
Clifton Bennett		
v.		Docket No.: C-2024-3048014
PPL Electric Utilities		
Corporation		
Initial Call-In		
Telephonic Hearing		

Pages 1 - 55

Judge's Chambers
State Office Building
801 Market Street
Philadelphia, PA

Friday, June 6, 2025
Commencing at 10:22 a.m.

INDEX TO EXHIBITS

Docket No. C-2024-3048014

Hearing Date: June 6, 2025

<u>NUMBER</u>	<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
Complainant's Exhibit 1	52	52
Account Summary		
Excel Spreadsheet		
Complainant's Exhibit 2	52	52

Customer Contact		
Information		
PPL's Exhibit 1	23	53
Activity Statement		
PPL's Exhibit 2		
List of Customer	31	53
Contact Activity		
PPL's Exhibit 3	33	53
Payment Agreement		
PPL's Exhibit 8	28	53
Spreadsheet		

Date	PPL Contact	Remarks
2019-08-23	Victoria, Bernie, Rebecca	Activated online account & paid \$152.50
2019-09-12	Julie	Payment arrangements - 9/18 @ \$151, 9/26 @ \$185 Assist program = Operation Help Budget billing
2020-01-27	Samantha	Paid \$159.00; Payment @ \$226 due 1/27 to be paid 2/3/20
2020-05-26	Vera, Wanda	Operation Help, Budget billing offer \$489 = rejected Pay what you can
2020-06-16	Bob	Accepted \$300 of \$541 Not charging Late Fees No adverse actions right now, No Termination actions Change Generation Supplier & Transmission = PPL Budge billing = Dec = \$134, Jan = \$201
2021-09-17	Automated Service	Medical Certificate, Payment arrangement +\$10/month Payment @ \$246.00 by 9/29 Shut-off canceled
2021-10-25	Nicole	Ok to move payment \$246.60 for 10/27 to 10/29
2022-03-16		\$10/month payment plan, \$448 by 3/21/22 Bill Help
2022-04-01	AutomatedService	PA Homeowners Asst Fund (PAHAF) 888-987-2423 Non-recourse Grant, Priority 1 Pre-screen = PAHAF - 17144 Application = PAHAF - 17109
2022-04-01	Kimberly (PAHAF)	Case manager verification, Noted PPL Shut-off Notice from April 4th
2022-04-04	Misha	Review payments, Monthly = \$10 @ 56 months Operation Help & PAHAF Don't see any termination of Shut-off Notice
2022-04-06	ASA (PAHAF)	Scheduled appt with Case Mgr = Angelia Lyons for 4/7/20
2022-04-06	Grace	Plan offer: #1 @ \$1457.72 Pay now, \$903 to activate, Review payment Plan offer: #2 @ \$903 due 4/4, \$469.13 due 4/26, \$10 installments x 56 months Delay shut-off pending payment
2022-04-07	Angelina (PAHAF)	Case # 17109, 3rd Party Auth for PPL

2022-04-08	Angelina (PAHAF)	Deed signed w/ middle initials, resending signature card Once received, the application is final
2022-04-21	Anglina Lyon (PAHAF)	PPL Shut-off scheduled today Appl is still in Tier 2 = QC
2022-04-21	Octiva	Shut-off changed to May 1st, stopping collections Current balance = \$1,377.13; it was \$1,916
2022-05-03	Kadrehanna, Chiffon	Reviewed finances, medical certification, Operation Help
2022-05-09	Angelia (PAHAF), Emily	App in Final Review, contacting lender on 4/11 Email shut-off notice Should no longer receive shut-off notices Will provide Participant Letter

2022-06-22	Ben (PAHAF)	Manually reviewing grant. Will call back bc expiring in couple of days before award
2022-07-06	Brittiny (PAHAF) Ethan	Apl in final QC stage Change email from Outlook to Gmail Will send not to team to contact PPL to hold off shut-off
2022-07-08	Eric Bridget (Billing) to Joel (Tech Dept) to Naomi	Transferred to Billing Transferring to Tech Support, Total Amt Owed=\$3,879.38 Have PAHAF contact PPL Can't access the account Transferred to Joel, who transferred to Naomi Not usual error message
2022-07-26		Total Amount = \$3879.38 (\$2886.95 due now) Scheduled shut-off = Aug 2, 2022
2022-08-08	Nicole	Stopping termination to Aug 18th Total Amount owed = \$3879.38 \$2886 = past due Transferring to Shawnee (Billing) Transferring to Mark (Energy Education Dept)
2022-09-19		Switch budget to = Not Budget
2022-11-09	Chavin	Total Amount Owed = \$3879.38, Budget = \$307 on 7/28 \$4290.89, Budget = \$307 on 8/25 \$816.76, Budget balance = \$816.76 on 9/26 10/15/22, PPL owes me \$354.22 11/23/22, PPL owes me \$1639.46 Budget review = Nov 2022 Next month increase Budget to \$356 \$736 to reinstate Plan Stop Collections on 11/19/22

2023-01-05	George	Transfer to Joan-eshia (Billing dept) = working from home. Should have ended @ 5:00 Reviewed Actual Billing vs Budget Billing discrepancies Don't worry about disconnection notice Surgery next week = want to resolve before then
2023-07-26	Felicia	Transferred to Madonna (Billing), who transferred to Energy Education Dept = level up Billing (Elizabeth) Reviewed Budget Billing. She got frustrated and hung-up

PPL ELECTRIC EXHIBIT NO. 1

*** Account Information ***

*** Current Account Status ***

Account Number: [REDACTED]
 Mail To: CLIFTON BENNETT
 5711 ROUTE 447
 CANADENSIS PA 18325
 Requested By: CLIFTON BENNETT
 Extension: [REDACTED]

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

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
06/08/2021	BUDGET BILLING		\$162.00								
06/08/2021	SPECIAL AGREEMENT		\$120.60								
06/08/2021	Regular Bill	06/29	\$857.08	\$574.48	\$114.44	\$-184.45	0183/0107	63288A	32	844	
06/09/2021	Payment		\$-200.00								
07/06/2021	Payment		\$-200.00								
07/08/2021	BUDGET BILLING		\$162.00								
07/08/2021	SPECIAL AGREEMENT		\$120.60								
07/08/2021	Regular Bill	07/29	\$739.68	\$457.08	\$108.97	\$-237.48	0017/0216	64073A	30	785	
07/23/2021	Payment		\$-200.00								
08/06/2021	BUDGET BILLING		\$162.00								
08/06/2021	SPECIAL AGREEMENT		\$120.60								
08/06/2021	Regular Bill	08/30	\$822.28	\$539.68	\$98.39	\$-301.09	0002/0193	64767A	29	694	
09/07/2021	Payment		\$-200.00								
09/07/2021	BUDGET BILLING		\$116.00								
09/07/2021	SPECIAL AGREEMENT		\$120.60								
09/07/2021	Regular Bill	09/28	\$858.88	\$622.28	\$120.24	\$-296.85	0009/0271	65649A	32	882	
09/21/2021	Payment		\$-246.00								
10/06/2021	BUDGET BILLING		\$116.00								
10/06/2021	SPECIAL AGREEMENT		\$120.60								
10/06/2021	Regular Bill	10/27	\$849.48	\$612.88	\$105.31	\$-307.54	0071/0072	66405A	29	756	
11/01/2021	Payment		\$-246.60								
11/04/2021	BUDGET BILLING		\$116.00								
11/04/2021	SPECIAL AGREEMENT		\$120.60								
11/04/2021	Regular Bill	11/29	\$839.48	\$602.88	\$109.38	\$-314.16	0267/0009	67205A	29	800	
12/06/2021	Payment		\$-246.60								
12/06/2021	BUDGET BILLING		\$90.00								
12/06/2021	SPECIAL AGREEMENT		\$120.60								
12/06/2021	Regular Bill	12/28	\$803.48	\$592.88	\$299.34	\$-104.82	0820/0000	69564A	32	2359	
01/06/2022	BUDGET BILLING		\$90.00								
01/06/2022	SPECIAL AGREEMENT		\$120.60								
01/06/2022	Late Payment Charge		\$4.03								
01/06/2022	Regular Bill	01/27	\$1018.11	\$803.48	\$648.98	\$454.16	0855/0000	74267A	31	4703	
02/02/2022	Late Payment Charge		\$5.16								
02/04/2022	Special Agreement		\$-987.10								

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KW BILLED	KW
02/04/2022	BUDGET BILLING		\$1077.10								
02/04/2022	SPECIAL AGREEMENT		\$120.60								
02/04/2022	Regular Bill	02/28	\$1233.87	\$1018.11	\$622.94		1248/0000	78939A	29		4672

02/07/2022	Payment		\$-222.00								

03/07/2022	BUDGET BILLING		\$243.00								
03/07/2022	SPECIAL AGREEMENT - BB SETTLE		\$82.25								
03/07/2022	SPECIAL AGREEMENT		\$120.60								
03/07/2022	Regular Bill	03/28	\$1457.72	\$1011.87	\$593.17	\$350.17	1004/0000	83382A	31		4443

03/08/2022	Late Payment Charge		\$5.01								
03/08/2022	Late Payment Charge		\$0.11								

04/05/2022	BUDGET BILLING		\$243.00								
04/05/2022	SPECIAL AGREEMENT - BB SETTLE		\$82.25								
04/05/2022	SPECIAL AGREEMENT		\$120.60								
04/05/2022	Late Payment Charge		\$0.11								
04/05/2022	Late Payment Charge		\$8.05								
04/05/2022	Regular Bill	04/26	\$1916.85	\$1457.72	\$393.88	\$501.05	0671/0000	86292A	29		2910

05/05/2022	BUDGET BILLING		\$243.00								
05/05/2022	SPECIAL AGREEMENT - BB SETTLE		\$82.25								
05/05/2022	SPECIAL AGREEMENT		\$120.60								
05/05/2022	Regular Bill	05/26	\$2362.70	\$1916.85	\$275.21	\$533.26	0424/0002	88291A	30		1999

06/01/2022	Late Payment Charge		\$14.13								
06/01/2022	Late Payment Charge		\$0.27								

06/06/2022	BUDGET BILLING		\$307.00								
06/06/2022	SPECIAL AGREEMENT		\$120.60								
06/06/2022	SPECIAL AGREEMENT - BB SETTLE		\$82.25								
06/06/2022	Regular Bill	06/27	\$2886.95	\$2362.70	\$160.24	\$386.50	0080/0091	89353A	32		1062

07/07/2022	BUDGET BILLING		\$307.00								
07/07/2022	SPECIAL AGREEMENT - BB SETTLE		\$82.25								
07/07/2022	SPECIAL AGREEMENT		\$603.18								
07/07/2022	Regular Bill	07/28	\$3879.38	\$2886.95	\$141.71	\$221.21	0013/0164	90123A	30		770

08/03/2022	Late Payment Charge		\$21.81								
08/03/2022	Late Payment Charge		\$0.45								

08/04/2022	BUDGET BILLING		\$307.00								
08/04/2022	SPECIAL AGREEMENT - BB SETTLE		\$82.25								
08/04/2022	Regular Bill	08/25	\$4290.89	\$3879.38	\$115.96	\$30.17	0000/0337	90738A	29		615

08/09/2022	Payment		\$-3879.38								

09/02/2022	BUDGET BILLING		\$323.00								
09/02/2022	SPECIAL AGREEMENT - BB SETTLE		\$82.25								
09/02/2022	Regular Bill	09/26	\$816.76	\$411.51	\$115.80	\$-177.03	0000/0263	91351A	29		613

10/04/2022	BUDGET BILLING		\$323.00								
10/04/2022	SPECIAL AGREEMENT - BB SETTLE		\$82.25								
10/04/2022	Regular Bill	10/25	\$1222.01	\$816.76	\$145.81	\$-354.22	0142/0068	92131A	32		780

11/02/2022	BUDGET BILLING		\$323.00								

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/ TYPE	DAYS USED	KWH	BILLED KW
11/02/2022	SPECIAL AGREEMENT - BB SETTLE		\$82.25								
11/02/2022	Late Payment Charge		\$11.92								
11/02/2022	Late Payment Charge		\$0.28								
11/02/2022	Regular Bill	11/23	\$1639.46	\$1222.01	\$172.71	\$-504.51	0384/0000	93072A	29		941
11/17/2022	Payment		\$-231.49								
12/02/2022	Budget Bill Settlement		\$-299.24								
12/02/2022	BUDGET BILLING										
12/02/2022	SPECIAL AGREEMENT - BB SETTLE		\$82.25								
12/02/2022	Regular Bill	12/27	\$1190.98	\$1108.73	\$205.27		0639/0008	94197A	30		1125
12/27/2022	Payment		\$-150.00								
01/04/2023	Late Payment Charge		\$0.15								
01/04/2023	Late Payment Charge		\$8.75								
01/09/2023	Payment		\$-122.00								
01/09/2023	CANCELED ELECTRIC SERVICE		\$1034.92								
01/09/2023	SPECIAL AGREEMENT - BB SETTLE		\$82.25								
01/09/2023	Canceled Bill	01/30	\$2045.05	\$918.98			1057/0000	96279A	35		5310
01/17/2023	Adjustment		\$-1034.92								
01/18/2023	ELECTRIC SERVICE		\$415.25								
01/18/2023	Regular Bill	02/08	\$1425.38	\$918.98			1057/0000	96279A	35		2082
02/02/2023	ELECTRIC SERVICE		\$224.91								
02/02/2023	SPECIAL AGREEMENT - BB SETTLE		\$82.35								
02/02/2023	Regular Bill	02/23	\$1732.64	\$1010.13			0849/0000	97373A	27		1094
02/04/2023	Miscellaneous		\$-8.75								
02/04/2023	Miscellaneous		\$-0.15								
03/06/2023	ELECTRIC SERVICE		\$431.23								
03/06/2023	Regular Bill	03/27	\$2154.97	\$1723.74			0914/0000	99545A	32		2172
04/04/2023	ELECTRIC SERVICE		\$301.46								
04/04/2023	Late Payment Charge		\$8.08								
04/04/2023	Late Payment Charge		\$0.26								
04/04/2023	Late Payment Charge		\$13.39								
04/04/2023	Regular Bill	04/25	\$2478.16	\$2154.97			0728/0000	01039A	29		1494
05/02/2023	Late Payment Charge		\$0.53								
05/02/2023	Late Payment Charge		\$8.08								
05/02/2023	Late Payment Charge		\$17.16								
05/04/2023	ELECTRIC SERVICE		\$238.96								
05/04/2023	Regular Bill	05/25	\$2742.89	\$2478.16			0360/0029	02207A	30		1168

*** Account Information ***

*** Current Account Status ***

Account Number: [REDACTED]
 Mail To: CLIFTON BENNETT
 5711 ROUTE 447
 CANADENSIS PA 18325
 Requested By: CLIFTON BENNETT
 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
05/31/2023	Late Payment Charge		\$8.08								
05/31/2023	Late Payment Charge		\$0.85								
05/31/2023	Late Payment Charge		\$20.15								
06/05/2023	ELECTRIC SERVICE		\$153.42								
06/05/2023	Regular Bill	06/26	\$2925.39	\$2742.89			0165/0036	02943A	32	736	
07/05/2023	ELECTRIC SERVICE		\$152.48								
07/05/2023	Regular Bill	07/26	\$3077.87	\$2925.39			0047/0126	03765A	30	822	
08/03/2023	ELECTRIC SERVICE		\$136.88								
08/03/2023	Regular Bill	08/24	\$3214.75	\$3077.87			0000/0239	04492A	29	727	
09/01/2023	ELECTRIC SERVICE		\$148.45								
09/01/2023	Regular Bill	09/25	\$3363.20	\$3214.75			0004/0146	05273A	29	781	
10/03/2023	ELECTRIC SERVICE		\$168.70								
10/03/2023	Regular Bill	10/24	\$3531.90	\$3363.20			0110/0088	06173A	32	900	
11/01/2023	ELECTRIC SERVICE		\$182.13								
11/01/2023	Regular Bill	11/22	\$3714.03	\$3531.90			0329/0012	07152A	29	979	
12/04/2023	ELECTRIC SERVICE		\$230.18								
12/04/2023	Regular Bill	12/26	\$3944.21	\$3714.03			0809/0000	08423A	33	1271	
01/05/2024	ELECTRIC SERVICE		\$214.70								
01/05/2024	Regular Bill	01/29	\$4158.91	\$3944.21			0885/0000	09675A	32	1252	
02/05/2024	ELECTRIC SERVICE		\$215.55								
02/05/2024	Regular Bill	02/26	\$4374.46	\$4158.91			1048/0000	10951A	31	1276	
02/06/2024	Payment		\$-215.55								
02/06/2024	Late Payment Charge		\$37.50								
02/06/2024	Late Payment Charge		\$5.45								
02/06/2024	Late Payment Charge		\$1.21								
02/20/2024	Payment		\$-215.55								
03/05/2024	Late Payment Charge		\$40.19								
03/05/2024	Late Payment Charge		\$3.93								
03/05/2024	Late Payment Charge		\$1.06								
03/06/2024	ELECTRIC SERVICE		\$204.87								
03/06/2024	Regular Bill	03/27	\$4237.57	\$3943.36			0852/0000	12159A	30	1208	
04/04/2024	Payment		\$-204.87								
04/05/2024	ELECTRIC SERVICE		\$212.29								

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
04/05/2024	Regular Bill	04/29	\$4244.99	\$4032.70			0675/0000	13414A	30	1255	
04/29/2024	Payment		\$-212.29								
05/06/2024	ELECTRIC SERVICE		\$184.73								
05/06/2024	Regular Bill	05/28	\$4217.43	\$4032.70			0324/0019	14493A	31	1079	
05/28/2024	Payment		\$-184.73								
06/05/2024	ELECTRIC SERVICE		\$89.56								
06/05/2024	Regular Bill	06/26	\$4122.26	\$4032.70			0084/0090	14970A	30	477	
06/27/2024	Payment		\$-89.56								
07/05/2024	ELECTRIC SERVICE		\$88.87								
07/05/2024	Regular Bill	07/29	\$4121.57	\$4032.70			0007/0228	15469A	30	499	
07/29/2024	Payment		\$-88.87								
08/05/2024	ELECTRIC SERVICE		\$89.36								
08/05/2024	Regular Bill	08/26	\$4122.06	\$4032.70			0000/0353	15972A	31	503	
08/19/2024	Payment		\$-89.36								
09/04/2024	ELECTRIC SERVICE		\$99.80								
09/04/2024	Regular Bill	09/25	\$4132.50	\$4032.70			0026/0150	16546A	30	574	
09/17/2024	Payment		\$-99.80								
10/03/2024	ELECTRIC SERVICE		\$84.50								
10/03/2024	Regular Bill	10/24	\$4117.20	\$4032.70			0043/0041	17016A	29	470	
10/24/2024	Payment		\$-84.50								
11/01/2024	ELECTRIC SERVICE		\$103.72								
11/01/2024	Regular Bill	11/25	\$4136.42	\$4032.70			0306/0004	17617A	29	601	
11/13/2024	Payment		\$-103.72								
12/04/2024	ELECTRIC SERVICE		\$172.89								
12/04/2024	Regular Bill	12/26	\$4205.59	\$4032.70			0758/0005	18682A	33	1065	
12/26/2024	Payment		\$-172.89								
01/06/2025	ELECTRIC SERVICE		\$237.36								
01/06/2025	Regular Bill	01/27	\$4270.06	\$4032.70			1146/0000	20117A	33	1435	
01/21/2025	Payment		\$-237.36								
02/05/2025	ELECTRIC SERVICE		\$205.14								
02/05/2025	Regular Bill	02/26	\$4237.84	\$4032.70			1272/0000	21327A	30	1210	
03/06/2025	Payment		\$-205.14								
03/06/2025	ELECTRIC SERVICE		\$190.07								
03/06/2025	Regular Bill	03/27	\$4222.77	\$4032.70			1036/0000	22441A	29	1114	
03/18/2025	Payment		\$-190.07								

Bill Account: [REDACTED]

Account Activity Statement

Date: 05/28/25
Page: 3

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/ TYPE	DAYS	KWH	BILLED KW
04/04/2025	ELECTRIC SERVICE		\$186.52								
04/04/2025	Regular Bill	04/25	\$4219.22	\$4032.70			0581/0000	23522A	29	1081	
04/28/2025	Payment		\$-186.52								
05/06/2025	ELECTRIC SERVICE		\$158.61								
05/06/2025	Regular Bill	05/27	\$4191.31	\$4032.70			0388/0015	24426A	32	904	
05/27/2025	Payment		\$-158.61								

PPL ELECTRIC EXHIBIT NO. 2

Account Contact History
Account: ██████████ **Customer Name: CLIFTON BENNETT**
 From 5/28/2021 to 5/28/2025

Contact Date	Contact Type	Remarks	User
2025-05-27	WEB Customer Initiated Payment	Scheduled date 5 26 2025 Amount 158.61 User ██████████ Owner YES. Confirmation Number 25052640	SELF SERVICE USER
2025-04-25	WEB Customer Initiated Payment	Scheduled date 4 26 2025 Amount 186.52 User ██████████ Owner YES. Confirmation Number 25042604	SELF SERVICE USER
2025-03-17	WEB Customer Initiated Payment	Scheduled date 3 17 2025 Amount 190.07 User ██████████ Owner YES. Confirmation Number 25031773	SELF SERVICE USER
2025-03-05	WEB Customer Initiated Payment	Scheduled date 3 5 2025 Amount 205.14 User ██████████ Owner YES. Confirmation Number 25030500	SELF SERVICE USER
2025-01-21	WEB Customer Initiated Payment	Scheduled date 1 19 2025 Amount 237.36 User ██████████ Owner YES. Confirmation Number 25011972	SELF SERVICE USER
2024-12-26	WEB Customer Initiated Payment	Scheduled date 12 26 2024 Amount 172.89 User ██████████ Owner YES. Confirmation Number 24122690	SELF SERVICE USER
2024-11-25	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note OMS_CSS.services.contacts.privcontacts.notification_PPL_CUSTOMER_CONTACT_VIEWPublishDocument USER_NAME Call Type 01 AMI Power Down Event Comments none	MTR
2024-11-25	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note OMS_CSS.services.contacts.privcontacts.notification_PPL_CUSTOMER_CONTACT_VIEWPublishDocument USER_NAME Call Type 01 AMI Power Down Event Comments none	MTR
2024-11-12	WEB Customer Initiated Payment	Scheduled date 11 12 2024 Amount 103.72 User ██████████ Owner YES. Confirmation Number 24111204	SELF SERVICE USER
2024-10-24	WEB Customer Initiated Payment	Scheduled date 10 24 2024 Amount 84.50 User ██████████ Owner YES. Confirmation Number 24102408	SELF SERVICE USER
2024-09-17	WEB Customer Initiated Payment	Scheduled date 9 17 2024 Amount 99.80 User ██████████ Owner YES. Confirmation Number 24091729	SELF SERVICE USER
2024-08-19	WEB Customer Initiated Payment	Scheduled date 8 18 2024 Amount 89.36 User ██████████ Owner YES. Confirmation Number 24081880	SELF SERVICE USER
2024-07-26	WEB Customer Initiated Payment	Scheduled date 7 26 2024 Amount 88.87 User ██████████ Owner YES. Confirmation Number 24072687	SELF SERVICE USER
2024-06-27	WEB Customer Initiated Payment	Scheduled date 6 27 2024 Amount 89.56 User ██████████ Owner YES. Confirmation Number 24062753	SELF SERVICE USER
2024-05-28	WEB Customer Initiated Payment	Scheduled date 5 25 2024 Amount 184.73 User ██████████ Owner YES. Confirmation Number 24052532	SELF SERVICE USER
2024-04-29	WEB Customer Initiated Payment	Scheduled date 4 28 2024 Amount 212.29 User ██████████ Owner YES. Confirmation Number 24042841	SELF SERVICE USER
2024-04-03	Special Situation	PAYMENTUS WEB paid 204.87	SELF SERVICE USER
2024-03-26	SC - PUC Formal Complaint	The customer filed Formal Complaint Docket No. F-2024-3047841- WATT ID 4195358	E02623
2024-03-26	Miscellaneous	WATT CCC Formal Complaint - Bill Dispute Work Item 4195358 Created	CARMEN P URBAN
2024-03-18	Data Repair	Data Repair DR_IR175865_D1 - 260 UPDATE N A DT	CSSDR044
2024-03-05	Winter Collection	Winter Collection Notice	
2024-02-20	WEB Customer Initiated Payment	Scheduled date 2 19 2024 Amount 215.55 User ██████████ Owner YES. Confirmation Number 24021920	SELF SERVICE USER
2024-02-06	WEB Customer Initiated Payment	Scheduled date 2 6 2024 Amount 215.55 User ██████████ Owner YES. Confirmation Number 24020691	SELF SERVICE USER
2024-01-16	SC - GRACE EXTENSION	Caller Back Office Ratepayer. SC Status from Open to Closed Cust Rights Given Y Cust Satisfied Y Comments BCS 3934014 DEC CLOSED1 10 2024-THE CUSTOMER WHO ARE ENROLLED IN BUDGET BILLING WILL SEE A VARIATION IN THE BUDGET AMOUNT.THE CUSTOMER HAS NOT MADE ANY EXCESSIVE PAYMENTS. THE CUSTOMER HAS BEEN PROPERLY BILLED. CASE DISMISSED.	CUCL143
2023-11-22	LIHEAP	2023 LIHEAP Application mailed to customer. If customer calls please encourage customer to apply.	CSLET
2023-08-14	SC - PUC Informal Complaint	PUC MDIA BCS 3934014	CUCL143
2023-07-27	Correspondence - General	Template Name Master Utility Report Created By ELIZABETH VINING Letter Edited No CS Letters ID 5339465	CSLET
2023-07-27	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2023-07-27	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 5339980	CSLET
2023-07-26	Billing	Caller CLIFTON BENNETT Ratepayer.offered ontrack provided puc cx not sat not und	ELIZABETH VINING
2023-07-26	Billing	Caller CLIFTON BENNETT Ratepayer User Comments cci to find out how to dispute his account bal stated taht he has figured his actual charges and ppl owes him money .explained how bb works vs actual charges advised could not send soa for usage from 1 2021 to 1 2019 reviewed pag cx no agree.	ELIZABETH VINING
2023-07-26	WUR Assessment	CLIFTON BENNETT Ratepayer. Caller s Concern General Information. Position Stated Yes. Sat No. WUR Required Yes. Caller s Concern Account Balance. Position Stated Yes. Sat No. WUR Required Yes. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC Yes.	ELIZABETH VINING
2023-07-26	SC - RECURRING REFERRAL TO OTRK	Referred to Ontrack.	304351

Contact Date	Contact Type	Remarks	User
2023-07-26	Added Payment Agreement	CLIFTON BENNETT Ratepayer. Agreement Type CU. Cust agrees to PAG terms NO. First payment of 1 626.00 is due 07 26 2023. Second payment of 192.48 is due on 07 26 2023 . Payment Plan installment amount 40.00. Enrolled in BB NO.	ELIZABETH VINING
2023-07-26	Credit	CLIFTON BENNETT Ratepayer. Offered OnTrack - Yes . .	ELIZABETH VINING
2023-07-26	Call Transfer	Caller CLIFTON BENNETT Ratepayer User Comments CCI he is going the arbriation process he is disputing the amount of money that PPI charge him. He like a summary of payments rec . Transfer to EE for further info	MADANA DOOKIERAM
2023-07-26	WUR Assessment	CLIFTON BENNETT Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO Not on Phone.	MADANA DOOKIERAM
2023-07-26	Call Transfer	Caller CLIFTON BENNETT Ratepayer. Cci to dispute bill amt Cx wanted bills from 2019-2022 Cx xfer to Billing	PHYLLICIA ALLEYNE
2023-07-26	WUR Assessment	CLIFTON BENNETT Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO Not on Phone.	PHYLLICIA ALLEYNE
2023-06-30	Correspondence - General	Template Name Customer Disputes Balance - Payment Due - No P A - UR Created By Bell Kelly A Letter Edited Yes CS Letters ID 5240883	CSLET
2023-06-30	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2023-06-30	Miscellaneous	WATT Scanned - Blue Mail Other Work Item 3500601 Completed	KELLY A BELL
2023-04-06	Miscellaneous	WATT ID 3500601 customer sent letter on 3 3 disputing the amount of their bills please contact.	CHRIS R SCHOEMAKER
2023-03-29	WEB Maintain Bill Account	Updated email address from [REDACTED] to [REDACTED]	SELF SERVICE USER
2023-03-15	Miscellaneous	WATT Scanned - Blue Mail Other Work Item 3500601 Created	KOFAX
2023-03-08	Data Repair	DR REQ10782282 - CD-NXT-COLL-ACTION UPDATE	CSSDR044
2023-02-04	Data Repair	CREDIT OF LPC OVERCHARGE	CUBLP511
2023-02-04	Data Repair	CREDIT OF LPC OVERCHARGE	CUBLP511
2023-01-19	Data Repair	INC10765324 - Reads Workaround	CSSDR044
2023-01-16	Miscellaneous	WATT No Bill - No Bill Residential Work Item 3101193 Created	CSS
2023-01-13	Cancel/Only Service	DR IR170744 - Perform Cancel Only.	
2023-01-06	WEB Customer Initiated Payment	Scheduled date 1 6 2023 Amount 122.00 User [REDACTED] Owner YES. Confirmation Number 23010630	SELF SERVICE USER
2023-01-06	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 4961932	CSLET
2023-01-05	Billing	Caller CLIFTON BENNETT Ratepayer User Comments cci to questioned actual bills for 2020 std he did a spread sheet and wanted to dispute the usage charges for his actual bills in 2020 reviewed bals and payments took financial and set up pag of 122 due on 1 12 cust agreed expl bb program sat	JONICIA HAMILTON
2023-01-05	WUR Assessment	CLIFTON BENNETT Ratepayer. Caller s Concern General Information. Position Stated Yes. Sat Yes. WUR Required No. 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.	JONICIA HAMILTON
2023-01-05	SC - RECURRING REFERRAL TO OTRK	Referred to Ontrack.	E191283
2023-01-05	Added Payment Agreement	CLIFTON BENNETT Ratepayer. Agreement Type NCU. Cust agrees to PAG terms YES. First payment of 122.00 is due 01 12 2023. Future payments beginning with next bill will include installment amount of 40.00. Enrolled in BB NO. Emailed PAG info to [REDACTED]	JONICIA HAMILTON
2023-01-05	Credit	CLIFTON BENNETT Ratepayer. Offered LIHEAP - Yes Offered Operation HELP - Yes Offered OnTrack - Yes . .	JONICIA HAMILTON
2023-01-05	Credit	Confirmed service is scheduled for termination on 01 11 2023. Amount is 840.52. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.	JONICIA HAMILTON
2023-01-05	Financial Statement Added		JONICIA HAMILTON
2023-01-05	Call Transfer	Caller CLIFTON BENNETT Ratepayer User Comments cx called in order to verify the late payment charges 8.90 on 1 04 2022 cx request the usage charges from last year period transf to billing	CARLOS SINGH
2023-01-05	WUR Assessment	CLIFTON BENNETT Ratepayer. Caller s Concern Call Transfer. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	CARLOS SINGH
2023-01-04	Credit	Confirmed service is scheduled for termination on 01 11 2023. Amount is 840.52. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.	IVR
2022-12-27	Winter Collection	Winter Collection Notice	
2022-12-27	WEB Customer Initiated Payment	Scheduled date 12 26 2022 Amount 150.00 User [REDACTED] Owner YES. Confirmation Number 22122638	SELF SERVICE USER
2022-12-09	Correspondence - General	Template Name Master Utility Report Created By KAREN C RENARD Letter Edited No CS Letters ID 4934435	CSLET

Contact Date	Contact Type	Remarks	User
2022-12-09	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2022-12-08	Bill Comparison	Caller CLIFTON BENNETT Ratepayer User Comments rp disputing bal on acct revwd acct w super MM revwd 24month statement removed himself from BB 11 9 2022 ok to use call concern billed amnts per super assessed undstd	KAREN C RENARD
2022-12-08	WUR Assessment	CLIFTON BENNETT Ratepayer. Caller s Concern Billed Amounts. Position Stated Yes. Sat No. WUR Required Yes. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC Yes.	KAREN C RENARD
2022-12-08	Added Payment Agreement	CLIFTON BENNETT Ratepayer. Agreement Type CU. Cust agrees to PAG terms NO. First payment of 632.00 is due 12 14 2022. Second payment of 92.25 is due on 12 27 2022 . Payment Plan installment amount 10.00. Enrolled in BB NO. Emailed PAG info to [REDACTED]	KAREN C RENARD
2022-12-08	Credit	CLIFTON BENNETT Ratepayer. Offered Operation HELP - Yes . Emailed agency contact info to [REDACTED] .	KAREN C RENARD
2022-12-08	Credit	CLIFTON BENNETT Ratepayer. Customer indicated there was no change to financial information.	KAREN C RENARD
2022-12-08	Financial Statement Added		KAREN C RENARD
2022-12-08	Credit	Confirmed service is scheduled for termination on 12 15 2022. Amount is 990.52. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.	KAREN C RENARD
2022-12-08	SC - MED CERT - 3 DAY	Caller CLIFTON BENNETT Ratepayer. Customer claims medical condition	E165738
2022-12-08	Call Transfer	Caller CLIFTON BENNETT Ratepayer User Comments cci stating he had been paying around 1000 more for his budget bill cx stating he can see that information on the website tool BB is showing excess credit of 299.24 and a settle of last year of remaining 164.60 to be paid on 2 inst trans to energy to check where the customer is confused	DANIEL SALAVERRIA
2022-12-08	WUR Assessment	CLIFTON BENNETT Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	DANIEL SALAVERRIA
2022-11-14	WEB Customer Initiated Payment	Scheduled date 11 17 2022 Amount 231.49 User [REDACTED] Owner YES. Confirmation Number 22111785	SELF SERVICE USER
2022-11-09	SC - GRACE EXTENSION	Caller CLIFTON BENNETT Ratepayer. Setting up a grace ext due to being ahead of bb. Adv him he will need to pay 231.49 so the 504.51 can cover the term amnt. Was adv to put the grace on now due to the disconnect by HS.	304773
2022-11-09	Billing	Caller CLIFTON BENNETT Ratepayer. adv him that he will be getting back 504.51 deducted from next bill. Adv to him if he can pay 231.49 we can set up a grace ext on the acct. til next reading date. The call got disconnect and was adv to set up a grace now.	CHERVONNE WILLIAMS
2022-11-09	Billing	Caller CLIFTON BENNETT Ratepayer User Comments S w r p and adv term. He couldn t agreed to pay 736 by 11-15 with a sec pmnt of 427.45 on 11-23. Adv him that we need the pmnt by 11-19. Adv him that he missed about three pmnt and that why past balance is high. Adv him bb amnt and that he is also paying off special agreement on the acct. Unenrolled from bb	CHERVONNE WILLIAMS
2022-11-09	Correspondence - General	Template Name Master Utility Report Created By CHERVONNE WILLIAMS Letter Edited No CS Letters ID 4896066	CSLET
2022-11-09	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2022-11-09	WUR Assessment	... t No. WUR Required No. Provided PUC Yes.	CHERVONNE WILLIAMS
2022-11-09	WUR Assessment	CLIFTON BENNETT Ratepayer. Caller s Concern General Information. Position Stated Yes. Sat No. WUR Required Yes. Caller s Concern Quarterly Adjustment. Position Stated Yes. Sat No. WUR Required Yes. Caller s Concern Account Balance. Position Stated Yes. Sat No. WUR Required Yes. Caller s Concern Payment Assistance. Position Stated Yes. Sa ...	CHERVONNE WILLIAMS
2022-11-09	Stop Budget Bill	Caller CLIFTON BENNETT Ratepayer. BB stopped with NEXT bill. 504.51 will be deducted from the next bill. Emailed to [REDACTED]	CHERVONNE WILLIAMS
2022-11-09	Disputed Payment Agreement	CLIFTON BENNETT Ratepayer. Agreement Type CU. Cust agrees to PAG terms NO. OUR Provided. Total payment due 11 19 2022 736.00. First payment of 736.00 is due 11 15 2022. Second payment of 427.45 is due on 11 23 2022 . Payment Plan installment amount 10.00. Emailed PAG info to [REDACTED]	CHERVONNE WILLIAMS
2022-11-09	Credit	CLIFTON BENNETT Ratepayer. Offered Operation HELP - Yes . Emailed agency contact info to [REDACTED] .	CHERVONNE WILLIAMS
2022-11-09	Credit	CLIFTON BENNETT Ratepayer. Customer indicated there was no change to financial information.	CHERVONNE WILLIAMS
2022-11-09	Financial Statement Added		CHERVONNE WILLIAMS

Contact Date	Contact Type	Remarks	User
2022-11-09	Credit	Confirmed service is scheduled for termination on 11 16 2022. Amount is 1 222.01. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	CHERVONNE WILLIAMS
2022-11-01	Correspondence - Collections	CUT DATE 2022-11-15 AMOUNT 1 222.01	
2022-08-10	SC - ASST AGENCY PMT GUARANTEE	Caller Back Office Ratepayer. PAHAF approved for 3879.38 Norman Clement	E002968
2022-08-08	WUR Assessment	CLIFTON BENNETT Ratepayer. Caller s Concern Billed Amounts. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Annual Review. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern General Information. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	MARK T GAVURA
2022-08-08	Usage Analysis	Caller CLIFTON BENNETT Ratepayer Reviewed Bill History Yes Reviewed Daily Hourly Usage Yes Is Usage In line Yes Customer Satisfied Yes Issued Investigation No Sent Utility Report No	MARK T GAVURA
2022-08-08	Usage Analysis	Caller CLIFTON BENNETT Ratepayer. LOW SUMMER VERY HI WINTER PATTERN INLINE EXPLND BBIL HI NOW W LO USE DUE TO HI WINTER. BBHEAT LO MD HI THERMOSTATS STONE WALLS LITTL INSULATION. REFERRD TO VIRT ASSESMNT FOR OPTIONS. USE CEILING FANS. LWR HWH.	MARK T GAVURA
2022-08-08	Billing	Caller CLIFTON BENNETT Ratepayer User Comments sw rp and cust std he signed up for pahaf and wanted to know if he got approved. Adv no updates and also adv to contact them for status. Cust std his bill was high and wanted usage looked at. Transfer to EE for further investigation.	JONICIA HAMILTON
2022-08-08	WUR Assessment	CLIFTON BENNETT Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. WUR Required No. Provided PUC No.	JONICIA HAMILTON
2022-08-08	Credit - Payment Agreement	CLIFTON BENNETT Ratepayer. Reviewed disputed payment plan terms. Confirmed 3 364.00 is due by 08 18 2022 to bring payment plan current before dispute expires. Next payment of 421.51 is due on 08 25 2022.	JONICIA HAMILTON
2022-08-08	Credit	Confirmed termination activity resumes after 08 18 2022.	JONICIA HAMILTON
2022-08-08	Credit	Caller CLIFTON BENNETT Ratepayer User Comments Disputed PAG adv cx a pmt of 3 364.00 due 08 18 2022 with 10.00 installs .trans cx to billing for futher concerns in regards to a contract for guarantee of funds	NICOLA BLOUNT
2022-08-08	WUR Assessment	CLIFTON BENNETT Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC Yes.	NICOLA BLOUNT
2022-08-08	Disputed Payment Agreement	CLIFTON BENNETT Ratepayer. Agreement Type CU. Cust agrees to PAG terms NO. OUR Provided. Total payment due 08 18 2022 3 364.00. First payment of 3 364.00 is due 08 09 2022. Second payment of 421.51 is due on 08 25 2022 . Payment Plan installment amount 10.00. Emailed PAG info to [REDACTED]	NICOLA BLOUNT
2022-08-08	SC - MED CERT - 3 DAY	Caller CLIFTON BENNETT Ratepayer. Customer claims medical condition	308067
2022-08-08	Credit	Confirmed service is scheduled for termination on 08 10 2022. Amount is 2 886.95. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.	NICOLA BLOUNT
2022-07-28	Credit - Outbound Call	Caller Back Office Ratepayer. regarding balance due unable to leave voicemail to call back ppl not recording	DIVYA SHIVARAMAN
2022-07-26	Credit - Outbound Call	Caller Back Office Ratepayer. system issue dial pad would not recognize my response when pushing provided options to leave voicemail called regarding Balance	TINA GORMAN
2022-07-25	Leave Door Hanger Issued	DELIVER 3 DAY NOTICE	CUMCL024
2022-07-22	Credit - Outbound Call	Caller Back Office Ratepayer. collection call for overdue balance. left voicemail for rp to call PPL 800-342-5775 regarding important account info.	DIANE PAGAN
2022-07-18	Credit - Outbound Call	Caller Back Office Ratepayer. regarding balance due unable to leave message to callback ppl not recording dial pad not working	DIVYA SHIVARAMAN
2022-07-14	OB Call - Outreach	Caller Back Office Ratepayer. called [REDACTED] no answer left vm regarding pay assist	KATHERINE SAWKA
2022-07-13	Correspondence - Collections	CUT DATE 2022-07-27 AMOUNT 2 886.95	
2022-07-12	Credit - Outbound Call	Caller Back Office Ratepayer. error call keypad not recognizing selection to leave message regarding past due account	STEPHANIE ARNOLD
2022-07-08	Credit	Caller CLIFTON BENNETT Ratepayer. notes cont.. he stated agency wnts paper copy adv not able to issue a dup. copy - confirmed term schld adv to setup pymnt agreemnt but he declined is going to follow up w agency reg. assistance - not sat	NAOMI I ABREU
2022-07-08	Credit	Caller CLIFTON BENNETT Ratepayer User Comments sw Clifton Bennett was having issues logging into his online profile - confirmed was using firefox - switched to chrome was able to access his acct - he req. info on where to locate his term notice online - adv not able to pull up copy online or email - adv term notice is mailed not electronic -	NAOMI I ABREU

Contact Date	Contact Type	Remarks	User
2022-07-08	WUR Assessment	CLIFTON BENNETT Ratepayer. Caller s Concern Payment Assistance. 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.	NAOMI I ABREU
2022-07-08	Credit	Caller CLIFTON BENNETT Ratepayer User Comments CCI RCVING ISSUE SIGNING YOU IN PLEASE TRY AGAIN ERROR. XFR TO T70	JOEL FOSBROOK
2022-07-08	WUR Assessment	CLIFTON BENNETT Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	JOEL FOSBROOK
2022-07-08	Call Transfer	Caller CLIFTON BENNETT Ratepayer User Comments SW RP adv needed copy of term letter for agency assistance. Adv RP was unable to resend term notice. Adv term noticed scheduled for 7 8 22. Adv to check email due to being paperless enrolled. Adv RP to access online acct to view term notice. RP stated unable to access online acct. Trans to web	BRIDGETTE HERNANDEZ
2022-07-08	WUR Assessment	CLIFTON BENNETT Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	BRIDGETTE HERNANDEZ
2022-07-08	Call Transfer	Caller CLIFTON BENNETT Ratepayer User Comments cx calling about getting a termination letter to apply for assistance . tx to billing.	ERIC OTERO
2022-07-08	WUR Assessment	CLIFTON BENNETT Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	ERIC OTERO
2022-07-08	Credit	Confirmed service is scheduled for termination on 07 08 2022. Amount is 1457.72. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.	IVR
2022-07-06	Credit	Text sent to [REDACTED] for web offer. Customer response YES	IVR
2022-07-06	SC - MED CERT - 3 DAY	Caller CLIFTON BENNETT Ratepayer. IVR CLIFTON BENNETT Med Cert	IVR
2022-07-05	Credit - Outbound Call	Caller Back Office Ratepayer. Regarding overdue balance Voice mail left message advising to call back	FLAXINE GRUBE
2022-06-30	Credit - Outbound Call	Caller Back Office Ratepayer. Regarding overdue balance Voice mail left message advising to call back	FLAXINE GRUBE
2022-06-28	Product Change	Working S A list. Cust not keeping up with pmnts. Cancelled s a with next bill by changing number of installments to 1. processed on 6 29 - date flip error	LAURA A FITZGERALD
2022-06-28	OB Call - Outreach	Caller Back Office Ratepayer. OBC pay assist [REDACTED] left vm	MELISSA MORALES
2022-06-24	Credit - Outbound Call	Caller Back Office Ratepayer. message left to contact PPL regarding past due balance.	STEPHANIE ARNOLD
2022-06-22	OB Call - Outreach	Caller Back Office Ratepayer. Regarding overdue balance Voice mail was left advising to call back	DAVID SOTO
2022-06-20	Credit - Outbound Call	Caller Back Office Ratepayer. Regarding overdue balance Voice mail was left advising to call back	FLAXINE GRUBE
2022-06-14	OB Call - Outreach	Caller Back Office Ratepayer. OBC pay assist [REDACTED] left vm	MELISSA MORALES
2022-06-02	Credit - Outbound Call	Caller Back Office Ratepayer. Left voicemail called regarding bal due	TINA GORMAN
2022-05-31	OB Call - Outreach	Caller Back Office Ratepayer. Called reg p a - left msg	TAYLOR JONES
2022-05-26	OB Call - Outreach	Caller Back Office Ratepayer. Called [REDACTED] - LM to contact us re pay assist term sch. 5 26 22.	JANELLE VASILAKOS
2022-05-04	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 4616629	CSLET
2022-05-03	Credit	Caller CLIFTON BENNETT Ratepayer User Comments S w r p and adv term. He qualify for a med cert. He couldn t agreed to pay1 372 by 5-03 with a monthly install of 10.00. Adv future values and programs. He adv me that he s waiting for PA homeowner assistant to go through. Adv puc and ask for understanding. Adv him that doctor or nurse will need to call in	CHERVONNE WILLIAMS
2022-05-03	WUR Assessment	CLIFTON BENNETT Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC Yes.	CHERVONNE WILLIAMS
2022-05-03	SC - REFERRAL TO ONTRACK	Caller CLIFTON BENNETT Ratepayer. sending out a form for the r p	304773
2022-05-03	Added Payment Agreement	CLIFTON BENNETT Ratepayer. Agreement Type CU. Cust agrees to PAG terms NO. First payment of 1 372.00 is due 05 03 2022. Second payment amount and due date will appear on next bill . Payment Plan installment amount 10.00. Emailed PAG info to [REDACTED]	CHERVONNE WILLIAMS
2022-05-03	Credit	CLIFTON BENNETT Ratepayer. Offered Operation HELP - Yes . Emailed agency contact info to [REDACTED] .	CHERVONNE WILLIAMS
2022-05-03	Credit	CLIFTON BENNETT Ratepayer. Customer indicated there was no change to financial information.	CHERVONNE WILLIAMS
2022-05-03	Financial Statement Added		CHERVONNE WILLIAMS
2022-05-03	SC - MED CERT - 3 DAY	Caller CLIFTON BENNETT Ratepayer. Customer claims medical condition	304773

Contact Date	Contact Type	Remarks	User
2022-05-03	Credit	Confirmed service is scheduled for termination on 05 03 2022. Amount is 1 457.72. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.	CHERVONNE WILLIAMS
2022-05-02	Cut Out for Non-Pay Issued		CUMCL024
2022-04-21	Credit	Caller CLIFTON BENNETT Ratepayer User Comments adv cx that coll is topped until 5 1 22 and 1 372.12 is due 5 1 22	OCTAVIA ODOM
2022-04-21	WUR Assessment	CLIFTON BENNETT Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC Yes. Interested in SO No.	OCTAVIA ODOM
2022-04-21	Disputed Payment Agreement	CLIFTON BENNETT Ratepayer. Agreement Type CU. Cust agrees to PAG terms NO. OUR Provided. Total payment due 05 01 2022 1 372.13. First payment of 903.00 is due 04 25 2022. Second payment of 469.13 is due on 04 26 2022 . Payment Plan installment amount 10.00. Emailed PAG info to [REDACTED]	OCTAVIA ODOM
2022-04-21	Credit	CLIFTON BENNETT Ratepayer. Offered Operation HELP - Yes . .	OCTAVIA ODOM
2022-04-21	Financial Statement Added		OCTAVIA ODOM
2022-04-21	Credit	Confirmed service is scheduled for termination on 04 26 2022. Amount is 1 457.72. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	OCTAVIA ODOM
2022-04-07	Correspondence - Collections	CUT DATE 2022-04-21 AMOUNT 1 457.72	
2022-04-06	Miscellaneous	Caller CLIFTON BENNETT Ratepayer User Comments called to let PPL that know that he has apply for assistance to Pennsylvania Homeowner Assistance Funds and they are reviewing his info	GRACE KATSHABALAMWIKA
2022-04-06	WUR Assessment	CLIFTON BENNETT Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	GRACE KATSHABALAMWIKA
2022-04-06	Credit - Payment Agreement	CLIFTON BENNETT Ratepayer. Agreement Type CU. Cust agrees to PAG terms YES. First payment of 903.00 is due 04 04 2022. Second payment of 469.13 is due on 04 26 2022 . Payment Plan installment amount 10.00.	GRACE KATSHABALAMWIKA
2022-04-04	Credit	Caller CLIFTON BENNETT Ratepayer User Comments callback-cc about shut off today adv cx of refused pag which he refused again unable to make such a big pymt cx has applied for PAHAF.ORG adv of ophelp gave puc ph cx und cx sat	MISHAELA WALLACE
2022-04-04	WUR Assessment	CLIFTON BENNETT Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	MISHAELA WALLACE
2022-04-04	Added Payment Agreement	CLIFTON BENNETT Ratepayer. Agreement Type CU. Cust agrees to PAG terms NO. First payment of 903.00 is due 04 04 2022. Second payment amount and due date will appear on next bill . Payment Plan installment amount 10.00. Emailed PAG info to [REDACTED]	MISHAELA WALLACE
2022-04-04	Credit	CLIFTON BENNETT Ratepayer. Offered Operation HELP - Yes . Emailed agency contact info to [REDACTED]	MISHAELA WALLACE
2022-04-04	Credit	CLIFTON BENNETT Ratepayer. Customer indicated there was no change to financial information.	MISHAELA WALLACE
2022-04-04	Financial Statement Added		MISHAELA WALLACE
2022-04-01	Credit	Self Serve Ratepayer. Offered Operation HELP - Yes . .	SELF SERVICE USER
2022-04-01	Credit	[REDACTED] 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	[REDACTED] Link to Assistance Programs page presented.	SELF SERVICE USER
2022-04-01	Credit	[REDACTED] 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	Text sent to [REDACTED] for web offer. Customer response YES	IVR
2022-03-21	Data Repair	Data Repair DR IR166395 D1 - 260 UPDATE N A DT	CSSDR044
2022-03-16	Credit	IVR Ratepayer. Offered Operation HELP - Yes . .	IVR
2022-03-16	Added Payment Agreement	IVR RATEPAYER. Agreement Type CU. Cust agrees to PAG terms NO. First payment of 448.00 is due 03 21 2022. Second payment of 455.85 is due on 03 28 2022 . Payment Plan installment amount 10.00.	IVR
2022-03-08	Winter Collection	Winter Collection Notice	
2022-02-19	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note OMS_CSS.services.contacts.privcontacts notification_PPL_CUSTOMER_CONTACT_VIEWPublishDocument USER_NAME Call Type 01 AMI Power Down Event Comments none	MTR
2022-02-07	Winter Collection	Winter Collection Notice	
2022-02-04	WEB Customer Initiated Payment	Scheduled date 2 5 2022 Amount 222.00 User [REDACTED] Owner YES. Confirmation Number 22020564	SELF SERVICE USER

Contact Date	Contact Type	Remarks	User
2022-01-21	Added Payment Agreement	RatePayer. Agreement Type CU. Cust agrees to PAG terms NO. First payment of 220.00 is due 01 21 2022. Second payment of 224.63 is due on 01 27 2022 . Payment Plan installment amount 10.00. Emailed PAG info to	SELF SERVICE USER
2022-01-21	Credit	Self Serve Ratepayer. Offered Operation HELP - Yes . .	SELF SERVICE USER
2022-01-21	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2022-01-21	Financial Statement Added		SELF SERVICE USER
2022-01-05	Winter Collection	Winter Collection Notice	
2021-12-06	WEB Customer Initiated Payment	Scheduled date 12 4 2021 Amount 246.60 User Owner YES. Confirmation Number 21120408	SELF SERVICE USER
2021-10-29	WEB Customer Initiated Payment	Scheduled date 10 29 2021 Amount 246.60 User Owner YES. Confirmation Number 21102972	SELF SERVICE USER
2021-10-25	Credit	Caller CLIFTON BENNETT Ratepayer User Comments called in to find out if payment of 246.60 that is due on 10 27 can be paid on 10 29 when gets paid adv payment can be made on 10 29 sat	NICOLE DENISE ANTHONY
2021-10-25	WUR Assessment	CLIFTON BENNETT Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	NICOLE DENISE ANTHONY
2021-10-25	Credit	Self Serve Ratepayer. Offered Operation HELP - Yes . .	SELF SERVICE USER
2021-10-25	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2021-10-25	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2021-10-25	Credit	Self Serve Ratepayer. Offered Operation HELP - Yes . .	SELF SERVICE USER
2021-10-25	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2021-10-25	Credit	Ratepayer. Customer declined to provide financial information.	SELF SERVICE USER
2021-10-25	Financial Statement Added		SELF SERVICE USER
2021-09-21	WEB Customer Initiated Payment	Scheduled date 9 21 2021 Amount 246.00 User Owner YES. Confirmation Number 21092127	SELF SERVICE USER
2021-09-17	Credit	IVR Ratepayer. Offered Operation HELP - Yes . Emailed agency contact info to	IVR
2021-09-17	Added Payment Agreement	IVR Ratepayer. Agreement Type NCU. Cust agrees to PAG terms YES. First payment of 246.00 is due 09 29 2021. Future payments beginning with next bill will include installment amount of 10.00.	IVR
2021-09-17	Financial Statement Added		IVR
2021-09-17	SC - MED CERT - 3 DAY	Caller CLIFTON BENNETT Ratepayer. IVR CLIFTON BENNETT Med Cert	IVR
2021-09-13	Correspondence - Collections	CUT DATE 2021-09-27 AMOUNT 622.28	
2021-09-07	WEB Customer Initiated Payment	Scheduled date 9 6 2021 Amount 200.00 User Owner YES. Confirmation Number 21090645	SELF SERVICE USER
2021-08-02	Removed from Collections - Deferred BB Balance		CUBSI006
2021-07-30	Removed from Collections - Deferred BB Balance		CUBSI006
2021-07-23	WEB Customer Initiated Payment	Scheduled date 7 23 2021 Amount 200.00 User Owner YES. Confirmation Number 21072374	SELF SERVICE USER
2021-07-15	Data Repair	Customer did not receive June July paperless billing email.	CSSDR044
2021-07-12	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2021-07-08	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2021-07-06	Removed from Collections - Deferred BB Balance		CUBSI006
2021-07-02	WEB Customer Initiated Payment	Scheduled date 7 2 2021 Amount 200.00 User Owner YES. Confirmation Number 21070246	SELF SERVICE USER
2021-06-25	Credit - Outbound Call		BRIAN BENTON
2021-06-23	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2021-06-10	Data Repair	COVID19 Blank KEPT PAG row added to allow NCU for cust	CSSDR044
2021-06-08	Removed from Collections - Deferred BB Balance		CUBSI006
2021-06-08	WEB Customer Initiated Payment	Scheduled date 6 9 2021 Amount 200.00 User Owner YES. Confirmation Number 21060968	SELF SERVICE USER

PPL ELECTRIC EXHIBIT NO. 3

View Payment Agreement for Account [REDACTED]

Edit Help

Type: **Catch-Up** Status: **Refused**

Current Billing Information		Budget Billing Details	
Bill Due Date:	03/27/25	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$4,222.77	Setup BB Amount:	\$147.00

Agreement Details		Installment Details	
Start Date:	07/26/23	Installment Amount:	\$40.00
Agreement Amount:	\$2,925.39	Number Of Installments:	33
		Remaining Installments:	33
		Final Installment Amount:	\$19.39

Initial Payment Details		Customer Offer	
Due Date:	07/26/23	Downpayment Amount:	\$0.00
Payment Amount:	\$1,626.00	Downpayment Due Date:	//
		Installment Amount:	\$0.00
		Installment Due Date:	//

Restore Amount: \$1,626.00

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	
Bill Due Date:	03/27/25
Bill Amount:	\$4,222.77

Budget Billing Details	
Enroll in Budget Bill:	<input type="checkbox"/>
Setup BB Amount:	\$147.00

Agreement Details	
Start Date:	01/05/23
Agreement Amount:	\$1,049.88

Installment Details	
Installment Amount:	\$40.00
Number Of Installments:	45
Remaining Installments:	44
Final Installment Amount:	\$3.74

Initial Payment Details	
Due Date:	01/12/23
Payment Amount:	\$122.00

Customer Offer	
Downpayment Amount:	\$0.00
Downpayment Due Date:	//
Installment Amount:	\$0.00
Installment Due Date:	//

Restore Amount	
Restore Amount:	\$122.00

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: **Refused**

Current Billing Information	Budget Billing Details
Bill Due Date: 03/27/25	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$4,222.77	Setup BB Amount: \$147.00
Agreement Details	Installment Details
Start Date: 12/08/22	Installment Amount: \$10.00
Agreement Amount: \$1,190.98	Number Of Installments: 56
Initial Payment Details	Remaining Installments: 56
Due Date: 12/14/22	Final Installment Amount: \$8.98
Payment Amount: \$632.00	Customer Offer
Restore Amount: \$632.00	Downpayment Amount: \$0.00
Task List	Downpayment Due Date: / /
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: / /

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: **Expired**

Current Billing Information		Budget Billing Details	
Bill Due Date:	03/27/25	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$4,222.77	Setup BB Amount:	\$147.00

Agreement Details		Installment Details	
Start Date:	11/09/22	Installment Amount:	\$10.00
Agreement Amount:	\$1,222.01	Number Of Installments:	49
		Remaining Installments:	49
		Final Installment Amount:	\$6.01

Initial Payment Details		Customer Offer	
Due Date:	11/15/22	Downpayment Amount:	\$0.00
Payment Amount:	\$736.00	Downpayment Due Date:	//
		Installment Amount:	\$0.00
		Installment Due Date:	//

Restore Amount: \$736.00

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: **Defaulted**

Current Billing Information		Budget Billing Details	
Bill Due Date:	03/27/25	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$4,222.77	Setup BB Amount:	\$147.00

Agreement Details		Installment Details	
Start Date:	08/08/22	Installment Amount:	\$10.00
Agreement Amount:	\$3,879.38	Number Of Installments:	83
		Remaining Installments:	82
		Final Installment Amount:	\$6.76

Initial Payment Details		Customer Offer	
Due Date:	08/09/22	Downpayment Amount:	\$0.00
Payment Amount:	\$3,364.00	Downpayment Due Date:	//
		Installment Amount:	\$0.00
		Installment Due Date:	//

Restore Amount: \$3,364.00

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: **Refused**

Current Billing Information		Budget Billing Details	
Bill Due Date:	03/27/25	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$4,222.77	Setup BB Amount:	\$147.00

Agreement Details		Installment Details	
Start Date:	05/03/22	Installment Amount:	\$10.00
Agreement Amount:	\$1,916.85	Number Of Installments:	55
		Remaining Installments:	55
		Final Installment Amount:	\$4.85

Initial Payment Details		Customer Offer	
Due Date:	05/03/22	Downpayment Amount:	\$0.00
Payment Amount:	\$1,372.00	Downpayment Due Date:	//
		Installment Amount:	\$0.00
Restore Amount:	\$1,372.00	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: **Catch-Up** Status: **Expired**

Current Billing Information	Budget Billing Details
Bill Due Date: 03/27/25	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$4,222.77	Setup BB Amount: \$147.00
Agreement Details	Installment Details
Start Date: 04/21/22	Installment Amount: \$10.00
Agreement Amount: \$1,457.72	Number Of Installments: 56
Initial Payment Details	Remaining Installments: 56
Due Date: 04/25/22	Final Installment Amount: \$4.72
Payment Amount: \$903.00	Customer Offer
Restore Amount: \$903.00	Downpayment Amount: \$0.00
Task List	Downpayment Due Date: / /
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: / /

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: **Refused**

Current Billing Information		Budget Billing Details	
Bill Due Date:	03/27/25	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$4,222.77	Setup BB Amount:	\$147.00

Agreement Details		Installment Details	
Start Date:	04/04/22	Installment Amount:	\$10.00
Agreement Amount:	\$1,457.72	Number Of Installments:	56
		Remaining Installments:	56
		Final Installment Amount:	\$4.72

Initial Payment Details		Customer Offer	
Due Date:	04/04/22	Downpayment Amount:	\$0.00
Payment Amount:	\$903.00	Downpayment Due Date:	//
		Installment Amount:	\$0.00
		Installment Due Date:	//

Restore Amount	
Restore Amount:	\$903.00

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: **Refused**

Current Billing Information	Budget Billing Details
Bill Due Date: 03/27/25	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$4,222.77	Setup BB Amount: \$147.00
Agreement Details	Installment Details
Start Date: 03/16/22	Installment Amount: \$10.00
Agreement Amount: \$1,011.87	Number Of Installments: 57
Initial Payment Details	Remaining Installments: 57
Due Date: 03/21/22	Final Installment Amount: \$3.87
Payment Amount: \$448.00	Customer Offer
Restore Amount: \$448.00	Downpayment Amount: \$0.00
Task List	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //

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: **Refused**

Current Billing Information		Budget Billing Details	
Bill Due Date:	03/27/25	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$4,222.77	Setup BB Amount:	\$147.00

Agreement Details		Installment Details	
Start Date:	01/21/22	Installment Amount:	\$10.00
Agreement Amount:	\$803.48	Number Of Installments:	59
		Remaining Installments:	59
		Final Installment Amount:	\$3.48

Initial Payment Details		Customer Offer	
Due Date:	01/21/22	Downpayment Amount:	\$0.00
Payment Amount:	\$220.00	Downpayment Due Date:	//
		Installment Amount:	\$0.00
		Installment Due Date:	//

Restore Amount: \$220.00

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: 03/27/25	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$4,222.77	Setup BB Amount: \$147.00
Agreement Details	Installment Details
Start Date: 09/17/21	Installment Amount: \$10.00
Agreement Amount: \$858.88	Number Of Installments: 59
Initial Payment Details	Remaining Installments: 57
Due Date: 09/29/21	Final Installment Amount: \$32.88
Payment Amount: \$246.00	Customer Offer
Restore Amount: \$246.00	Downpayment Amount: \$0.00
Task List	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //

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: **Kept**

Current Billing Information		Budget Billing Details	
Bill Due Date:	03/27/25	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$4,222.77	Setup BB Amount:	\$147.00

Agreement Details		Installment Details	
Start Date:	06/09/21	Installment Amount:	\$687.18
Agreement Amount:	\$687.18	Number Of Installments:	1
		Remaining Installments:	1
		Final Installment Amount:	\$687.18

Initial Payment Details		Customer Offer	
Due Date:	06/09/21	Downpayment Amount:	\$0.00
Payment Amount:	\$0.00	Downpayment Due Date:	//
		Installment Amount:	\$0.00
		Installment Due Date:	//

Restore Amount: [REDACTED]

Task List	
Customer Contact...	[REDACTED]

OK Cancel

Outstanding Money... [REDACTED]

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:	03/27/25	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$4,222.77	Setup BB Amount:	\$147.00

Agreement Details		Installment Details	
Start Date:	02/08/21	Installment Amount:	\$27.00
Agreement Amount:	\$687.18	Number Of Installments:	11
		Remaining Installments:	7
		Final Installment Amount:	\$18.88

Initial Payment Details		Customer Offer	
Due Date:	03/02/21	Downpayment Amount:	\$0.00
Payment Amount:	\$379.00	Downpayment Due Date:	//
		Installment Amount:	\$0.00
		Installment Due Date:	//

Restore Amount	
Restore Amount:	\$379.00

Task List

- Customer Contact...

OK Cancel

Outstanding Money... ?

Special Situation Details	
Special Circumstance:	
Supervisor Discretion:	

PPL ELECTRIC EXHIBIT NO. 8

Billed	Days	kWh	Budget Bill	Actual Bill	Billed to Date	Used to Date	Deferred
12/2/2022 (Dec)	30	1125	(\$299.24)	\$205.27	(\$2,319.76)	\$2,319.76	\$0.00
11/2/2022 (Nov)	29	941	\$323.00	\$172.71	(\$2,619.00)	\$2,114.49	(\$504.51)
10/4/2022 (Oct)	32	780	\$323.00	\$145.81	(\$2,296.00)	\$1,941.78	(\$354.22)
9/2/2022 (Sep)	29	613	\$323.00	\$115.80	(\$1,973.00)	\$1,795.97	(\$177.03)
8/4/2022 (Aug)	29	615	\$307.00	\$115.96	(\$1,650.00)	\$1,680.17	\$30.17
7/7/2022 (Jul)	30	770	\$307.00	\$141.71	(\$1,343.00)	\$1,564.21	\$221.21
6/6/2022 (Jun)	32	1062	\$307.00	\$160.24	(\$1,036.00)	\$1,422.50	\$386.50
5/5/2022 (May)	30	1999	\$243.00	\$275.21	(\$729.00)	\$1,262.26	\$533.26
4/5/2022 (Apr)	29	2910	\$243.00	\$393.88	(\$486.00)	\$987.05	\$501.05
3/7/2022 (Mar)	31	4443	\$243.00	\$593.17	(\$243.00)	\$593.17	\$350.17
2/4/2022 (Feb)	29	4672	\$1,077.10	\$622.94	(\$2,910.10)	\$2,910.10	\$0.00
1/6/2022 (Jan)	31	4703	\$90.00	\$648.98	(\$1,833.00)	\$2,287.16	\$454.16
12/6/2021 (Dec)	32	2359	\$90.00	\$299.34	(\$1,743.00)	\$1,638.18	(\$104.82)
11/4/2021 (Nov)	29	800	\$116.00	\$109.38	(\$1,653.00)	\$1,338.84	(\$314.16)
10/6/2021 (Oct)	29	756	\$116.00	\$105.31	(\$1,537.00)	\$1,229.46	(\$307.54)
9/7/2021 (Sep)	32	882	\$116.00	\$120.24	(\$1,421.00)	\$1,124.15	(\$296.85)
8/6/2021 (Aug)	29	694	\$162.00	\$98.39	(\$1,305.00)	\$1,003.91	(\$301.09)
7/8/2021 (Jul)	30	785	\$162.00	\$108.97	(\$1,143.00)	\$905.52	(\$237.48)
6/8/2021 (Jun)	32	844	\$162.00	\$114.44	(\$981.00)	\$796.55	(\$184.45)
5/7/2021 (May)	29	1139	\$273.00	\$147.56	(\$819.00)	\$682.11	(\$136.89)
4/8/2021 (Apr)	30	1765	\$273.00	\$218.32	(\$546.00)	\$534.55	(\$11.45)
3/9/2021 (Mar)	32	2628	\$273.00	\$316.23	(\$273.00)	\$316.23	\$43.23
11/9/2020 (Nov)	29	1052	(\$96.69)	\$149.25	(\$285.31)	\$285.31	\$0.00
10/12/2020 (Oct)	33	947	\$382.00	\$136.06	(\$382.00)	\$136.06	(\$245.94)
9/8/2020 (Sep)	29	865	\$708.22	\$125.72	(\$4,582.22)	\$4,582.22	\$0.00
8/10/2020 (Aug)	30	895	\$701.00	\$129.51	(\$3,874.00)	\$4,456.50	\$582.50
7/9/2020 (Jul)	32	1213	\$701.00	\$169.92	(\$3,173.00)	\$4,326.99	\$1,153.99
6/9/2020 (Jun)	30	2243	\$489.00	\$302.59	(\$2,472.00)	\$4,157.07	\$1,685.07