

COMMONWEALTH OF PENNSYLVANIA
(Public Utility Commission)

-----*
TANYA MACK, :
Complainant, : Docket No.:
vs. : C-2025-3055045
PPL ELECTRIC UTILITIES :
CORPORATION, :
Respondent. :
-----*

Pages 1 through 21 TELEPHONIC HEARING
Judge's Chambers
State Office Building
801 Market Street
Philadelphia, PA 19107

Friday, August 29, 2025
Met, pursuant to notice, at 1:44 p.m.

BEFORE: THE HONORABLE ERANDA VERO
Administrative Law Judge

INDEX TO EXHIBITS
Docket No.: C-2025-3055045
Hearing Date: August 29, 2025

EXHIBITS INDEX

NUMBER		IN EVIDENCE
PPL ELECTRIC UTILITIES CORPORATION:		
1	(Account activity report)	18
3	(History of Complainant's Payment Arrangements)	18

PPL ELECTRIC

EXHIBIT 1

*** Account Information ***

*** Current Account Status ***

Account Number: [REDACTED]
 Mail To: TANYA REPH-MACK
 3926 E GRANT ST
 SLATEDALE PA 18079
 Requested By: TANYA REPH-MACK
 [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
08/30/2021	Debit Transfer Charge		\$75.02								
08/30/2021	Debit Transfer Charge		\$0.06								
09/09/2021	BUDGET BILLING		\$315.48								
09/09/2021	Regular Bill	09/30	\$7174.28	\$6858.80	\$315.48		0003/0272	95197A	30	2561	
09/15/2021	Deposit		\$-177.08								
09/15/2021	Transfer		\$-177.08								
10/08/2021	ELECTRIC SERVICE		\$167.90								
10/08/2021	Regular Bill	11/01	\$6692.18	\$6524.28			0061/0080	96492A	29	1295	
11/08/2021	BUDGET BILLING		\$236.00								
11/08/2021	Regular Bill	11/29	\$6928.18	\$6692.18	\$127.29	\$-108.71	0347/0006	97446A	31	954	
11/10/2021	Late Payment Charge		\$78.73								
11/10/2021	Late Payment Charge		\$1.00								
11/10/2021	Late Payment Charge		\$3.94								
11/30/2021	Payment		\$-356.00								
12/08/2021	BUDGET BILLING		\$236.00								
12/08/2021	Regular Bill	12/29	\$6891.85	\$6572.18	\$182.70	\$-162.01	0764/0000	98815A	30	1369	
01/07/2022	Late Payment Charge		\$9.84								
01/07/2022	Late Payment Charge		\$74.28								
01/07/2022	Late Payment Charge		\$2.04								
01/10/2022	BUDGET BILLING		\$236.00								
01/10/2022	Regular Bill	01/31	\$7214.01	\$6891.85	\$261.08	\$-136.93	0963/0000	00644A	33	1829	
02/08/2022	BUDGET BILLING		\$221.00								
02/08/2022	Late Payment Charge		\$3.12								
02/08/2022	Late Payment Charge		\$74.28								
02/08/2022	Late Payment Charge		\$12.79								
02/08/2022	Regular Bill	03/01	\$7525.20	\$7214.01	\$197.17	\$-160.76	1205/0000	02040A	29	1396	
03/08/2022	Late Payment Charge		\$74.28								
03/08/2022	Late Payment Charge		\$4.25								
03/08/2022	Late Payment Charge		\$15.55								
03/09/2022	BUDGET BILLING		\$221.00								
03/09/2022	Regular Bill	03/30	\$7840.28	\$7525.20	\$263.21	\$-118.55	0870/0000	03944A	29	1904	
04/05/2022	Late Payment Charge		\$74.28								
04/05/2022	Late Payment Charge		\$5.42								
04/05/2022	Late Payment Charge		\$18.31								

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
04/07/2022	BUDGET BILLING		\$221.00								
04/07/2022	Regular Bill	04/28	\$8159.29	\$7840.28	\$281.56	\$-57.99	0654/0000	05990A	29	2046	
04/22/2022	Credit		\$-57.99								
05/09/2022	BUDGET BILLING		\$232.20								
05/09/2022	Regular Bill	05/31	\$8333.50	\$8101.30	\$232.20		0434/0001	07658A	32	1668	
06/08/2022	ELECTRIC SERVICE		\$166.88								
06/08/2022	Regular Bill	06/29	\$8500.38	\$8333.50			0035/0090	08747A	30	1089	
07/08/2022	ELECTRIC SERVICE		\$381.93								
07/08/2022	Regular Bill	08/01	\$8882.31	\$8500.38			0010/0194	10981A	30	2234	
08/08/2022	ELECTRIC SERVICE		\$536.72								
08/08/2022	Regular Bill	08/29	\$9419.03	\$8882.31			0000/0400	14160A	31	3179	
08/09/2022	Late Payment Charge		\$23.97								
08/09/2022	Late Payment Charge		\$80.41								
08/09/2022	Late Payment Charge		\$6.65								
09/07/2022	ELECTRIC SERVICE		\$463.82								
09/07/2022	Regular Bill	09/28	\$9993.88	\$9419.03			0000/0283	16881A	30	2721	
10/06/2022	ELECTRIC SERVICE		\$258.29								
10/06/2022	Regular Bill	10/27	\$10252.17	\$9993.88			0151/0042	18332A	29	1451	
11/04/2022	ELECTRIC SERVICE		\$244.99								
11/04/2022	Regular Bill	11/28	\$10497.16	\$10252.17			0381/0000	19704A	29	1372	
12/06/2022	ELECTRIC SERVICE		\$400.12								
12/06/2022	Regular Bill	12/27	\$10897.28	\$10497.16			0737/0005	21945A	32	2241	
01/04/2023	Late Payment Charge		\$5.00								
01/11/2023	ELECTRIC SERVICE		\$551.51								
01/11/2023	Regular Bill	02/01	\$11453.79	\$10897.28			0950/0000	24737A	31	2792	
02/04/2023	Miscellaneous		\$-5.00								
02/06/2023	ELECTRIC SERVICE		\$546.66								
02/06/2023	Regular Bill	02/27	\$11995.45	\$11448.79			0960/0000	27512A	31	2775	
03/08/2023	ELECTRIC SERVICE		\$510.09								
03/08/2023	Regular Bill	03/29	\$12505.54	\$11995.45			0791/0000	30096A	30	2584	
04/06/2023	ELECTRIC SERVICE		\$473.72								
04/06/2023	Late Payment Charge		\$16.99								
04/06/2023	Late Payment Charge		\$8.10								
04/06/2023	Regular Bill	05/01	\$13004.35	\$12505.54			0647/0000	32490A	29	2394	
05/08/2023	ELECTRIC SERVICE		\$367.95								
05/08/2023	Regular Bill	05/30	\$13372.30	\$13004.35			0363/0017	34332A	32	1842	
05/09/2023	Late Payment Charge		\$22.91								
05/09/2023	Late Payment Charge		\$8.41								

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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MACK - PPL EXHIBIT 1
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06/06/2023	Late Payment Charge		\$3.54								
06/06/2023	Late Payment Charge		\$23.97								
06/06/2023	Late Payment Charge		\$8.41								
06/07/2023	ELECTRIC SERVICE		\$217.94								
06/07/2023	Regular Bill	06/28	\$13657.48	\$13372.30			0089/0030	35423A	30		1091
07/05/2023	Late Payment Charge		\$9.26								
07/05/2023	Late Payment Charge		\$23.97								
07/05/2023	Late Payment Charge		\$6.26								
07/07/2023	ELECTRIC SERVICE		\$273.54								
07/07/2023	Regular Bill	07/31	\$13970.51	\$13657.48			0020/0167	36971A	30		1548
08/07/2023	ELECTRIC SERVICE		\$502.36								
08/07/2023	Regular Bill	08/28	\$14472.87	\$13970.51			0000/0299	39877A	31		2906
09/06/2023	ELECTRIC SERVICE		\$431.78								
09/06/2023	Regular Bill	09/27	\$14904.65	\$14472.87			0002/0217	42321A	30		2444
10/05/2023	ELECTRIC SERVICE		\$344.70								
10/05/2023	Regular Bill	10/26	\$15249.35	\$14904.65			0086/0068	44254A	29		1933
11/03/2023	ELECTRIC SERVICE		\$331.90								
11/03/2023	Regular Bill	11/27	\$15581.25	\$15249.35			0366/0006	46112A	29		1858
12/06/2023	ELECTRIC SERVICE		\$491.34								
12/06/2023	Regular Bill	12/27	\$16072.59	\$15581.25			0815/0000	48939A	33		2827
01/09/2024	ELECTRIC SERVICE		\$509.20								
01/09/2024	Regular Bill	01/30	\$16581.79	\$16072.59			0951/0000	52047A	34		3108
02/07/2024	ELECTRIC SERVICE		\$375.69								
02/07/2024	Regular Bill	02/28	\$16957.48	\$16581.79			0947/0000	54344A	29		2297
03/07/2024	Late Payment Charge		\$178.26								
03/07/2024	Late Payment Charge		\$9.76								
03/07/2024	Late Payment Charge		\$23.97								
03/08/2024	ELECTRIC SERVICE		\$365.52								
03/08/2024	Regular Bill	04/01	\$17534.99	\$16957.48			0818/0000	56576A	30		2232
04/09/2024	ELECTRIC SERVICE		\$372.76								
04/09/2024	Late Payment Charge		\$23.97								
04/09/2024	Late Payment Charge		\$12.41								
04/09/2024	Late Payment Charge		\$182.83								
04/09/2024	Regular Bill	04/30	\$18126.96	\$17534.99			0670/0000	58854A	32		2278
05/08/2024	ELECTRIC SERVICE		\$221.13								
05/08/2024	Regular Bill	05/29	\$18348.09	\$18126.96			0250/0026	60165A	29		1311
06/07/2024	ELECTRIC SERVICE		\$285.85								
06/07/2024	Regular Bill	07/01	\$18633.94	\$18348.09			0076/0112	61914A	30		1749
07/09/2024	ELECTRIC SERVICE		\$475.71								
07/09/2024	Late Payment Charge		\$193.82								
07/09/2024	Late Payment Charge		\$15.16								

Bill Account: XXXXXXXXXX

Account Activity Statement

Date: 08/15/25
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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07/09/2024	Late Payment Charge		\$23.97								
07/09/2024	Regular Bill	07/30	\$19342.60	\$18633.94			0002/0333	65043A			
08/07/2024	BUDGET BILLING		\$392.00								
08/07/2024	Regular Bill	08/28	\$19734.60	\$19342.60	\$455.18	\$63.18	0000/0356	68033A	29		2990
09/06/2024	BUDGET BILLING		\$392.00								
09/06/2024	Regular Bill	09/30	\$20126.60	\$19734.60	\$330.16	\$1.34	0018/0153	01483A	30		2140
10/08/2024	Miscellaneous		\$-10063.30								
10/08/2024	Transfer Debit		\$10063.30								
10/08/2024	BUDGET BILLING		\$392.00								
10/08/2024	Regular Bill	10/30	\$20518.60	\$10063.30	\$188.17	\$-202.49	0045/0039	02658A	31		1175
11/05/2024	BUDGET BILLING		\$359.00								
11/05/2024	Regular Bill	11/26	\$20877.60	\$20518.60	\$204.33	\$-357.16	0325/0002	03943A	29		1285
12/06/2024	Budget Bill Settlement		\$-145.08								
12/06/2024	BUDGET BILLING										
12/06/2024	Regular Bill	12/30	\$20732.52	\$20732.52	\$212.08		0685/0004	05268A	31		1325
01/08/2025	ELECTRIC SERVICE		\$271.52								
01/08/2025	Regular Bill	01/29	\$21004.04	\$20732.52			1092/0000	06922A	33		1654
02/07/2025	ELECTRIC SERVICE		\$323.06								
02/07/2025	Regular Bill	02/28	\$21327.10	\$21004.04			1198/0000	08883A	30		1961
03/06/2025	Late Payment Charge		\$111.59								
03/06/2025	Late Payment Charge		\$19.19								
03/06/2025	Late Payment Charge		\$10.03								
03/10/2025	ELECTRIC SERVICE		\$642.87								
03/10/2025	Regular Bill	03/31	\$22110.78	\$21327.10			0977/0000	12881A	31		3998
04/08/2025	ELECTRIC SERVICE		\$319.54								
04/08/2025	Late Payment Charge		\$19.19								
04/08/2025	Late Payment Charge		\$119.63								
04/08/2025	Late Payment Charge		\$11.79								
04/08/2025	Regular Bill	04/29	\$22580.93	\$22110.78			0519/0000	14803A	29		1922
05/08/2025	ELECTRIC SERVICE		\$257.15								
05/08/2025	Regular Bill	05/29	\$22838.08	\$22580.93			0257/0011	16330A	30		1527
06/09/2025	ELECTRIC SERVICE		\$239.84								
06/09/2025	Regular Bill	06/30	\$23077.92	\$22838.08			0145/0044	17704A	32		1374
07/09/2025	ELECTRIC SERVICE		\$437.60								
07/09/2025	Regular Bill	07/30	\$23515.52	\$23077.92			0011/0284	20102A	30		2398
08/07/2025	ELECTRIC SERVICE		\$494.39								
08/07/2025	Regular Bill	08/28	\$24009.91	\$23515.52			0000/0331	22823A	29		2721

PPL ELECTRIC

EXHIBIT 3

Maintain Payment Agreement for Account [REDACTED]

Edit Help

Type: **Catch-Up** Status: **Disputed**

Current Billing Information	Budget Billing Details
Bill Due Date: 08/28/25	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$24,009.91	Setup BB Amount: \$327.00
Agreement Details	Installment Details
Start Date: 04/28/25	Installment Amount: \$571.00
Agreement Amount: \$22,110.78	Number Of Installments: 33
Initial Payment Details	Remaining Installments: 33
Due Date: 04/28/25	Final Installment Amount: \$22.78
Payment Amount: \$3,816.00	Customer Offer
Restore Amount: \$3,816.00	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:	08/28/25	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$24,009.91	Setup BB Amount:	\$327.00

Agreement Details		Installment Details	
Start Date:	12/31/24	Installment Amount:	\$571.00
Agreement Amount:	\$20,732.52	Number Of Installments:	36
		Remaining Installments:	36
		Final Installment Amount:	\$22.52

Initial Payment Details		Customer Offer	
Due Date:	12/31/24	Downpayment Amount:	\$0.00
Payment Amount:	\$725.00	Downpayment Due Date:	//
		Installment Amount:	\$0.00
		Installment Due Date:	//

Restore Amount	
Restore Amount:	\$725.00

Task List

- Customer Contact...

OK Cancel

Outstanding Money... ?

Special Situation Details	
Special Circumstance:	
Supervisor Discretion:	

View Payment Agreement for Account [REDACTED]

Edit Help

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

Current Billing Information	Budget Billing Details
Bill Due Date: 08/28/25	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$24,009.91	Setup BB Amount: \$327.00
Agreement Details	Installment Details
Start Date: 11/20/24	Installment Amount: \$571.00
Agreement Amount: \$20,877.60	Number Of Installments: 36
Initial Payment Details	Remaining Installments: 36
Due Date: 12/03/24	Final Installment Amount: \$592.60
Payment Amount: \$300.00	Customer Offer
Restore Amount: \$10,146.00	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: **Canceled**

Current Billing Information	
Bill Due Date:	11/26/24
Bill Amount:	\$20,877.60

Budget Billing Details	
Enroll in Budget Bill:	<input type="checkbox"/>
Current BB Amount:	\$359.00

Agreement Details	
Start Date:	08/01/24
Agreement Amount:	\$19,342.60

Installment Details	
Installment Amount:	\$690.00
Number Of Installments:	19
Remaining Installments:	15
Final Installment Amount:	\$403.30

Initial Payment Details	
Due Date:	08/01/24
Payment Amount:	\$6,900.00

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

Restore Amount	
Restore Amount:	\$6,900.00

Task List	
Customer Contact...	[REDACTED]

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:	11/26/24	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$20,877.60	Current BB Amount:	\$359.00

Agreement Details		Installment Details	
Start Date:	04/24/24	Installment Amount:	\$690.00
Agreement Amount:	\$17,534.99	Number Of Installments:	23
		Remaining Installments:	23
		Final Installment Amount:	\$21.99

Initial Payment Details		Customer Offer	
Due Date:	04/28/24	Downpayment Amount:	\$0.00
Payment Amount:	\$2,333.00	Downpayment Due Date:	//
Restore Amount:	\$2,333.00	Installment Amount:	\$0.00
		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: **PUC Non-Catch-Up** Status: **Defaulted**

Current Billing Information		Budget Billing Details	
Bill Due Date:	11/26/24	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$20,877.60	Current BB Amount:	\$359.00

Agreement Details		Installment Details	
Start Date:	02/01/24	Installment Amount:	\$690.00
Agreement Amount:	\$16,581.79	Number Of Installments:	24
		Remaining Installments:	24
		Final Installment Amount:	\$711.79

Initial Payment Details		Customer Offer	
Due Date:	01/31/24	Downpayment Amount:	\$0.00
Payment Amount:	\$0.00	Downpayment Due Date:	//
		Installment Amount:	\$0.00
		Installment Due Date:	//

Restore Amount: \$8,249.00

Task List

- Customer Contact...

OK Cancel

Outstanding Money... ?

Special Situation Details	
Special Circumstance:	
Supervisor Discretion:	

View Payment Agreement for Account [REDACTED]

Edit Help

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

Current Billing Information		Budget Billing Details	
Bill Due Date:	01/30/24	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$16,581.79	Setup BB Amount:	\$417.00

Agreement Details		Installment Details	
Start Date:	02/14/23	Installment Amount:	\$333.00
Agreement Amount:	\$11,995.45	Number Of Installments:	36
		Remaining Installments:	36
		Final Installment Amount:	\$340.45

Initial Payment Details		Customer Offer	
Due Date:	02/28/23	Downpayment Amount:	\$0.00
Payment Amount:	\$0.00	Downpayment Due Date:	//
		Installment Amount:	\$0.00
		Installment Due Date:	//

Restore Amount: \$6,911.00

Task List	
Customer Contact...	

OK Cancel

Outstanding Money... ?

Special Situation Details	
Special Circumstance:	
Supervisor Discretion:	

View Payment Agreement for Account [REDACTED] X

Edit Help

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

Current Billing Information		Budget Billing Details	
Bill Due Date:	01/30/24	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$16,581.79	Setup BB Amount:	\$417.00

Agreement Details		Installment Details	
Start Date:	11/14/22	Installment Amount:	\$120.00
Agreement Amount:	\$10,252.17	Number Of Installments:	41
		Remaining Installments:	41
		Final Installment Amount:	\$97.17

Initial Payment Details		Customer Offer	
Due Date:	11/14/22	Downpayment Amount:	\$0.00
Payment Amount:	\$5,355.00	Downpayment Due Date:	//
Restore Amount:	\$5,355.00	Installment Amount:	\$0.00
		Installment Due Date:	//

Task List

- Customer Contact...

OK Cancel

Outstanding Money... ?

Special Situation Details	
Special Circumstance:	
Supervisor Discretion:	

View Payment Agreement for Account [REDACTED] X

Edit Help

Type: **Catch-Up** Status: **Expired**

Current Billing Information	Budget Billing Details
Bill Due Date: 01/30/24	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$16,581.79	Setup BB Amount: \$417.00
Agreement Details	Installment Details
Start Date: 08/12/22	Installment Amount: \$120.00
Agreement Amount: \$8,882.31	Number Of Installments: 44
Initial Payment Details	Remaining Installments: 44
Due Date: 08/24/22	Final Installment Amount: \$96.31
Payment Amount: \$3,626.00	Customer Offer
Restore Amount: \$3,626.00	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:	01/30/24	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$16,581.79	Setup BB Amount:	\$417.00

Agreement Details		Installment Details	
Start Date:	04/04/22	Installment Amount:	\$120.00
Agreement Amount:	\$7,840.28	Number Of Installments:	48
		Remaining Installments:	48
		Final Installment Amount:	\$96.28

Initial Payment Details		Customer Offer	
Due Date:	04/04/22	Downpayment Amount:	\$0.00
Payment Amount:	\$2,104.00	Downpayment Due Date:	//
Restore Amount:	\$2,104.00	Installment Amount:	\$0.00
		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: **Canceled**

Current Billing Information	Budget Billing Details
Bill Due Date: 01/30/24	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$16,581.79	Setup BB Amount: \$417.00
Agreement Details	Installment Details
Start Date: 04/01/22	Installment Amount: \$120.00
Agreement Amount: \$7,840.28	Number Of Installments: 48
Initial Payment Details	Remaining Installments: 48
Due Date: 04/01/22	Final Installment Amount: \$96.28
Payment Amount: \$2,104.00	Customer Offer
Restore Amount: \$2,104.00	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:	01/30/24	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$16,581.79	Setup BB Amount:	\$417.00

Agreement Details		Installment Details	
Start Date:	03/10/22	Installment Amount:	\$120.00
Agreement Amount:	\$7,525.20	Number Of Installments:	49
		Remaining Installments:	49
		Final Installment Amount:	\$96.20

Initial Payment Details		Customer Offer	
Due Date:	03/22/22	Downpayment Amount:	\$0.00
Payment Amount:	\$1,669.00	Downpayment Due Date:	//
Restore Amount:	\$1,669.00	Installment Amount:	\$0.00
		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: **PUC Non-Catch-Up** Status: **Defaulted**

Current Billing Information		Budget Billing Details	
Bill Due Date:	01/30/24	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$16,581.79	Setup BB Amount:	\$417.00

Agreement Details		Installment Details	
Start Date:	11/18/21	Installment Amount:	\$120.00
Agreement Amount:	\$7,011.85	Number Of Installments:	55
		Remaining Installments:	55
		Final Installment Amount:	\$175.85

Initial Payment Details		Customer Offer	
Due Date:	11/29/21	Downpayment Amount:	\$0.00
Payment Amount:	\$356.00	Downpayment Due Date:	//
Restore Amount:	\$356.00	Installment Amount:	\$0.00
		Installment Due Date:	//

Task List

- Customer Contact...

OK Cancel

Outstanding Money... ?

Special Situation Details	
Special Circumstance:	
Supervisor Discretion:	

View Payment Agreement for Account [REDACTED] X

Edit Help

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

Current Billing Information		Budget Billing Details	
Bill Due Date:	01/30/24	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$16,581.79	Setup BB Amount:	\$417.00

Agreement Details		Installment Details	
Start Date:	11/12/21	Installment Amount:	\$120.00
Agreement Amount:	\$7,011.85	Number Of Installments:	55
		Remaining Installments:	55
		Final Installment Amount:	\$175.85

Initial Payment Details		Customer Offer	
Due Date:	11/29/20	Downpayment Amount:	\$0.00
Payment Amount:	\$356.00	Downpayment Due Date:	//
		Installment Amount:	\$0.00
		Installment Due Date:	//

Restore Amount: \$594.00

Task List	
Customer Contact...	

OK Cancel

Outstanding Money... ?

Special Situation Details	
Special Circumstance:	
Supervisor Discretion:	

View Payment Agreement for Account [REDACTED]

Edit Help

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

Current Billing Information		Budget Billing Details	
Bill Due Date:	01/30/24	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$16,581.79	Setup BB Amount:	\$417.00

Agreement Details		Installment Details	
Start Date:	10/22/21	Installment Amount:	\$120.00
Agreement Amount:	\$6,692.18	Number Of Installments:	53
		Remaining Installments:	53
		Final Installment Amount:	\$94.18

Initial Payment Details		Customer Offer	
Due Date:	11/02/21	Downpayment Amount:	\$0.00
Payment Amount:	\$358.00	Downpayment Due Date:	//
		Installment Amount:	\$0.00
		Installment Due Date:	//

Restore Amount: [REDACTED]

Task List	
Customer Contact...	[REDACTED]

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: **Dispute Canceled**

Current Billing Information		Budget Billing Details	
Bill Due Date:	01/30/24	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$16,581.79	Setup BB Amount:	\$417.00

Agreement Details		Installment Details	
Start Date:	08/19/21	Installment Amount:	\$104.00
Agreement Amount:	\$6,403.40	Number Of Installments:	60
		Remaining Installments:	60
		Final Installment Amount:	\$6.40

Initial Payment Details		Customer Offer	
Due Date:	08/22/21	Downpayment Amount:	\$0.00
Payment Amount:	\$261.00	Downpayment Due Date:	//
Restore Amount:	\$261.00	Installment Amount:	\$0.00
		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: **PUC Non-Catch-Up** Status: **Defaulted**

Current Billing Information		Budget Billing Details	
Bill Due Date:	01/30/24	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$16,581.79	Setup BB Amount:	\$417.00

Agreement Details		Installment Details	
Start Date:	06/24/21	Installment Amount:	\$104.00
Agreement Amount:	\$6,348.09	Number Of Installments:	60
		Remaining Installments:	60
		Final Installment Amount:	\$110.09

Initial Payment Details		Customer Offer	
Due Date:	07/02/21	Downpayment Amount:	\$0.00
Payment Amount:	\$102.00	Downpayment Due Date:	//
		Installment Amount:	\$0.00
		Installment Due Date:	//

Restore Amount: \$603.00

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: 01/30/24	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$16,581.79	Setup BB Amount: \$417.00
Agreement Details	Installment Details
Start Date: 05/14/21	Installment Amount: \$504.00
Agreement Amount: \$6,157.28	Number Of Installments: 11
Initial Payment Details	Remaining Installments: 11
Due Date: 06/02/21	Final Installment Amount: \$514.28
Payment Amount: \$603.00	Customer Offer
Restore Amount: \$603.00	Downpayment Amount: \$0.00
Task List	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //
Special Situation Details	Special Circumstance: [REDACTED]
Special Circumstance: [REDACTED]	Supervisor Discretion: [REDACTED]
Supervisor Discretion: [REDACTED]	

OK Cancel

Outstanding Money... ?

View Payment Agreement for Account [REDACTED]

Edit Help

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

Current Billing Information		Budget Billing Details	
Bill Due Date:	01/30/24	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$16,581.79	Setup BB Amount:	\$417.00

Agreement Details		Installment Details	
Start Date:	04/30/21	Installment Amount:	\$1,232.44
Agreement Amount:	\$1,232.44	Number Of Installments:	1
		Remaining Installments:	1
		Final Installment Amount:	\$1,232.44

Initial Payment Details		Customer Offer	
Due Date:	04/30/21	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...

OK Cancel

Outstanding Money... ?

Special Situation Details	
Special Circumstance:	[REDACTED]
Supervisor Discretion:	[REDACTED]