02-02	Connect Issued	Electric CTP-Customer caller RON STRAUGH CallerRelation Ratepayer date of connect 02 03 2024 new address 72 BRADFORD ST WILKES BARRE PA 18702 DepositAmt 0 DepositReq No Pre Bal 0 Pre Bal Req No ID Req No Send AddName Letter No	TYRESE WILSON

# **PPL ELECTRIC EXHIBIT NO. 3**

Informals    Formals

Home

### Informal Case View

Case Search

Reports

Final Review

General			
BCS Case No.	4007797	Case Notes	Count : 1 <a href="#">Detail...</a>
CSS Account No.	[REDACTED]	Received Date	08/05/2024
CSS Name	RON STRAUGH	Due Date	09/03/2024
Name	RONALD STRAUGH	Investigator Name	CASE POOL, BCS
Service Address 1	72 BRADFORD ST	Mailing Address 1	
Service Address 2		Mailing Address 2	
Service City, State Zip	WILKES BARRE, PA 18702-	Mailing City, State Zip	, -
PUC Address	72 BRADFORD ST,,WILKES BARRE,PA,18702-		
Service Class	RESIDENTIAL	Case Origin	TELEPHONE
Phone Number	[REDACTED]	Prior Case Number	0
Income Level	2	On Track	No
Reason For Contact	BILLING DISPUTES (# 18)		
Customer Position	18 2 HIGH BILL DISPUTE. THE CUSTOMER IS DISPUTING THE BILL(S) FROM THE MONTH(S) OF JUNE 4, 2020- JAN 2024. CUSTOMER MOVED IN HOME ON MAY 11, 2020 AND STARTED SERVICE AT 70 BRADFORD ST. CUSTOMER HAS BEEN PAYING BILL EACH MONTH AT 70 BRADFORD AND HAD NO ISSUES. CUSTOMERS FATHER-IN-LAW MOVED IN DEC 2021 AND HAD SERVICE IN HIS NAME AND WHEN HE PASSED IN JAN 2024 SERVICE WAS PLACED IN CUSTOMERS NAME WHEN OTHER FAMILY MEMBERS MOVED INTO OTHER SIDE OF HOME 72 BRADFORD ST. COMPANY IS CLAIMING SERVICE WAS STARTED IN JUNE 2020 BUT CUSTOMER DID NOT START SERVICE UNTIL JAN OF 2024 AND HAS PROOF SHOWING DID NOT LIVE OR ESTABLISH SERVICE PRIOR. COMPANY CLAIMING CUSTOMER IS RESPONSIBLE FOR \$334 FINAL BILL. - RELIEF SOUGHT - DISPUTE 334 OWED BY FATHER IN LAWS ACCOUNT. THE CELL PHONE NUMBER [REDACTED] HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS [REDACTED] HAS BEEN ALLOWED TO BE SHARED.		
Company Position	08/05/2024 TOLD HE IS RESPONSIBLE, AND THEY HAVE INFORMATION THAT HE STARTED SERVICE AT ADDRESS.		
Related Information			
Misc Info			

Heating	Yes	Service	On
Acct Bal Due Date	09/11/2024	Total Account Balance	1025.96
Budget Bill Amount	231.00		
Arrearage	0.00	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	Financial Responsibility
Secondary Category	
Tertiary Category	
Assign To Section	CCC-

Ownership

Contact Person	E180613 - Kiernan-Johnson,Ashley
Written By	Kiernan-Johnson, Ashley
Written By Date	08/28/2024

Other Information

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

Informal Final Report

**Details of the Company's Original Investigation**

6/4/2020- Date electric service was established in the name of Ron Straugh at 72 BRADFORD ST WILKES BARRE, PA 18702. PPL Electric Utilities (PPL EU or the Company) assigned account number [REDACTED]

1/22/2021- The Company received a request from a new applicant to place the electric service in their name at 72 BRADFORD ST WILKES BARRE, PA 18702 effective 02/01/2021. This action would create a final bill for Ron Straugh.

2/1/2021- The Company rendered Ron Straugh a final bill in the amount of \$335.08.

2/2/2024- Ron Straugh requested to establish electric service at 72 BRADFORD ST WILKES BARRE, PA

18702 effective 2/3/2024. The Company assigned the account number [REDACTED]

2/5/2024- The Company transferred the unpaid balance of \$335.08 from account number [REDACTED] for service at the customer's prior address of 72 BRADFORD ST WILKES BARRE, PA 18702 to his active account at the same location of 72 BRADFORD ST WILKES BARRE, PA 18702 through the Company's Continuous Account Transfer (CAT) program. The Company sent the customer a letter to alert him to the transferred balance. The prior account was in her name from 6/4/2020 to 2/1/2021.

2/14/2024- Ron Straugh contacted the Company regarding the balance transferred to his recent established account. Mr. Straugh stated the balance is from his father-in-law and does not belong to him. The Company explained the previous account ([REDACTED]) was in the customer's name from 6/3/20 to 2/1/21. Mr. Straugh explained he had a tenant living at the residence. The Company advised the tenant did not establish service in their name and the balance would be between the tenant and Mr. Straugh.

2/23/2024- Ron Straugh contacted the Company regarding the transferred balance on the account. He advised he is disputing the balance and would like to provide a police report to dispute the balance. The Company provided the fax telephone number and advised once received the documentation will be reviewed.

2/23/2024- The Company records indicate it received a police report that was filed.

4/23/2024- The Company records show upon further investigation after the police report was received, the customer advised the tenant (Anna) moved into the location but did not establish service in her name. The Company records indicate the balance will be between the landlord and the tenant.

7/26/2024- Ron Straugh contacted the Company to inquire about the balance transferred to the account. He advised the account should have been established in the tenants name and was not which left Mr. Straugh a balance of \$335.08 from 12/2020 to 2/01/21. The Company explained the balance will need to be discussed between the tenant and himself. The customer requested to speak with a supervisor. The Company records indicate the call disconnected. The Company suspended the customer's account and sent a written utility report.

7/29/2024- The Company records show a Company supervisor made an outbound call attempt to contact the customer regarding the request submitted. The attempt was unsuccessful and a voicemail message was left for the customer.

7/31/2024- The Company records show a Company supervisor made an outbound call attempt to contact the customer regarding the request submitted. The attempt was unsuccessful and a voicemail message was left for the customer.

8/1/2024- The Company records show a Company supervisor made an outbound call attempt to contact the customer regarding the request submitted. The attempt was unsuccessful and a voicemail message was left for the customer.

8/5/2024 (Date of last contact)- The Company made an outbound call to Ron Straugh regarding his previous request. The Company explained the customer contacted the Company to establish service

6/4/2020 and the Company received several payments on the account. The Company advised that the transferred balance is valid and correct. The Company explained a previous letter was sent on 7/26 with his options as he advised he does not agree with the amount.

Company's Final Position to the Customer

The Company made an outbound call to Ron Straugh regarding his previous request.

The Company explained the customer contacted the Company to establish service 6/4/2020 and the Company received several payments on the account.

The Company advised that the transferred balance is valid and correct.

The Company explained a previous letter was sent on 7/26 with his options as he advised he does not agree with the amount.

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 transferred the customer's unpaid balance of \$335.08 from his former account at the same address of 72 BRADFORD ST WILKES BARRE, PA 18702, ( [REDACTED] ) to his active account at 72 BRADFORD ST WILKES BARRE, PA 18702, on 2/5/2024, in accordance with the regulations found at 56.16(b).

Being Ron Straugh alleges he is not responsible for the electricity usage to 72 BRADFORD ST WILKES BARRE, PA 18702 from 6/4/2020 to 2/1/2021, the Company directed Ron Straugh to file a police report to start the fraud process.

The Company also requires a completed copy of the fraud questionnaire and three forms of proof from the list below:

- Copy of utility bill(s) and/or telephone bill(s) in victim's name, showing a different address for the time period of fraudulent billing.
- Copy of victim's driver's license showing different address for time period of billing.
- Copy of rental/lease agreement in victim's name showing a different address during time noted.
- Notarized statement from township or courthouse stating victim's residency at a different address during billing period.
- Notarized statement from employer stating time of employment and victim's home address during the billing period.
- Official document from victim's postmaster stating a different address during billing period.
- W2 forms indicating different mailing address during billing period.

The Company will not accept any documentation that shows a post office box as the home address. All documentation must show the actual home property address in order to be considered valid proof.

The Company requires its alleged fraud victims to follow through with the questionnaire and three forms of proof so that it could pursue recovery of this debt from the appropriate individual(s).

The Company records indicate it received a police report that was filed by the customer on 2/23/2024.

The Company records show Ron Straugh indicated the property was rented to a tenant (Anna) who did not establish service in her name. The report show the no further investigation was conducted and was reported to satisfy the request of Mr. Straugh.

Ron Straugh is responsible for the balance of \$335.08 that accrued from 6/4/2020 to 2/1/2021 at 72 BRADFORD ST WILKES BARRE, PA 18702.

The customer's account balance is \$1,025.96 due 9/11/2024. This figure include a previous balance of \$714.51.

The customer can contact the Company for a payment agreement, if needed.

The Company included the necessary attachments with its report.

Analysis Information

Justified

Not Analyzed

**No Analysis Items Found**

Return To Search	Case History	Print	Decision
	Change State	Dismiss	

Informals    Formals

Home

### Decision Detail

Case Search

Reports

Final Review

General			
BCS Case No.	4007797	CSS Account No.	██████████
Customer Name	RONALD STRAUGH	Investigator Name	CASE POOL, BCS
Address 1	72 BRADFORD ST	Service Class	RESIDENTIAL
Address 2		Case Origin	TELEPHONE
City, State Zip	WILKES BARRE , PA 18702	Head Date	11/12/2024
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	1208.98	Closed Date	11/07/2024
Reconnect Amount	0.00	Balance Date	10/21/2024
Special Budget Amount	0.00	Regular Budget Amount	0.00
Arrears Payment Plus	0.00	Final Monthly Payment	0.00
Resolution	DECISION ISSUED - A SERVICE ACCOUNT WAS ESTABLISHED IN THE CUSTOMER'S NAME AT 72 BRADFORD ST WILKES BARRE PA FROM 6/4/2020 TO 2/1/2021. THUS, CUSTOMER IS RESPONSIBLE FOR THE PAYMENT OF THE FINAL BILL BALANCE OF \$335.08. TO PROVE OTHERWISE, PPL REQUIRES THE CUSTOMER TO SUBMIT THE REQUIRED DOCUMENTATION AS SPECIFIED IN THIS DECISION. PPL WAS WITHIN THEIR RIGHTS TO TRANSFER THE UNPAID FINAL BILL BALANCE. CASE DISMISSED.		
Terms			
Letter Description			

Action Required Options

Action Required     Yes    No

WorkQ Category	[Redacted] v		
Sub Category	[Redacted] v		
Up Front Amount	[Redacted]	Up Front Due Date	[Redacted]
Bill Type	[Redacted] v		
Plus Amount	[Redacted]		
Beginning Date	[Redacted]		
Write-Off Amount	[Redacted]		
Comments	BCS#4007797 DEC CLOSED11/07/2024- AN ACCT WAS ESTABLISHED IN THE CUSTOMER'S NAME AT 72 BRADFORD ST WILKES BARRE FROM 6/4/20 TO 2/1/21.THE CUSTOMER IS RESPONSIBLE FOR THE PAYMENT OF THE FINAL BILL BALANCE OF \$235.08		
Processed By	E180613	Processed Date	11/8/2024 2:21:57 PM

Return to Case

**PPL ELECTRIC EXHIBIT NO. 4**



**PPL ELECTRIC EXHIBIT NO. 5**

**Account Contact History**  
**Account:** [REDACTED] **Customer Name:** RON STRAUGH  
 From 3/17/2021 to 3/31/2025

Contact Date	Contact Type	Remarks	User
2024-07-31	Billing	Caller RON STRAUGH Ratepayer. Confirmed 2 5 2024 Transfer - 335.08 from [REDACTED] to [REDACTED]. Cx said since he move into the area he has only lived at [REDACTED] never lived at [REDACTED]. Cx sat	MADANA DOOKIERAM
2024-07-31	Billing	Caller RON STRAUGH Ratepayer User Comments CCI for sup - but cx allowed me to help him. Had him verified full account with email ssn He ask for start date on [REDACTED] adv Account Opened 5 11 2020 and start date [REDACTED] adv Account Opened 2 3 2024. Provided him with account [REDACTED] start date 6 4 2020 .	MADANA DOOKIERAM
2024-07-31	WUR Assessment	RON STRAUGH Ratepayer. Caller s Concern Transferred Balance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	MADANA DOOKIERAM
2024-04-23	Miscellaneous	WATT Scanned - Fraud Work Item 4177725 Completed	KATHLEEN MCANDREW
2024-04-23	Miscellaneous	Warn 4177725 Account [REDACTED] customer states that tenant Anna moved in but never put this account into her name - that is between the landlord and the tenant	KATHLEEN MCANDREW
2024-02-14	Account Balance	Caller RON STRAUGH Ratepayer. was transferred to [REDACTED] which is new account under his name.	DIANE M RYBAK
2024-02-14	Account Balance	Caller RON STRAUGH Ratepayer User Comments Verified account under his name from 6-4-20 which he called to connect on 6-3-20 and the account then final as of 2-1-21 which he then verified went into this father in laws name. Said there was a tenant living here. Adv tenant never put service into their name. Expld balance between he and the tenant.	DIANE M RYBAK
2024-02-14	WUR Assessment	RON STRAUGH Ratepayer. Caller s Concern Transferred Balance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	DIANE M RYBAK
2024-02-14	WUR Assessment	Back Office Ratepayer. Caller s Concern Transferred Balance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	DIANE M RYBAK
2024-02-14	Call Transfer	Caller RON STRAUGH Ratepayer. Cci after amount was transferred from this acc to new account [REDACTED]. Advised cus that both acc are in his name. Cus insists that he wants to speak to someone from the estates department to have this sorted out. Transferred to Stop Service	JOELLA HAYNES
2024-02-14	Credit	Caller RON STRAUGH Ratepayer User Comments cx ci stated that father in law passed away 2 weeks ago cx states that he opened a new acct in his name that a transfer bal 335.08 was posted to new acct [REDACTED] adv cx that acct is in his name is respon for bill no sat	LALANDRA WILLIAMS
2024-02-14	Correspondence - General	Template Name Master Utility Report Created By LALANDRA WILLIAMS Letter Edited No CS Letters ID 5657295	CSLET
2024-02-14	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2024-02-14	WUR Assessment	RON STRAUGH Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No.	LALANDRA WILLIAMS
2024-02-05	Continuous Transfer	THIS ACCOUNT IS CURRENTLY IN A CONTINUOUS TRANSFER RELATIONSHIP. SEE THE MAINTAIN TRANSFER HISTORY WINDOW FOR DETAILS.	SYSTEM SYSTEM
2023-02-04	Data Repair	DR_REQ10782282 - CD-NXT-COLL-ACTION UPDATE	CSSDR044
2023-02-02	Data Repair	DR_REQ10782282 - CD-NXT-COLL-ACTION UPDATE	CSSDR044
2022-10-28	Maintain Bill Account	Caller RON STRAUGH Ratepayer added [REDACTED] as primary phone	JELICIA RAMKISSOON
2022-10-28	Maintain Bill Account	Caller RON STRAUGH Ratepayer added [REDACTED] as alternate phone Consent Declined	JELICIA RAMKISSOON
2021-11-02	Maintain Bill Account	Caller poohman63 Ratepayer updated Paperless billing from Enrolled to Not Enrolled .	SELF SERVICE USER
2021-11-02	WEB Maintain Bill Account	Updated email address from [REDACTED] to [REDACTED]	SELF SERVICE USER
2021-09-21	WEB Maintain Bill Account	Updated email address from [REDACTED] to [REDACTED]	SELF SERVICE USER

**PPL ELECTRIC EXHIBIT NO. 6**

Account Activity Statement

\*\*\* Account Information \*\*\*

\*\*\* Current Account Status \*\*\*

Account Number: [REDACTED] Mail To: RON STRAUGH  
 70 BRADFORD ST  
 WILKES BARRE PA 18702  
 Requested By: RON STRAUGH  
 [REDACTED] Extension:

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

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
04/05/2021	Payment		\$-77.95								
04/28/2021	ELECTRIC SERVICE		\$34.32								
04/28/2021	CleanChoice Energy		\$36.90								
04/28/2021	Regular Bill	05/19	\$71.22				0596/0000	17031A	32	410	
05/03/2021	Payment		\$-71.22								
06/01/2021	ELECTRIC SERVICE		\$40.76								
06/01/2021	CleanChoice Energy		\$50.76								
06/01/2021	Regular Bill	06/22	\$91.52				0240/0055	17595A	30	564	
06/28/2021	ELECTRIC SERVICE		\$50.65								
06/28/2021	CleanChoice Energy		\$72.45								
06/28/2021	Regular Bill	07/19	\$214.62	\$91.52			0067/0131	18400A	29	805	
07/02/2021	Payment		\$-91.52								
07/27/2021	ELECTRIC SERVICE		\$74.05								
07/27/2021	CleanChoice Energy		\$124.20								
07/27/2021	Late Payment Charge		\$0.91								
07/27/2021	Late Payment Charge		\$0.63								
07/27/2021	Regular Bill	08/17	\$322.89	\$123.10			0001/0284	19780A	32	1380	
07/31/2021	Miscellaneous		\$-0.91								
07/31/2021	Miscellaneous		\$-0.63								
08/03/2021	Payment		\$-123.10								
08/25/2021	ELECTRIC SERVICE		\$58.41								
08/25/2021	CleanChoice Energy		\$89.73								
08/25/2021	Regular Bill	09/15	\$346.39	\$198.25			0002/0235	20777A	29	997	
09/07/2021	Payment		\$-164.00								
09/24/2021	ELECTRIC SERVICE		\$55.75								
09/24/2021	CleanChoice Energy		\$83.88								
09/24/2021	Regular Bill	10/18	\$322.02	\$182.39			0015/0157	21709A	30	932	
10/04/2021	Payment		\$-155.63								
10/25/2021	ELECTRIC SERVICE		\$33.81								
10/25/2021	CleanChoice Energy		\$37.71								
10/25/2021	Regular Bill	11/15	\$237.91	\$166.39			0133/0013	22128A	29	419	
11/03/2021	Payment		\$-87.52								
11/24/2021	ELECTRIC SERVICE		\$32.95								

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	BILLED KW
11/24/2021	CleanChoice Energy		\$36.54							
11/24/2021	Regular Bill	12/20	\$219.88	\$150.39			0608/0000	22534A	31	406
12/21/2021	Deposit Interest		\$-6.90							
12/28/2021	ELECTRIC SERVICE		\$35.03							
12/28/2021	CleanChoice Energy		\$41.13							
12/28/2021	Regular Bill	01/18	\$289.14	\$212.98			0836/0000	22991A	30	457
01/03/2022	Payment		\$-96.00							
01/27/2022	ELECTRIC SERVICE		\$38.53							
01/27/2022	CleanChoice Energy		\$50.22							
01/27/2022	Regular Bill	02/17	\$281.89	\$193.14			1244/0000	23549A	34	558
02/24/2022	ELECTRIC SERVICE		\$33.12							
02/24/2022	CleanChoice Energy		\$38.52							
02/24/2022	Regular Bill	03/17	\$353.53	\$281.89			1067/0000	23977A	29	428
02/28/2022	Late Payment Charge		\$2.07							
02/28/2022	Late Payment Charge		\$1.45							
03/02/2022	Payment		\$-150.00							
03/25/2022	ELECTRIC SERVICE		\$29.42							
03/25/2022	CleanChoice Energy		\$42.13							
03/25/2022	Late Payment Charge		\$1.62							
03/25/2022	Late Payment Charge		\$0.92							
03/25/2022	Regular Bill	04/18	\$281.14	\$203.53			0709/0000	24314A	28	337
04/04/2022	Payment		\$-203.53							
04/08/2022	Payment		\$-77.61							
04/26/2022	ELECTRIC SERVICE		\$30.36							
04/26/2022	CleanChoice Energy		\$45.75							
04/26/2022	Regular Bill	05/17	\$76.11				0614/0002	24680A	30	366
05/24/2022	Late Payment Charge		\$0.38							
05/24/2022	Late Payment Charge		\$0.57							
05/25/2022	ELECTRIC SERVICE		\$37.05							
05/25/2022	CleanChoice Energy		\$66.63							
05/25/2022	Regular Bill	06/15	\$180.74	\$76.11			0222/0045	25213A	31	533
06/21/2022	Late Payment Charge		\$0.01							
06/21/2022	Late Payment Charge		\$1.40							
06/21/2022	Late Payment Charge		\$0.84							
06/24/2022	ELECTRIC SERVICE		\$47.41							
06/24/2022	CleanChoice Energy		\$98.75							
06/24/2022	Regular Bill	07/18	\$329.15	\$180.74			0026/0099	26003A	30	790
07/05/2022	Payment		\$-89.50							
07/25/2022	ELECTRIC SERVICE		\$66.38							
07/25/2022	CleanChoice Energy		\$158.38							

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
07/25/2022	Regular Bill	08/15	\$464.41	\$239.65			0001/0296	27270A	30		
07/26/2022	Late Payment Charge		\$2.06								
07/26/2022	Late Payment Charge		\$0.03								
07/26/2022	Late Payment Charge		\$0.90								
08/01/2022	Payment		\$-239.65								
08/23/2022	ELECTRIC SERVICE		\$69.79								
08/23/2022	CleanChoice Energy		\$169.25								
08/23/2022	Late Payment Charge		\$0.83								
08/23/2022	Late Payment Charge		\$1.98								
08/23/2022	Regular Bill	09/13	\$469.60	\$224.76			0000/0316	28624A	31	1354	
09/02/2022	Payment		\$-156.00								
09/22/2022	ELECTRIC SERVICE		\$57.07								
09/22/2022	CleanChoice Energy		\$122.38								
09/22/2022	Regular Bill	10/13	\$493.05	\$313.60			0009/0162	29603A	30	979	
10/03/2022	Payment		\$-200.00								
10/19/2022	Deposit		\$-170.12								
10/19/2022	Late Payment Charge		\$1.54								
10/21/2022	ELECTRIC SERVICE		\$31.96								
10/21/2022	CleanChoice Energy		\$48.25								
10/21/2022	Regular Bill	11/14	\$204.68	\$122.93			0349/0002	29989A	29	386	
10/31/2022	Payment		\$-204.68								
11/21/2022	ELECTRIC SERVICE		\$29.66								
11/21/2022	CleanChoice Energy		\$41.75								
11/21/2022	Regular Bill	12/12	\$71.41				0424/0008	30323A	29	334	
12/01/2022	Payment		\$-71.41								
12/28/2022	ELECTRIC SERVICE		\$37.74								
12/28/2022	CleanChoice Energy		\$64.75								
12/28/2022	Regular Bill	01/18	\$102.49				1016/0000	30841E	34	518	
01/24/2023	ELECTRIC SERVICE		\$42.88								
01/24/2023	CleanChoice Energy		\$75.13								
01/24/2023	Late Payment Charge		\$0.47								
01/24/2023	Late Payment Charge		\$0.81								
01/24/2023	Regular Bill	02/14	\$221.78	\$102.49			0963/0000	31442A	32	601	
01/30/2023	Payment		\$-221.78								
02/04/2023	Miscellaneous		\$-0.47								
02/04/2023	Miscellaneous		\$-0.81								
02/23/2023	ELECTRIC SERVICE		\$35.00								
02/23/2023	CleanChoice Energy		\$53.75								
02/23/2023	Regular Bill	03/16	\$87.47				0854/0000	31872A	29	430	
02/27/2023	Payment		\$-87.47								

Bill Account: XXXXXXXXXX

Account Activity Statement

Date: 03/31/25  
Page: 4

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
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03/23/2023	ELECTRIC SERVICE		\$32.71
03/23/2023	CleanChoice Energy		\$65.19
03/23/2023	Regular Bill	04/13	\$97.90
<hr/>			
03/28/2025	Late Payment Charge		\$0.03
03/28/2025	Late Payment Charge		\$0.95
03/28/2025	Late Payment Charge		\$1.42

0836/0000 32251A 29

Account Activity Statement

\*\*\* Account Information \*\*\*

\*\*\* Current Account Status \*\*\*

Account Number: [REDACTED] Mail To: RON STRAUGH  
 70 BRADFORD ST  
 WILKES BARRE PA 18702  
 Requested By: RON STRAUGH  
 [REDACTED] Extension:

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

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
04/19/2023	Late Payment Charge		\$0.41								
04/19/2023	Late Payment Charge		\$0.81								
04/24/2023	ELECTRIC SERVICE		\$35.61								
04/24/2023	CleanChoice Energy		\$76.54								
04/24/2023	Regular Bill	05/15	\$211.27	\$97.90			0420/0029	32696A	30	445	
05/01/2023	Payment		\$-211.27								
05/24/2023	ELECTRIC SERVICE		\$36.61								
05/24/2023	CleanChoice Energy		\$80.50								
05/24/2023	Regular Bill	06/14	\$117.11				0323/0009	33164A	31	468	
06/19/2023	Payment		\$-117.11								
06/23/2023	ELECTRIC SERVICE		\$48.52								
06/23/2023	CleanChoice Energy		\$125.39								
06/23/2023	Regular Bill	07/17	\$173.91				0075/0060	33893A	30	729	
06/29/2023	Payment		\$-173.91								
07/25/2023	ELECTRIC SERVICE		\$76.18								
07/25/2023	CleanChoice Energy		\$229.79								
07/25/2023	Regular Bill	08/15	\$305.97				0000/0246	35229A	30	1336	
07/27/2023	Miscellaneous		\$-0.07								
07/31/2023	Payment		\$-150.00								
08/22/2023	ELECTRIC SERVICE		\$74.79								
08/22/2023	CleanChoice Energy		\$213.11								
08/22/2023	Late Payment Charge		\$1.95								
08/22/2023	Regular Bill	09/12	\$445.75	\$155.90			0000/0187	36468A	31	1239	
09/01/2023	Payment		\$-155.65								
09/19/2023	Late Payment Charge		\$2.66								
09/19/2023	Late Payment Charge		\$0.02								
09/19/2023	Late Payment Charge		\$0.93								
09/22/2023	ELECTRIC SERVICE		\$67.30								
09/22/2023	CleanChoice Energy		\$181.80								
09/22/2023	Regular Bill	10/16	\$542.81	\$290.10			0042/0133	37525A	30	1057	
09/29/2023	Payment		\$-150.00								
10/23/2023	ELECTRIC SERVICE		\$40.90								
10/23/2023	CleanChoice Energy		\$89.44								

BILLED  
KW

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	BILLED KW
10/23/2023	Regular Bill	11/13	\$523.15	\$392.81			0246/0011	38045A	29	520
10/24/2023	Late Payment Charge		\$0.84							
10/24/2023	Late Payment Charge		\$4.02							
10/24/2023	Late Payment Charge		\$0.04							
10/30/2023	Payment		\$-152.00							
11/20/2023	ELECTRIC SERVICE		\$37.34							
11/20/2023	CleanChoice Energy		\$77.06							
11/20/2023	Regular Bill	12/11	\$490.45	\$371.15			0498/0001	38493A	29	448
12/01/2023	Payment		\$-141.30							
12/26/2023	ELECTRIC SERVICE		\$42.26							
12/26/2023	CleanChoice Energy		\$94.26							
12/26/2023	Regular Bill	01/16	\$485.67	\$349.15			0888/0000	39041A	33	548
12/29/2023	Payment		\$-158.52							
01/26/2024	ELECTRIC SERVICE		\$40.53							
01/26/2024	CleanChoice Energy		\$91.16							
01/26/2024	Regular Bill	02/20	\$458.84	\$327.15			1154/0000	39571A	35	530
02/26/2024	ELECTRIC SERVICE		\$36.59							
02/26/2024	CleanChoice Energy		\$78.26							
02/26/2024	Regular Bill	03/18	\$573.69	\$458.84			0885/0000	40026A	29	455
02/28/2024	Late Payment Charge		\$0.06							
02/28/2024	Late Payment Charge		\$4.17							
02/28/2024	Late Payment Charge		\$1.51							
02/29/2024	Payment		\$-200.00							
03/26/2024	ELECTRIC SERVICE		\$35.24							
03/26/2024	CleanChoice Energy		\$56.23							
03/26/2024	Late Payment Charge		\$1.38							
03/26/2024	Late Payment Charge		\$3.30							
03/26/2024	Regular Bill	04/16	\$475.58	\$373.69			0667/0000	40452A	29	426
04/01/2024	Payment		\$-213.00							
04/24/2024	ELECTRIC SERVICE		\$34.75							
04/24/2024	CleanChoice Energy		\$54.65							
04/24/2024	Regular Bill	05/15	\$351.98	\$262.58			0558/0000	40866A	32	414
04/30/2024	Payment		\$-262.58							
05/24/2024	ELECTRIC SERVICE		\$40.56							
05/24/2024	CleanChoice Energy		\$71.02							
05/24/2024	Regular Bill	06/17	\$200.98	\$89.40			0162/0053	41404A	29	538
06/06/2024	Payment		\$-133.58							
06/25/2024	ELECTRIC SERVICE		\$62.38							
06/25/2024	CleanChoice Energy		\$132.66							
06/25/2024	Regular Bill	07/16	\$262.44	\$67.40			0023/0168	42409A	30	1005

Bill Account: XXXXXXXXXX

Account Activity Statement

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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
07/02/2024	Payment		\$-90.00								
07/24/2024	Late Payment Charge		\$1.66								
07/24/2024	Late Payment Charge		\$0.50								
07/25/2024	ELECTRIC SERVICE		\$93.33								
07/25/2024	CleanChoice Energy		\$220.31								
07/25/2024	Regular Bill	08/15	\$488.24	\$172.44			0000/0341	44078A	32	1669	
08/01/2024	Payment		\$-217.04								
08/21/2024	Late Payment Charge		\$0.64								
08/21/2024	Late Payment Charge		\$2.75								
08/23/2024	ELECTRIC SERVICE		\$73.08								
08/23/2024	CleanChoice Energy		\$163.15								
08/23/2024	Regular Bill	09/16	\$510.82	\$271.20			0013/0213	45314A	29	1236	
08/29/2024	Payment		\$-271.20								
09/23/2024	ELECTRIC SERVICE		\$52.85								
09/23/2024	CleanChoice Energy		\$106.00								
09/23/2024	Regular Bill	10/15	\$398.47	\$239.62			0038/0091	46117A	30	803	
09/24/2024	Late Payment Charge		\$0.91								
09/24/2024	Late Payment Charge		\$2.04								
10/04/2024	Payment		\$-50.00								
10/22/2024	ELECTRIC SERVICE		\$40.97								
10/22/2024	CleanChoice Energy		\$72.47								
10/22/2024	Regular Bill	11/12	\$464.86	\$348.47			0237/0017	46666A	31	549	
11/04/2024	Payment		\$-160.00								
11/21/2024	Payment		\$-136.00								
11/22/2024	ELECTRIC SERVICE		\$26.89								
11/22/2024	ELECTRIC SERVICE		\$6.76								
11/22/2024	DIRECT ENERGY SERVICES		\$8.08								
11/22/2024	CleanChoice Energy		\$41.71								
11/22/2024	Regular Bill	12/16	\$252.30	\$168.86			0151/0000	47059A	29	393	
12/09/2024	Payment		\$-103.44								
12/26/2024	ELECTRIC SERVICE		\$35.22								
12/26/2024	DIRECT ENERGY SERVICES		\$44.69								
12/26/2024	Regular Bill	01/16	\$228.77	\$148.86			0967/0000	47485A	31	426	
12/30/2024	Payment		\$-99.91								
01/28/2025	ELECTRIC SERVICE		\$38.97								
01/28/2025	DIRECT ENERGY SERVICES		\$51.51								
01/28/2025	Regular Bill	02/18	\$219.34	\$128.86			1390/0000	47976A	34	491	
02/26/2025	Late Payment Charge		\$1.81								

Bill Account: [REDACTED]

Account Activity Statement

Date: 03/31/25  
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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
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02/26/2025	Late Payment Charge		\$0.93					
02/27/2025	Payment		\$-128.86					
02/27/2025	ELECTRIC SERVICE		\$35.15					
02/27/2025	ELECTRIC SERVICE		\$1.27					
02/27/2025	CleanChoice Energy		\$61.01					
02/27/2025	DIRECT ENERGY SERVICES		\$1.68					
02/27/2025	Regular Bill	03/20	\$192.33	\$90.48	0094/0000	479920	32	431
03/25/2025	ELECTRIC SERVICE		\$34.08					
03/25/2025	CleanChoice Energy		\$43.06					
03/25/2025	Regular Bill	04/15	\$269.47	\$192.33	0675/0000	48775A	28	368
03/28/2025	Late Payment Charge		\$0.03					
03/28/2025	Late Payment Charge		\$0.95					
03/28/2025	Late Payment Charge		\$1.42					

**PPL ELECTRIC EXHIBIT NO. 7**

**Account Contact History**  
**Account:** [REDACTED] **Customer Name: RON STRAUGH**  
 From 3/17/2021 to 3/31/2025

Contact Date	Contact Type	Remarks	User
2025-03-27	Correspondence - Collections	CUT DATE 2025-04-10 AMOUNT 192.33	
2025-03-07	Data Repair	Data Repair for REQ11303814 Password Req'd Critical Cntc	CSSDR044
2025-03-06	Password Required	Caller RON STRAUGH Ratepayer User Comments PIN [REDACTED]	RANDI MCNEELY
2025-02-28	Special Situation	HIGH BILL ALERT	SUPP_HB
2025-02-26	Special Situation	PAYMENTUS_WEB paid 128.86	SELF SERVICE USER
2025-02-26	Added Payment Agreement	PAYMENTUS_WEB paid 128.86	SELF SERVICE USER
2025-02-25	Winter Collection	Winter Collection Notice	
2025-01-21	Supplier Switch Letter	Supplier Added - Cust Choice 1 Bill.	CSSDR044
2025-01-21	Cust Choice 1 Bill	Supplier added on 2025-01-24 - CleanChoice Energy	
2025-01-21	Batch Enrollment		
2024-12-27	Special Situation	PAYMENTUS_WEB paid 99.91	SELF SERVICE USER
2024-12-05	Special Situation	PAYMENTUS_WEB paid 103.44	SELF SERVICE USER
2024-11-23	Special Situation	HIGH BILL ALERT	SUPP_HB
2024-11-19	Special Situation	PAYMENTUS_WEB paid 136.00	SELF SERVICE USER
2024-11-14	Credit	Caller RON STRAUGH Ratepayer. To set up pay plan fin. inf. was upd. adv. cx. first pay 136 due 11 21 24 instl of 20 cx. dec. to enroll in BB sat	VICTOR LOPEZ
2024-11-14	Credit	Caller RON STRAUGH Ratepayer User Comments S W RON STRAUGH rp call in state did set up a PAG and now receive a term.not. adv. cx. prev. PAG was paid in full cx. did issue a CA and it was cancel cx. made pay for 160 state had another pay of 160 to make offer pay opt PPB 304.86 set up pay plan pay bal of 304.86 by 12 31 24 in 3 instl. cx. req cont..	VICTOR LOPEZ
2024-11-14	WUR Assessment	RON STRAUGH Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	VICTOR LOPEZ
2024-11-14	Added Payment Agreement	RON STRAUGH Ratepayer. Agreement Type NCU. Cust agrees to PAG terms YES. First payment of 136.00 is due 11 21 2024. Future payments beginning with next bill will include installment amount of 20.00. Enrolled in BB NO. Emailed PAG info to [REDACTED].	VICTOR LOPEZ
2024-11-14	Financial Statement Added		VICTOR LOPEZ
2024-11-08	Supplier Switch Letter	Supplier Added - Cust Choice 1 Bill.	CSSDR044
2024-11-08	Cust Choice 1 Bill	Supplier added on 2024-11-13 - Direct Energy Services	
2024-11-08	Batch Enrollment		
2024-11-05	Correspondence - Collections	CUT DATE 2024-11-20 AMOUNT 188.47	
2024-11-01	Special Situation	PAYMENTUS_WEB paid 160.00	SELF SERVICE USER
2024-10-31	Credit	Caller RON STRAUGH Ratepayer User Comments cci to confirm pag set on acc adv yes set 175 due today and 176.42 due 11 13 unable to say where he will find online however confirmed is set will not see on bill as set as an ext und and sat	CURTISHA MELVILLE
2024-10-31	WUR Assessment	RON STRAUGH Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	CURTISHA MELVILLE
2024-10-23	Special Situation	HIGH BILL ALERT	SUPP_HB
2024-10-03	Special Situation	PAYMENTUS_WEB paid 50.00	SELF SERVICE USER
2024-10-03	Credit	Caller RON STRAUGH Ratepayer User Comments SW RP Ron Straugh set up c a on line but wanted to change amts due date. Cancelled his c a in CSS and added new one per his instruction 50 due 10 3 175 due 10 31 176.42 due 11 13. He will pay w debit card. Advised of 2.50 transaction fee. Advised next bill coming as scheduled understands SAT	HELEN OBRIEN

Contact Date	Contact Type	Remarks	User
		RON STRAUGH Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	HELEN OBRIEN
2024-10-03	WUR Assessment		
2024-10-03	Credit	Self Serve Ratepayer. Offered Operation HELP - Yes . .	SELF SERVICE USER
2024-10-03	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2024-10-03	Credit	Self Serve Ratepayer. Offered Operation HELP - Yes . .	SELF SERVICE USER
2024-10-03	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2024-10-03	Issued Collection Arrangement	RON STRAUGH Ratepayer. Comments Customer agrees to terms 50.00 due on 10 03 2024. 176.42 due on 10 31 2024. 176.42 due on 11 13 2024.	HELEN OBRIEN
2024-10-03	Cancel Collection Arrangement	SW RP Ron Straugh cancelling c a set up on line wants to change amts for each due date.	HELEN OBRIEN
2024-10-03	Credit	Self Serve Ratepayer. Offered Operation HELP - Yes . .	SELF SERVICE USER
2024-10-03	Credit	Self Serve Ratepayer. Offered Operation HELP - Yes . .	SELF SERVICE USER
2024-10-03	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2024-10-03	Credit	Self Serve Ratepayer. Offered Operation HELP - Yes . .	SELF SERVICE USER
2024-10-03	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2024-10-03	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2024-10-03	Credit	Self Serve Ratepayer. Offered Operation HELP - Yes . .	SELF SERVICE USER
2024-10-03	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2024-10-03	Issued Collection Arrangement	Ratepayer. Comments Customer agrees to terms 100.00 due on 10 04 2024. 150.00 due on 10 31 2024. 151.42 due on 11 13 2024.	SELF SERVICE USER
2024-10-03	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2024-10-03	Credit	Self Serve Ratepayer. Offered Operation HELP - Yes . .	SELF SERVICE USER
2024-10-03	Credit	Ratepayer. Customer indicated there was no change to financial information.	SELF SERVICE USER
2024-10-03	Financial Statement Added		SELF SERVICE USER
2024-09-24	Special Situation	HIGH BILL ALERT	SUPP_HB
2024-08-28	Special Situation	PAYMENTUS_WEB paid 271.20	SELF SERVICE USER
2024-08-24	Special Situation	HIGH BILL ALERT	SUPP_HB
2024-08-02	Changed Payment Agreement	PAYMENT AGREEMENT HAS BEEN UPDATED TO KEPT	CUBCL109
2024-07-31	Billing	Caller RON STRAUGH Ratepayer. Confirmed 2 5 2024 Transfer - 335.08 from [redacted] to [redacted] Cx said since he move into the area he has only lived at [redacted] never lived at [redacted] . Cx sat [redacted]	MADANA DOOKIERAM
2024-07-31	Billing	Caller RON STRAUGH Ratepayer User Comments CCI for sup - but cx allowed me to help him. Had him verified full account with email ssn He ask for start date on [redacted] adv Account Opened 5 11 2020 and start date - [redacted] adv Account Opened 2 3 2024. Provided him with account [redacted] start date 6 4 2020 .	MADANA DOOKIERAM
2024-07-31	WUR Assessment	RON STRAUGH Ratepayer. Caller s Concern Transferred Balance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	MADANA DOOKIERAM
2024-07-31	Special Situation	PAYMENTUS_WEB paid 217.04	SELF SERVICE USER
2024-07-26	Special Situation	HIGH BILL ALERT	SUPP_HB
2024-07-01	Special Situation	PAYMENTUS_WEB paid 90.00	SELF SERVICE USER
2024-06-26	Special Situation	HIGH BILL ALERT	SUPP_HB
2024-06-05	Special Situation	PAYMENTUS_WEB paid 133.58	SELF SERVICE USER
2024-05-25	Special Situation	HIGH BILL ALERT	SUPP_HB
2024-04-29	Special Situation	PAYMENTUS_WEB paid 262.58	SELF SERVICE USER
2024-04-25	Special Situation	HIGH BILL ALERT	SUPP_HB
2024-03-28	Special Situation	PAYMENTUS_WEB paid 213.00	SELF SERVICE USER
2024-03-28	Changed Payment Agreement	PAYMENTUS_WEB paid 213.00	SELF SERVICE USER
2024-03-27	WUR Assessment	RON STRAUGH Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	LORI DRIES
2024-03-27	Added Payment Agreement	RON STRAUGH Ratepayer. Agreement Type CU. Cust agrees to PAG terms YES. First payment of 89.00 is due 04 07 2024. Second payment of 123.89 is due on 04 16 2024 . Payment Plan installment amount 22.00. Enrolled in BB NO.	LORI DRIES
2024-03-27	Credit	RON STRAUGH Ratepayer. Offered Operation HELP - Yes . .	LORI DRIES

Contact Date	Contact Type	Remarks	User
2024-03-27	Credit	Confirmed service is scheduled for termination on 04 08 2024. Amount is 373.69. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.	LORI DRIES
2024-03-27	SC - MED CERT - 3 DAY	Caller RON STRAUGH Ratepayer. Customer claims medical condition	E174880
2024-03-27	Special Situation	HIGH BILL ALERT	SUPP_HB
2024-03-25	Correspondence - Collections	CUT DATE 2024-04-08 AMOUNT 373.69	
2024-03-08	Credit	Caller RON STRAUGH Ratepayer User Comments Adv pag active adv letter refering to winter moratorium adv bal 379.43 rp sat	MELISSA MORALES
2024-03-08	WUR Assessment	RON STRAUGH Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	MELISSA MORALES
2024-03-08	Credit	RON STRAUGH Ratepayer. Offered Operation HELP - Yes . .	MELISSA MORALES
2024-03-08	Financial Statement Added		MELISSA MORALES
2024-02-28	Special Situation	PAYMENTUS WEB paid 200.00	SELF SERVICE USER
2024-02-28	Added Payment Agreement	PAYMENTUS WEB paid 200.00	SELF SERVICE USER
2024-02-27	Winter Collection	Winter Collection Notice	
2024-02-27	Billing	Caller RON STRAUGH Ratepayer User Comments cci abt bill prov Current Bill 114.85.adv of 22 installment being added to monthly bill which gives the total of 136.85.Confirm with cx previous bill of 153.69 was not paid and the total including current charges will be 290.54 . Adv of the amount due reflecting 136.85 . SAT	ISIAIAH NELSON
2024-02-27	WUR Assessment	RON STRAUGH Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	ISIAIAH NELSON
2024-02-27	Special Situation	HIGH BILL ALERT	SUPP_HB
2024-02-14	Call Transfer	Caller RON STRAUGH Ratepayer User Comments cx said rp passed and persons bal was xfrd to his acc cci to fix acc xfrd to ee	ALIYAH RAJIM
2024-02-14	WUR Assessment	RON STRAUGH Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO No.	ALIYAH RAJIM
2024-02-14	Call Transfer	Caller RON STRAUGH Ratepayer User Comments CCI because father in laws bill was transferred to him and it should not have been - got to EE	BRENT SMITH
2024-02-14	WUR Assessment	RON STRAUGH Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd Yes. . WUR Required No. Provided PUC No. Interested in SO No.	BRENT SMITH
2024-02-02	Customer Maintained	CTP-Customer caller RON STRAUGH CallerRelation Ratepayer date of connect 02 03 2024 new address 72 BRADFORD ST WILKES BARRE PA 18702 DepositAmt 0 DepositReq No Pre Bal 0 Pre Bal Req No ID Req No Send AddName Letter No	TYRESE WILSON
2024-01-27	Special Situation	HIGH BILL ALERT	SUPP_HB
2023-12-27	Special Situation	PAYMENTUS WEB paid 158.52	SELF SERVICE USER
2023-12-27	Special Situation	HIGH BILL ALERT	SUPP_HB
2023-11-30	Special Situation	PAYMENTUS WEB paid 141.30	SELF SERVICE USER
2023-11-21	Special Situation	HIGH BILL ALERT	SUPP_HB
2023-10-30	Special Situation	PAYMENTUS WEB paid 152.00	SELF SERVICE USER
2023-10-30	Added Payment Agreement	Ratepayer. Agreement Type NCU. Cust agrees to PAG terms YES. First payment of 152.00 is due 11 14 2023. Future payments beginning with next bill will include installment amount of 22.00. Enrolled in BB NO. Emailed PAG info to	SELF SERVICE USER
2023-10-28	Credit	Self Serve Ratepayer. Offered Operation HELP - Yes . .	SELF SERVICE USER
2023-10-28	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2023-10-30	Credit	Ratepayer. Customer indicated there was no change to financial information.	SELF SERVICE USER
2023-10-30	Financial Statement Added		SELF SERVICE USER
2023-10-24	Special Situation	HIGH BILL ALERT	SUPP_HB
2023-09-28	Special Situation	PAYMENTUS WEB paid 150.00	SELF SERVICE USER
2023-09-28	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2023-09-28	Credit	Self Serve Ratepayer. Offered Operation HELP - Yes . .	SELF SERVICE USER
2023-09-28	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2023-09-28	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER

Contact Date	Contact Type	Remarks	User
2023-09-28	Credit	Self Serve Ratepayer. Offered Operation HELP - Yes . .	SELF SERVICE USER
2023-09-28	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2023-09-28	Credit	Self Serve Ratepayer. Offered Operation HELP - Yes . .	SELF SERVICE USER
2023-09-28	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2023-09-28	Credit	Ratepayer. Customer indicated there was no change to financial information.	SELF SERVICE USER
2023-09-28	Financial Statement Added		SELF SERVICE USER
2023-09-23	Special Situation	HIGH BILL ALERT	SUPP HB
2023-08-30	Special Situation	PAYMENTUS WEB paid 155.65	SELF SERVICE USER
2023-08-23	Special Situation	HIGH BILL ALERT	SUPP HB
2023-07-28	Special Situation	PAYMENTUS WEB paid 150.00	SELF SERVICE USER
2023-07-27	Miscellaneous Accounts Receivable Adjustment	Customer received credit line adjustment on bill to correct previous billing error.	CSSDR044
2023-07-26	Special Situation	HIGH BILL ALERT	SUPP HB
2023-06-28	Special Situation	PAYMENTUS WEB paid 173.91	SELF SERVICE USER
2023-06-24	Special Situation	HIGH BILL ALERT	SUPP HB
2023-06-19	Special Situation	PAYMENTUS WEB paid 117.11	SELF SERVICE USER
2023-05-25	Special Situation	HIGH BILL ALERT	SUPP HB
2023-04-27	Special Situation	PAYMENTUS WEB paid 211.27	SELF SERVICE USER
2023-04-25	Special Situation	HIGH BILL ALERT	SUPP HB
2023-03-24	Special Situation	HIGH BILL ALERT	SUPP HB
2023-03-10	Data Repair	DR_REQ10782282 - CD-NXT-COLL-ACTION UPDATE	CSSDR044
2023-02-27	Special Situation	PAYMENTUS WEB paid 87.47	SELF SERVICE USER
2023-02-24	Special Situation	HIGH BILL ALERT	SUPP HB
2023-02-22	Bill Comparison	Caller RON STRAUGH Ratepayer. Cust was curious what his usage was for this month so he can get an idea for what his bill is going to be. He also asked when he will get his next months bill. I told him to expect it in the next couple of days based on previous billing cycles. Rev 02 22 2023 11 36 Cust was satisfied.	E185126
2023-02-04	Data Repair	CREDIT OF LPC OVERCHARGE	CUBLP511
2023-02-04	Data Repair	CREDIT OF LPC OVERCHARGE	CUBLP511
2023-01-30	Special Situation	PAYMENTUS WEB paid 221.78	SELF SERVICE USER
2023-01-26	Issued Collection Arrangement	IVR Ratepayer. Comments Customer agrees to terms 221.78 due on 03 09 2023.	IVR
2023-01-25	Special Situation	HIGH BILL ALERT	SUPP HB
2023-01-24	Data Repair	INC10765324 - Reads Workaround	CSSDR044
2022-12-29	Special Situation	HIGH BILL ALERT	SUPP HB
2022-11-30	Special Situation	PAYMENTUS WEB paid 71.41	SELF SERVICE USER
2022-11-22	Special Situation	HIGH BILL ALERT	SUPP HB
2022-10-28	Credit	Caller RON STRAUGH Ratepayer User Comments cci to inquire the amt due as his bill says 204 but there is an option to pay 101 adv cx he set up a pag via self service on 10 21 so amt due 101 and 204.68 is tot amt due on act EVP ssn pin pw updated contact on all acts cx will pay bal via credit card online cx sat	JELICIA RAMKISSOON
2022-10-28	Special Situation	PAYMENTUS WEB paid 204.68	SELF SERVICE USER
2022-10-28	WUR Assessment	RON STRAUGH Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Enhanced Verification Procedures. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	JELICIA RAMKISSOON
2022-10-28	Maintain Bill Account	Caller RON STRAUGH Ratepayer added [REDACTED] as primary phone	JELICIA RAMKISSOON
2022-10-28	Maintain Bill Account	Caller RON STRAUGH Ratepayer updated alternate phone from [REDACTED] to alternate phone [REDACTED]. Consent Declined	JELICIA RAMKISSOON
2022-10-22	Special Situation	HIGH BILL ALERT	SUPP HB
2022-10-21	Added Payment Agreement	[REDACTED] Ratepayer. Agreement Type NCU. Cust agrees to PAG terms YES. First payment of 101.00 is due 11 15 2022. Future payments beginning with next bill will include installment amount of 20.00. Enrolled in BB NO. Emailed PAG info to ronstraugh@aol.com.	SELF SERVICE USER
2022-10-21	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2022-10-21	Credit	Ratepayer. Customer indicated there was no change to financial information.	SELF SERVICE USER
2022-10-21	Financial Statement Added		SELF SERVICE USER

Contact Date	Contact Type	Remarks	User
2022-10-17	Correspondence - Collections	CUT DATE 2022-10-31 AMOUNT 293.05	
2022-09-30	Special Situation	PAYMENTUS_WEB paid 200.00	SELF SERVICE USER
2022-09-23	Special Situation	HIGH BILL ALERT	SUPP_HB
2022-09-01	Special Situation	PAYMENTUS_WEB paid 156.00	SELF SERVICE USER
2022-08-31	Credit	Caller RON STRAUGH Ratepayer User Comments cci to set up pag set up collection arrangement cx sat	JELICIA RAMKISSOON
2022-08-31	WUR Assessment	RON STRAUGH Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	JELICIA RAMKISSOON
2022-08-31	Issued Collection Arrangement	RON STRAUGH Ratepayer. Comments Customer agrees to terms 156.00 due on 09 01 2022. 156.00 due on 10 03 2022. 157.60 due on 10 12 2022.	JELICIA RAMKISSOON
2022-08-24	Special Situation	HIGH BILL ALERT	SUPP_HB
2022-08-01	Special Situation	PAYMENTUS_WEB paid 239.65	SELF SERVICE USER
2022-07-26	Special Situation	HIGH BILL ALERT	SUPP_HB
2022-07-01	Special Situation	PAYMENTUS_WEB paid 89.50	SELF SERVICE USER
2022-06-25	Special Situation	HIGH BILL ALERT	SUPP_HB
2022-05-26	Special Situation	HIGH BILL ALERT	SUPP_HB
2022-04-27	Special Situation	HIGH BILL ALERT	SUPP_HB
2022-04-08	Changed Payment Agreement	PAYMENT AGREEMENT HAS BEEN UPDATED TO KEPT	CUBCL109
2022-04-07	Special Situation	PAYMENTUS_WEB paid 77.61	SELF SERVICE USER
2022-04-01	Special Situation	PAYMENTUS_WEB paid 203.53	SELF SERVICE USER
2022-04-01	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2022-04-01	Credit	Self Serve Ratepayer. Offered Operation HELP - Yes . .	SELF SERVICE USER
2022-04-01	Credit	Ratepayer. Customer indicated there was no change to financial information.	SELF SERVICE USER
2022-04-01	Financial Statement Added		SELF SERVICE USER
2022-04-01	Credit	Confirmed service is scheduled for termination on 04 07 2022. Amount is 203.53. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.	SELF SERVICE USER
2022-04-01	SC - MED CERT - 3 DAY	Caller Self Serve Ratepayer. requested a DueDateExtension suspend charge on account	ORAMP1
2022-03-28	OB Call - Outreach	Caller Back Office Ratepayer. to review Term left vm	DAVID SOTO
2022-03-26	Special Situation	HIGH BILL ALERT	SUPP_HB
2022-03-24	Correspondence - Collections	CUT DATE 2022-04-07 AMOUNT 203.53	
2022-03-01	Special Situation	PAYMENTUS_WEB paid 150.00	SELF SERVICE USER
2022-03-01	Added Payment Agreement	PAYMENTUS_WEB paid 150.00	SELF SERVICE USER
2022-02-25	Winter Collection	Winter Collection Notice	
2022-01-06	Credit	Caller RON STRAUGH Ratepayer User Comments received term notice and wants to make sure p a is still active adv term notice mailed out before p a was setup also adv no term scheduled on acct sat	NICOLE DENISE ANTHONY
2022-01-06	WUR Assessment	RON STRAUGH Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	NICOLE DENISE ANTHONY
2022-01-03	Special Situation	PAYMENTUS_WEB paid 96.00	SELF SERVICE USER
2022-01-03	Added Payment Agreement	RatePayer. Agreement Type NCU. Cust agrees to PAG terms NO. First payment of 96.00 is due 01 19 2022. Future payments beginning with next bill will include installment amount of 20.00. Enrolled in BB NO. Emailed PAG info to	SELF SERVICE USER
2021-12-31	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2021-12-31	Credit	Self Serve Ratepayer. Offered Operation HELP - Yes . .	SELF SERVICE USER
2021-12-31	Credit	Confirmed service is scheduled for termination on 01 12 2022. Amount is 212.98. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	SELF SERVICE USER
2022-01-03	Financial Statement Added		SELF SERVICE USER
2021-12-30	OB Call - Outreach	Caller Back Office Ratepayer. OBC pay assist disconnected. removed from acct. left vm	MELISSA MORALES
2021-12-29	Correspondence - Collections	CUT DATE 2022-01-12 AMOUNT 212.98	
2021-11-02	Special Situation	PAYMENTUS_WEB paid 87.52	SELF SERVICE USER

Contact Date	Contact Type	Remarks	User
2021-11-02	WEB Inquiry	Caller RON STRAUGH Ratepayer. email address since he verified the pin and sent link to reset password. He stated it s working now. Adv he cancel delete old accounts online himself. Adv 87.52 due on 11 15 for pag. Adv pag is to pay CB 16 installment. Adv extra pymts go toward previous balance to pay it off sooner. Sat	DENISE WALKER
2021-11-02	WEB Inquiry	Caller RON STRAUGH Ratepayer. Calling to get help with online account because he is receiving cap error. He is trying to print bill and make a pymt. He is using Edge. Adv other customer switched browsers to resolve the issue. Adv to try Firefox or Chrome. Adv can sign in with either username or email. Adv the email address will have on file. Updated the	DENISE WALKER
2021-11-02	WUR Assessment	... No.	DENISE WALKER
2021-11-02	WUR Assessment	RON STRAUGH Ratepayer. Caller s Concern Payment Assistance. 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. Interested in SO ...	DENISE WALKER
2021-11-02	WEB Maintain Bill Account	Updated email address from [REDACTED] to [REDACTED].	SELF SERVICE USER
2021-11-02	Customer Maintained	needed to update email address and he verified the pin	DENISE WALKER
2021-10-01	Special Situation	PAYMENTUS WEB paid 155.63	SELF SERVICE USER
2021-09-21	WEB Maintain Bill Account	Updated email address from [REDACTED] to [REDACTED].	SELF SERVICE USER
2021-09-02	Special Situation	PAYMENTUS WEB paid 164.00	SELF SERVICE USER
2021-08-31	Added Payment Agreement	IVR Ratepayer. Agreement Type NCU. Cust agrees to PAG terms YES. First payment of 164.00 is due 09 16 2021. Future payments beginning with next bill will include installment amount of 16.00. Enrolled in BB NO.	IVR
2021-08-31	Financial Statement Added		IVR
2021-08-31	Credit - Outbound Call	Caller Back Office Ratepayer. hung up	PAMELA HARVEY
2021-08-02	Credit	Caller RON STRAUGH Ratepayer User Comments   ADV 8 2 2021 Mon 7 21 AM Processed 8 2 2021 User SELF SERVICE USER Expiration 8 7 2021 Description PAYMENTUS_IVR paid 123.10 for Previous Balance 121.56. I adv no income info on acct I asked if I can take fine state I took fine state in CSS. sat cust I STATED FV	ANDREA STILES
2021-08-02	WUR Assessment	RON STRAUGH Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	ANDREA STILES
2021-08-02	Financial Statement Added		ANDREA STILES
2021-08-02	Special Situation	PAYMENTUS_IVR paid 123.10	SELF SERVICE USER
2021-08-02	Maintain Bill Account	Caller IVR Ratepayer added 570-328-9097 as alternate phone	IVR
2021-07-31	Data Repair	CREDIT OF LPC OVERCHARGE	CUBLP511
2021-07-31	Data Repair	CREDIT OF LPC OVERCHARGE	CUBLP511
2021-07-15	Data Repair	Customer did not receive June July paperless billing email.	CSSDR044
2021-07-02	Credit - Outbound Call	Caller Back Office Ratepayer. left vm	RYAN WATERMAN
2021-07-01	Special Situation	PAYMENTUS WEB paid 91.52	SELF SERVICE USER
2021-04-30	Special Situation	PAYMENTUS WEB paid 71.22	SELF SERVICE USER
2021-04-01	Special Situation	PAYMENTUS WEB paid 77.95	SELF SERVICE USER

**PPL ELECTRIC EXHIBIT NO. 8**

View Payment Agreement for Account [REDACTED]

Edit Help

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

Current Billing Information		Budget Billing Details	
Bill Due Date:	04/15/25	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$269.47	Setup BB Amount:	\$137.00


Agreement Details		Installment Details	
Start Date:	02/26/25	Installment Amount:	\$20.00
Agreement Amount:	\$219.34	Number Of Installments:	6
		Remaining Installments:	6
		Final Installment Amount:	\$9.34

Initial Payment Details		Customer Offer	
Due Date:	03/10/25	Downpayment Amount:	\$0.00
Payment Amount:	\$110.00	Downpayment Due Date:	1/1
		Installment Amount:	\$0.00
Restore Amount:	\$110.00	Installment Due Date:	1/1

**Task List**

- Customer Contact...

OK Cancel

Outstanding Money... 

**Special Situation Details**

Special Circumstance: [REDACTED]

Supervisor Discretion: [REDACTED]

View Payment Agreement for Account [REDACTED]

Edit Help

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

Current Billing Information		Budget Billing Details	
Bill Due Date:	04/15/25	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$269.47	Setup BB Amount:	\$137.00

Agreement Details		Installment Details	
Start Date:	11/14/24	Installment Amount:	\$20.00
Agreement Amount:	\$304.86	Number Of Installments:	12
		Remaining Installments:	11
		Final Installment Amount:	\$19.34


Initial Payment Details		Customer Offer	
Due Date:	11/21/24	Downpayment Amount:	\$0.00
Payment Amount:	\$136.00	Downpayment Due Date:	//
		Installment Amount:	\$0.00
		Installment Due Date:	//

Restore Amount: \$136.00

**Task List**

- Customer Contact...

OK Cancel

Outstanding Money... 

**Special Situation Details**

Special Circumstance:

Supervisor Discretion:

**View Payment Agreement for Account** [Redacted]

Edit Help

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

Current Billing Information		Budget Billing Details	
Bill Due Date:	04/15/25	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$269.47	Setup BB Amount:	\$137.00

Agreement Details		Installment Details	
Start Date:	03/27/24	Installment Amount:	\$22.00
Agreement Amount:	\$373.69	Number Of Installments:	13
		Remaining Installments:	4
		Final Installment Amount:	\$1.40

Initial Payment Details		Customer Offer	
Due Date:	04/07/24	Downpayment Amount:	\$0.00
Payment Amount:	\$89.00	Downpayment Due Date:	//
		Installment Amount:	\$0.00
		Installment Due Date:	//

Restore Amount: \$89.00

Task List	
Customer Contact...	

OK Cancel

Outstanding Money... ?

Special Situation Details	
Special Circumstance:	
Supervisor Discretion:	

View Payment Agreement for Account [REDACTED]

Edit Help

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

Current Billing Information		Budget Billing Details	
Bill Due Date:	04/15/25	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$269.47	Setup BB Amount:	\$137.00

Agreement Details		Installment Details	
Start Date:	02/28/24	Installment Amount:	\$22.00
Agreement Amount:	\$458.84	Number Of Installments:	14
		Remaining Installments:	14
		Final Installment Amount:	\$19.84

Initial Payment Details		Customer Offer	
Due Date:	03/11/24	Downpayment Amount:	\$0.00
Payment Amount:	\$153.00	Downpayment Due Date:	//
		Installment Amount:	\$0.00
		Installment Due Date:	//

Restore Amount: \$153.00

Task List
Customer Contact...

OK Cancel

Outstanding Money... ?

Special Situation Details	
Special Circumstance:	
Supervisor Discretion:	

View Payment Agreement for Account [REDACTED]

Edit Help

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

Current Billing Information		Budget Billing Details	
Bill Due Date:	04/15/25	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$269.47	Setup BB Amount:	\$137.00

Agreement Details		Installment Details	
Start Date:	10/30/23	Installment Amount:	\$22.00
Agreement Amount:	\$528.05	Number Of Installments:	22
		Remaining Installments:	21
		Final Installment Amount:	\$18.84

Initial Payment Details		Customer Offer	
Due Date:	11/14/23	Downpayment Amount:	\$0.00
Payment Amount:	\$152.00	Downpayment Due Date:	//
		Installment Amount:	\$0.00
Restore Amount:	\$152.00	Installment Due Date:	//

Task List	
Customer Contact...	

OK Cancel

Outstanding Money...

Special Situation Details	
Special Circumstance:	
Supervisor Discretion:	

View Payment Agreement for Account [REDACTED]

Edit Help

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

Current Billing Information		Budget Billing Details	
Bill Due Date:	04/15/25	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$269.47	Setup BB Amount:	\$137.00

Agreement Details		Installment Details	
Start Date:	10/21/22	Installment Amount:	\$20.00
Agreement Amount:	\$204.68	Number Of Installments:	5
		Remaining Installments:	5
		Final Installment Amount:	\$23.68

Initial Payment Details		Customer Offer	
Due Date:	11/15/22	Downpayment Amount:	\$0.00
Payment Amount:	\$101.00	Downpayment Due Date:	//
Restore Amount:	\$101.00	Installment Amount:	\$0.00
		Installment Due Date:	//

**Task List**

- Customer Contact...

OK Cancel

Outstanding Money... ?

**Special Situation Details**

Special Circumstance: [REDACTED]

Supervisor Discretion: [REDACTED]

View Payment Agreement for Account [REDACTED]

Edit Help

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

Current Billing Information		Budget Billing Details	
Bill Due Date:	04/15/25	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$269.47	Setup BB Amount:	\$137.00

Agreement Details		Installment Details	
Start Date:	03/01/22	Installment Amount:	\$20.00
Agreement Amount:	\$281.89	Number Of Installments:	9
		Remaining Installments:	9
		Final Installment Amount:	\$13.89

Initial Payment Details		Customer Offer	
Due Date:	03/09/22	Downpayment Amount:	\$0.00
Payment Amount:	\$108.00	Downpayment Due Date:	11
		Installment Amount:	\$0.00
		Installment Due Date:	11

Restore Amount: \$108.00

Task List
Customer Contact...

OK Cancel

Outstanding Money...

Special Situation Details	
Special Circumstance:	
Supervisor Discretion:	

View Payment Agreement for Account [REDACTED]

Edit Help

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

Current Billing Information		Budget Billing Details	
Bill Due Date:	04/15/25	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$269.47	Setup BB Amount:	\$137.00

Agreement Details		Installment Details	
Start Date:	01/03/22	Installment Amount:	\$20.00
Agreement Amount:	\$289.14	Number Of Installments:	10
		Remaining Installments:	10
		Final Installment Amount:	\$13.14

Initial Payment Details		Customer Offer	
Due Date:	01/19/22	Downpayment Amount:	\$0.00
Payment Amount:	\$96.00	Downpayment Due Date:	//
		Installment Amount:	\$0.00
		Installment Due Date:	//

Restore Amount: \$96.00

Task List	
Customer Contact...	

OK Cancel

Outstanding Money... ?

Special Situation Details	
Special Circumstance:	
Supervisor Discretion:	

View Payment Agreement for Account [REDACTED]

Edit Help

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

Current Billing Information		Budget Billing Details	
Bill Due Date:	04/15/25	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$269.47	Setup BB Amount:	\$137.00

Agreement Details		Installment Details	
Start Date:	08/31/21	Installment Amount:	\$16.00
Agreement Amount:	\$346.39	Number Of Installments:	15
		Remaining Installments:	14
		Final Installment Amount:	\$11.88

Initial Payment Details		Customer Offer	
Due Date:	09/16/21	Downpayment Amount:	\$0.00
Payment Amount:	\$164.00	Downpayment Due Date:	/ /
		Installment Amount:	\$0.00
		Installment Due Date:	/ /

Restore Amount: \$164.00

Task List
Customer Contact...

OK Cancel

Outstanding Money... ?

Special Situation Details	
Special Circumstance:	
Supervisor Discretion:	

**PPL ELECTRIC EXHIBIT NO. 9**

**PPL Electric Utilities**  
827 Hausman Road Allentown, PA 18104-9392  
Tel. 800.358.6623 Fax 484.634.3713  
ppl electric.com



**PPL Electric Utilities**

Name & Address

Date

Bill Account Number, Balance, & Address

Dear Customer -

We're contacting you regarding your overdue account balance.

Although Pennsylvania Public Utility Commission (PUC) places a hold on service terminations for certain customers during winter months, we want to help you manage your account throughout the year so we can prevent collection activity.

We have several programs that can help you reduce and pay down your balance.

It's easy to make payment arrangements and apply for assistance online at [ppl electric.com](http://ppl electric.com).

Here's what you need to do:

1. Using your computer or smart phone, go to [ppl electric.com](http://ppl electric.com).
2. Click on "View my account."
3. Log in to your account - or register for an account in three simple steps.
4. Click on your account summary, choose "Get Help Paying" and answer a few questions to see what assistance programs are available to you.

You can also call us at 1-800-342-5775.

Thank you.

**PPL Electric Utilities**

**PPL ELECTRIC EXHIBIT NO. 10**



PPL Electric Utilities

Name & Address

January 13, 2025

## SERVICE TERMINATION NOTICE (Aviso DE Terminación DE Servicio)

Address & Account Number

Service will be shut off for nonpayment of bills on or after  
8:00 AM on [Date]

Dear Customer & Occupants of [Address]

We don't want you to lose service. If you are able, pay the past due amount of [Balance] the amount due on your agreement immediately. If you can't pay your bill in full, we offer payment arrangements and programs that may help lower your bill and prevent service interruption.

Please contact us immediately to prevent service interruption. You can reach a friendly PPL customer service representative at 800-358-6623, or you can visit [ppl electric.com](http://ppl electric.com) for payment agreement information, applications to customer assistance programs, and other easy self-service options. *Servicio disponible en español.*

*You can also write to us at 827 Hausman Rd, Allentown PA 18104, but mail delivery time can be unpredictable. Call us or use our online services to prevent delay.*

If your service is shut off, you'll need to contact us to arrange reconnection. You might be required to pay the following before service can be turned back on:  
(Note: Reconnection can take up to 7 days)

- |  |           |
|--|-----------|
| ◆ Past Due Bill  | [Balance] |
| ◆ Security Deposit   | & SD      |
| ◆ Reconnection Fee   | \$14.00   |
| ◆ Any other bills that have gone past due since this notice was mailed |           |

Responsible Party: All adults listed on the mortgage, deed, or lease are considered "customers" and are responsible for the electric bill. If service is shut off, any adult living in the home may be required to pay all or a portion of the bill that accrued while they were there if they would like the service turned back on.

**LIHEAP/CRISIS GRANTS ARE AVAILABLE:**

You may qualify for a cash grant to pay your energy bill. Go to [ppllectric.com/liheap](http://ppllectric.com/liheap) for LIHEAP eligibility guidelines and information. You may also call us at 800-358-6623, or your local county assistance office, for more information.

**Special Protections:**

*If any of these protections apply to you, please call us IMMEDIATELY at 800-358-6623 to prevent shut off.*

**Medical Notice:** Let us know if someone living in your home is seriously ill or has a medical condition that would be worsened by the termination of service. We will not shut off your service if you have a licensed physician, nurse practitioner, or physician's assistant certify in writing within 3 days that such illness exists and that it might be aggravated if service is stopped. You would still need to pay your current bills for service each month.

**Domestic Abuse:** If you are a victim of abuse and have a valid PFA (Protection from Abuse) order from a court, special medical emergency procedures and other protections might apply.

**Tenants:** If your landlord pays your electric bill, you have certain legal protections.

**Disability:** If you have trouble understanding or speaking English or have a disability, please call us for free interpretation.

**Winter Hardship:** If your service is shut off between Dec. 1 and Mar. 31, we will turn it back on within 24 hours after you arrange to pay your bill. If street digging is required, it might take up to 7 days.

If your household income is at or below 250% of the federal poverty guidelines, we need to ask the Pennsylvania Public Utility Commission before shutting off your service.

**Monthly income at 250% of Federal Poverty Level: 2025**

Household Size	1	2	3	4
Monthly Income	\$3,260	\$4,406	\$5,552	\$6,698

Add \$1,146 for each additional household member.

**Your Rights and Options:** If you have questions or need more information, contact us as soon as possible at 800-358-6623. After you talk to us, if you are not satisfied, you may file a complaint with the Public Utility Commission. The Public Utility Commission may delay shut off if you file the complaint before the shut off date. To contact them, call 800-692-7380 or write to Pennsylvania Public Utility Commission, P.O. Box 3265, Harrisburg, Pennsylvania 17105-3265.

We know finances can be tight sometimes. Our team cares deeply about the health and welfare of our customers and our community. We want to help you save on your electric service, and we're committed to working hard every day to keep our electric grid resilient and safe. If you have any questions or need assistance, please contact us.

We look forward to working with you.

Your PPL Customer Service Team,

PPL Electric Utilities  
 827 Hausman Rd.  
 Allentown, PA 18104  
 800-358-6623  
[ppllectric.com](http://ppllectric.com)

THIS NOTICE IS VALID FOR 60 DAYS.