

Additional Information to Complaint

Date: August 29, 2025

Pennsylvania Public Utility Commission

Attention: Law Judge

Commonwealth Keystone Building

400 North Street

Harrisburg, PA 17120

Re: Cover Letter for Filing – Docket No. C-2025-3057022

Dear Law Judge,

I respectfully submit the attached documents and evidence for review under **Docket No. C-2025-3057022** concerning serious violations by **PPL Electric Utilities Corporation (“PPL”)**. The evidence supports my claims of:

- 1. Privacy Violations** – PPL employees improperly accessed and interfered with my utility account, changing balances owed and disclosing or manipulating billing data. This conduct violates **15 U.S.C. § 6801 (Gramm–Leach–Bliley Act)** requiring financial institutions and service providers to protect customer information, and **66 Pa.C.S. § 1501**, requiring utilities to provide safe and reasonable service.
- 2. Bill Padding & Public Assistance Sabotage** – PPL conspired to inflate bills by altering amounts owed and manipulating balances connected to public assistance programs (e.g., LIHEAP, CAP). This is a form of fraud and deception in violation of **18 Pa.C.S. § 4107 (Deceptive or Fraudulent Business Practices)** and **52 Pa. Code § 56.1 et seq.**, which prohibits utilities from misrepresenting charges or improperly applying assistance funds.
- 3. Premature Shutoffs & Harassment** – My electric service was shut off and then turned back on multiple times at random dates and hours, despite my account not being 30 days late. This harassment targeted my household and quality of life, in direct violation of **52 Pa. Code § 56.81–56.100 (Standards for Residential Utility Service Terminations)**, which require

10-day notice and prohibit terminations when bills are not seriously delinquent.

- 4. Discrimination & Targeting** – PPL’s selective and retaliatory shutoffs constitute discrimination prohibited under **66 Pa.C.S. § 1502**, which requires utilities to provide equal service without unreasonable prejudice or disadvantage.

The pattern of repeated shutoffs, harassment, billing manipulations, and obstruction of public program benefits demonstrates not only misconduct but also a **systematic abuse of regulatory protections meant to safeguard Pennsylvania ratepayers.**

Accordingly, I ask that the Commission:

- Investigate PPL’s billing practices, handling of public assistance payments, and improper disconnections.
- Hold PPL accountable for violations of **Pennsylvania Public Utility Code, PUC regulations**, and relevant **consumer protection laws**.
- Grant appropriate remedies to protect my household from continued targeting and discrimination.

Thank you for your attention to this matter. Please find attached my supporting evidence packet documenting each violation.

Respectfully submitted,



Tracy Baltimore

Complainant

Tracy Baltimore

637 Emerald Street

Harrisburg, Pa 17110

(717) 350-9918

tracybaltimore@gmail.com



AV 01 005904 61253H 17 D**5DGT



TRACY BALTIMORE
637 EMERALD ST
HARRISBURG PA 17110-2460

March 31, 2025

BILL ACCOUNT NUMBER: 20410-78024
Re: Second Notification of Benefit Limits

Dear TRACY BALTIMORE,

As part of the OnTrack program, you receive debt forgiveness, reduced monthly payments, and a maximum OnTrack credit amount of \$1,950.00 over the length of your agreement. The OnTrack credit pays the difference between your actual monthly bill and your OnTrack payment amount.

We're contacting you because you've used 80% of this OnTrack credit.

If you use the full credit amount before the end of your agreement, your OnTrack payment will increase to the budget billing amount. The budget amount is based on the average electric use at your home over the last year. We want to notify you now so you can take steps to save electricity and stretch this credit as long as possible. We'll notify you again if you reach the full credit before the end of your agreement.

There are certain situations which may exempt you from the maximum credit, such as:

- A new resident was added to your household
- A household resident has a serious illness
- Higher energy use was beyond your household's control
- Your home does not meet building codes or has been condemned
- Energy use was estimated based on prior residents

If any of these situations apply to your household, please call us at 1-800-342-5775. We may ask for additional information when you call.

We can help you reduce your electricity use. Our WRAP program offers free energy-saving products and tips to help you lower your bill. If you haven't already, we encourage you to learn more and apply at pplelectric.com/wrap or call 1-888-232-6302.

Thank you for participating in our OnTrack program.

Sincerely,

PPL Electric Utilities

005904 1/1





PPL Electric Utilities

AV 01 005329 93405H 15 B**5DGT



TRACY BALTIMORE
637 EMERALD ST
HARRISBURG PA 17110-2460

July 01, 2025

SERVICE TERMINATION NOTICE

(Aviso DE Terminación DE Servicio)

For 637 EMERALD ST, HARRISBURG PA 17110

Account Number: 20410-78024

Service will be shut off for nonpayment of bills on or after
8:00 AM on July 15, 2025.

Dear Customer & Occupants of 637 EMERALD ST, HARRISBURG PA 17110

We don't want you to lose service. If you are able, pay the past due amount of \$185.00 or 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 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 \$185.00
- ◆ 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.



We look forward to working with you.

Your PPL Customer Service Team,

PPL Electric Utilities
827 Hausman Rd.
Allentown, PA 18104
800-358-6623
pplelectric.com

THIS NOTICE IS VALID FOR 60 DAYS.





PPL Electric Utilities

May 30, 2025

AV 01 004715 47451H 14 B**5DGT



TRACY BALTIMORE
637 EMERALD ST
HARRISBURG PA 17110-2460

Dear TRACY BALTIMORE,

As part of the OnTrack program, you receive debt forgiveness, reduced monthly payments, and a maximum OnTrack credit amount of \$1,950.00 over the length of your agreement. The OnTrack credit pays the difference between your actual monthly bill and your OnTrack payment amount.

As of 05-30-2025, you used the full OnTrack credit amount.

The good news is you can remain on the OnTrack program until you are eligible to recertify. We'll adjust your monthly payment to your average bill amount which is \$257.00. This will be your new OnTrack monthly payment for the rest of your time in the program. As long as you pay this monthly amount, we will continue to pay off any overdue balance on your account.

There are certain situations which may exempt you from the maximum credit, such as:

- A new resident was added to your household
- A household resident has a serious illness
- Higher energy use was beyond your household's control
- Your home does not meet building codes or has been condemned
- Energy use was estimated based on prior residents

If any of these situations apply to your household, please call us at 1-800-342-5775. We may ask for additional information when you call.

We can help you reduce your electricity use. Our WRAP program offers free energy-saving products and tips to help you lower your bill. If you haven't already, we encourage you to learn more and apply at ppl electric.com/wrap or call 1-888-232-6302.

Thank you for being a valued customer.

Sincerely,

PPL Electric Utilities

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