

PRESERVATION OF EVIDENCE AND REQUEST FOR CALL RECORDING

Date: May 23, 2025

To: PPL Electric Utilities

Attn: Legal Department / Records Custodian

827 Hausman Road

Allentown, PA 18104

From: Deaurea Linika Franczak (Long)

11405 Warwick Pointe Apt 202

Brandon, FL 33511

Email: deaurea0107@yahoo.com

Phone: (813) 650-5953

RE: Preservation of Evidence and Request for Call Recording – 5/23/2025 Call with PPL Billing Manager

Account# 24460-09090

To Whom It May Concern:

I am writing to formally request the preservation and production of a call recording made on May 23, 2025, at approximately 10:55 a.m. EST. The call was placed by PPL Billing Manager Christine, who returned my prior inquiry regarding my former utility account and the current debt collection status. My residence address at the time of PPL services was **6714 Lower Macungie Road, Apt A6, Trexlertown, Pennsylvania 18087 from April 2020 to October 2023.**

During our conversation, we discussed the status of the account, PPL's billing practices, whether my prior Pennsylvania Public Utility Commission (PUC) complaint was considered

when the account was sold, and details about how the disputed charges were calculated and transferred to collection agencies.

The contents of this call are directly relevant to ongoing federal litigation in the United States District Court for the Middle District of Florida: *Franczak v. I.C. System, Inc. and Torres Credit Services, Inc.*, Case No. 8:25-cv-01226-TPB-CPT. The call included statements regarding PPL's sale of the account, the lack of notification to debt collectors about my prior dispute, and the absence of affirmative verification of the meter's accuracy, all of which are central to my claims under the Fair Credit Reporting Act (FCRA) and Fair Debt Collection Practices Act (FDCPA). I therefore respectfully request that a full copy of the audio recording and any associated notes be preserved and provided.

Accordingly, I formally request that PPL preserve and provide a copy of this call recording or any transcript, internal notes, or metadata associated with the call referenced above. I further request that this record not be deleted, altered, or discarded under any routine retention policies, as it constitutes discoverable material related to active litigation.

If PPL requires a signed release or additional account verification, please contact me immediately using the contact information above. I am asserting my right to this material both as the account holder and as a party to related federal litigation.

I therefore respectfully request that a full copy of the audio recording and any associated notes be preserved and provided. I understand that PPL only retains customer call recordings for approximately six (6) months, and this request is made in good faith to ensure timely access before the file is purged.

Please advise within ten (10) business days whether this information is available and when I may expect to receive a copy.

Thank you for your attention and timely assistance.

Sincerely,

/s/ Deaudrea Linika Franczak

Deaudrea Linika Franczak