

COMMONWEALTH OF PENNSYLVANIA  
(Public Utility Commission)

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NICOLE THOMAS, :  
Complainant, : Docket No.:  
vs. : F-2025-3056374  
PPL ELECTRIC UTILITIES :  
CORPORATION, :  
Respondent. :  
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Pages 1 through 62 TELEPHONIC HEARING  
Judge's Chambers  
Commonwealth Keystone Bldg.  
400 North Street  
Harrisburg, PA 17120

Wednesday, October 1, 2025  
Met, pursuant to notice, at 10:19 a.m.

BEFORE: THE HONORABLE EMILY A. FARREN  
Administrative Law Judge

INDEX TO EXHIBITS  
Docket No.: F-2025-305637  
Hearing Date: October 1, 2025

EXHIBITS INDEX

| NUMBER                              |   | IN EVIDENCE |
|-------------------------------------|---|-------------|
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| 2                                   | (Customer contact history)                        | 32          |
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**PPL ELECTRIC EXHIBIT NO. 1**

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

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

Account Number: [REDACTED]  
 Mail To: NICOLE THOMAS  
 1617 PEBBLEBROOK LN  
 HARRISBURG PA 17110  
 Requested By: NICOLE THOMAS  
 Extension:

Payment Agreement  
 Installment: \$236.00 Balance: \$13916.48  
 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 |
|------------|---------------------|----------|--------------------|-----------------|---------------|------------------|-------------|----------|-----------|------|-----------|
| 10/05/2021 | BUDGET BILLING      |          | \$338.00           |                 |               |                  |             |          |           |      |           |
| 10/05/2021 | Regular Bill        | 10/26    | \$3745.87          | \$3407.87       | \$246.32      | \$-91.68         | 0030/0151   | 43186A   | 32        | 1968 |           |
| 10/06/2021 | Payment             |          | \$-316.00          |                 |               |                  |             |          |           |      |           |
| 10/19/2021 | Payment             |          | \$-350.00          |                 |               |                  |             |          |           |      |           |
| 11/03/2021 | Payment             |          | \$-179.00          |                 |               |                  |             |          |           |      |           |
| 11/03/2021 | BUDGET BILLING      |          | \$338.00           |                 |               |                  |             |          |           |      |           |
| 11/03/2021 | Regular Bill        | 11/24    | \$3238.87          | \$2900.87       | \$273.93      | \$-155.75        | 0170/0024   | 45401A   | 29        | 2215 |           |
| 12/03/2021 | BUDGET BILLING      |          | \$338.00           |                 |               |                  |             |          |           |      |           |
| 12/03/2021 | Regular Bill        | 12/28    | \$3576.87          | \$3238.87       | \$388.68      | \$-105.07        | 0692/0000   | 48550A   | 30        | 3149 |           |
| 01/04/2022 | Late Payment Charge |          | \$43.60            |                 |               |                  |             |          |           |      |           |
| 01/04/2022 | Late Payment Charge |          | \$0.18             |                 |               |                  |             |          |           |      |           |
| 01/05/2022 | BUDGET BILLING      |          | \$351.00           |                 |               |                  |             |          |           |      |           |
| 01/05/2022 | Regular Bill        | 01/26    | \$3971.65          | \$3576.87       | \$467.09      | \$11.02          | 0821/0000   | 51895A   | 33        | 3345 |           |
| 01/13/2022 | Payment             |          | \$-326.00          |                 |               |                  |             |          |           |      |           |
| 02/01/2022 | Late Payment Charge |          | \$44.39            |                 |               |                  |             |          |           |      |           |
| 02/01/2022 | Late Payment Charge |          | \$0.18             |                 |               |                  |             |          |           |      |           |
| 02/01/2022 | Late Payment Charge |          | \$0.55             |                 |               |                  |             |          |           |      |           |
| 02/03/2022 | BUDGET BILLING      |          | \$351.00           |                 |               |                  |             |          |           |      |           |
| 02/03/2022 | Regular Bill        | 02/24    | \$4041.77          | \$3645.65       | \$591.36      | \$251.38         | 1129/0000   | 56324A   | 29        | 4429 |           |
| 02/22/2022 | Payment             |          | \$-330.00          |                 |               |                  |             |          |           |      |           |
| 03/03/2022 | Late Payment Charge |          | \$0.18             |                 |               |                  |             |          |           |      |           |
| 03/03/2022 | Late Payment Charge |          | \$45.13            |                 |               |                  |             |          |           |      |           |
| 03/03/2022 | Late Payment Charge |          | \$1.11             |                 |               |                  |             |          |           |      |           |
| 03/04/2022 | BUDGET BILLING      |          | \$351.00           |                 |               |                  |             |          |           |      |           |
| 03/04/2022 | Regular Bill        | 03/28    | \$4109.19          | \$3711.77       | \$455.03      | \$355.41         | 0850/0000   | 59704A   | 29        | 3380 |           |
| 03/21/2022 | Payment             |          | \$-350.00          |                 |               |                  |             |          |           |      |           |
| 04/04/2022 | Payment             |          | \$-350.00          |                 |               |                  |             |          |           |      |           |
| 04/04/2022 | BUDGET BILLING      |          | \$351.00           |                 |               |                  |             |          |           |      |           |
| 04/04/2022 | Regular Bill        | 04/25    | \$3760.19          | \$3409.19       | \$332.16      | \$336.57         | 0644/0000   | 62139A   | 31        | 2435 |           |
| 04/05/2022 | Late Payment Charge |          | \$1.68             |                 |               |                  |             |          |           |      |           |
| 04/05/2022 | Late Payment Charge |          | \$0.18             |                 |               |                  |             |          |           |      |           |
| 04/05/2022 | Late Payment Charge |          | \$40.77            |                 |               |                  |             |          |           |      |           |

| DATE       | TRANSACTION TYPE              | DUE DATE | TRANSACTION AMOUNT | BALANCE FORWARD | ACTUAL BILLED | DEFERRED BALANCE | DEG DAY H/C | RDG/TYPE | DAYS USED | KWH  | BILLED KW |
|------------|-------------------------------|----------|--------------------|-----------------|---------------|------------------|-------------|----------|-----------|------|-----------|
| 04/18/2022 | Payment                       |          | \$-652.00          |                 |               |                  |             |          |           |      |           |
| 05/04/2022 | BUDGET BILLING                |          | \$351.00           |                 |               |                  |             |          |           |      |           |
| 05/04/2022 | Regular Bill                  | 05/25    | \$3501.82          | \$3108.19       | \$247.27      | \$232.84         | 0386/0002   | 63923A   | 30        | 1784 |           |
| 05/16/2022 | Payment                       |          | \$-407.00          |                 |               |                  |             |          |           |      |           |
| 06/03/2022 | BUDGET BILLING                |          | \$351.00           |                 |               |                  |             |          |           |      |           |
| 06/03/2022 | Late Payment Charge           |          | \$2.21             |                 |               |                  |             |          |           |      |           |
| 06/03/2022 | Late Payment Charge           |          | \$36.31            |                 |               |                  |             |          |           |      |           |
| 06/03/2022 | Late Payment Charge           |          | \$0.18             |                 |               |                  |             |          |           |      |           |
| 06/03/2022 | Regular Bill                  | 06/27    | \$3484.52          | \$3094.82       | \$315.12      | \$196.96         | 0070/0123   | 66170A   | 30        | 2247 |           |
| 07/06/2022 | BUDGET BILLING                |          | \$417.00           |                 |               |                  |             |          |           |      |           |
| 07/06/2022 | Late Payment Charge           |          | \$40.70            |                 |               |                  |             |          |           |      |           |
| 07/06/2022 | Late Payment Charge           |          | \$0.18             |                 |               |                  |             |          |           |      |           |
| 07/06/2022 | Late Payment Charge           |          | \$2.69             |                 |               |                  |             |          |           |      |           |
| 07/06/2022 | Regular Bill                  | 07/27    | \$3945.09          | \$3484.52       | \$577.76      | \$357.72         | 0000/0277   | 69597A   | 32        | 3427 |           |
| 08/02/2022 | Late Payment Charge           |          | \$0.18             |                 |               |                  |             |          |           |      |           |
| 08/02/2022 | Late Payment Charge           |          | \$45.91            |                 |               |                  |             |          |           |      |           |
| 08/02/2022 | Late Payment Charge           |          | \$3.23             |                 |               |                  |             |          |           |      |           |
| 08/03/2022 | BUDGET BILLING                |          | \$417.00           |                 |               |                  |             |          |           |      |           |
| 08/03/2022 | Regular Bill                  | 08/24    | \$4411.41          | \$3945.09       | \$537.53      | \$478.25         | 0000/0407   | 72781A   | 29        | 3184 |           |
| 08/22/2022 | Payment                       |          | \$-411.41          |                 |               |                  |             |          |           |      |           |
| 08/30/2022 | Late Payment Charge           |          | \$46.15            |                 |               |                  |             |          |           |      |           |
| 08/30/2022 | Late Payment Charge           |          | \$3.84             |                 |               |                  |             |          |           |      |           |
| 09/01/2022 | Special Agreement             |          | \$-617.41          |                 |               |                  |             |          |           |      |           |
| 09/01/2022 | BUDGET BILLING                |          | \$1034.41          |                 |               |                  |             |          |           |      |           |
| 09/01/2022 | Regular Bill                  | 09/22    | \$4466.99          | \$4000.00       | \$556.16      |                  | 0000/0391   | 76076A   | 29        | 3295 |           |
| 09/28/2022 | Late Payment Charge           |          | \$51.36            |                 |               |                  |             |          |           |      |           |
| 09/28/2022 | Late Payment Charge           |          | \$4.47             |                 |               |                  |             |          |           |      |           |
| 10/03/2022 | BUDGET BILLING                |          | \$416.00           |                 |               |                  |             |          |           |      |           |
| 10/03/2022 | SPECIAL AGREEMENT - BB SETTLE |          | \$51.45            |                 |               |                  |             |          |           |      |           |
| 10/03/2022 | Regular Bill                  | 10/24    | \$4990.27          | \$4466.99       | \$420.10      | \$4.10           | 0078/0142   | 78492A   | 32        | 2416 |           |
| 10/06/2022 | Payment                       |          | \$-144.00          |                 |               |                  |             |          |           |      |           |
| 10/21/2022 | Payment                       |          | \$-346.27          |                 |               |                  |             |          |           |      |           |
| 11/01/2022 | BUDGET BILLING                |          | \$416.00           |                 |               |                  |             |          |           |      |           |
| 11/01/2022 | SPECIAL AGREEMENT - BB SETTLE |          | \$51.45            |                 |               |                  |             |          |           |      |           |
| 11/01/2022 | Regular Bill                  | 11/22    | \$4967.45          | \$4500.00       | \$269.97      | \$-141.93        | 0333/0000   | 80013A   | 29        | 1521 |           |
| 11/02/2022 | Payment                       |          | \$-350.00          |                 |               |                  |             |          |           |      |           |
| 11/11/2022 | Payment                       |          | \$-270.45          |                 |               |                  |             |          |           |      |           |
| 11/29/2022 | Late Payment Charge           |          | \$48.41            |                 |               |                  |             |          |           |      |           |
| 11/29/2022 | Late Payment Charge           |          | \$4.62             |                 |               |                  |             |          |           |      |           |

| DATE       | TRANSACTION TYPE              | DUE DATE | TRANSACTION AMOUNT | BALANCE FORWARD | ACTUAL BILLED | DEFERRED BALANCE | DEG DAY H/C | RDG/TYPE | DAYS USED | KWH  | BILLED KW |
|------------|-------------------------------|----------|--------------------|-----------------|---------------|------------------|-------------|----------|-----------|------|-----------|
| 12/01/2022 | BUDGET BILLING                |          | \$416.00           |                 |               |                  |             |          |           |      |           |
| 12/01/2022 | SPECIAL AGREEMENT - BB SETTLE |          | \$51.45            |                 |               |                  |             |          |           |      |           |
| 12/01/2022 | Regular Bill                  | 12/22    | \$4867.48          | \$4347.00       | \$370.98      | \$-186.95        | 0570/0009   | 82127A   | 30        | 2114 |           |
| 12/28/2022 | Payment                       |          | \$-385.00          |                 |               |                  |             |          |           |      |           |
| 12/28/2022 | Late Payment Charge           |          | \$49.36            |                 |               |                  |             |          |           |      |           |
| 12/28/2022 | Late Payment Charge           |          | \$4.73             |                 |               |                  |             |          |           |      |           |
| 01/06/2023 | BUDGET BILLING                |          | \$433.00           |                 |               |                  |             |          |           |      |           |
| 01/06/2023 | SPECIAL AGREEMENT - BB SETTLE |          | \$51.45            |                 |               |                  |             |          |           |      |           |
| 01/06/2023 | Regular Bill                  | 01/30    | \$5021.02          | \$4482.48       | \$696.75      | \$76.80          | 1047/0000   | 85675E   | 35        | 3548 |           |
| 02/01/2023 | BUDGET BILLING                |          | \$433.00           |                 |               |                  |             |          |           |      |           |
| 02/01/2023 | SPECIAL AGREEMENT - BB SETTLE |          | \$51.45            |                 |               |                  |             |          |           |      |           |
| 02/01/2023 | Regular Bill                  | 02/22    | \$5505.47          | \$5021.02       | \$663.21      | \$307.01         | 0739/0000   | 89059A   | 27        | 3384 |           |
| 02/07/2023 | Payment                       |          | \$-350.00          |                 |               |                  |             |          |           |      |           |
| 03/01/2023 | Late Payment Charge           |          | \$4.84             |                 |               |                  |             |          |           |      |           |
| 03/01/2023 | Late Payment Charge           |          | \$56.38            |                 |               |                  |             |          |           |      |           |
| 03/03/2023 | BUDGET BILLING                |          | \$433.00           |                 |               |                  |             |          |           |      |           |
| 03/03/2023 | SPECIAL AGREEMENT - BB SETTLE |          | \$51.45            |                 |               |                  |             |          |           |      |           |
| 03/03/2023 | Regular Bill                  | 03/27    | \$5701.14          | \$5155.47       | \$594.50      | \$468.51         | 0753/0000   | 92084A   | 30        | 3025 |           |
| 04/03/2023 | BUDGET BILLING                |          | \$506.00           |                 |               |                  |             |          |           |      |           |
| 04/03/2023 | SPECIAL AGREEMENT - BB SETTLE |          | \$51.45            |                 |               |                  |             |          |           |      |           |
| 04/03/2023 | Regular Bill                  | 04/24    | \$6258.59          | \$5701.14       | \$445.20      | \$407.71         | 0671/0000   | 94329A   | 31        | 2245 |           |
| 04/04/2023 | Late Payment Charge           |          | \$5.60             |                 |               |                  |             |          |           |      |           |
| 04/04/2023 | Late Payment Charge           |          | \$61.79            |                 |               |                  |             |          |           |      |           |
| 05/02/2023 | Late Payment Charge           |          | \$5.60             |                 |               |                  |             |          |           |      |           |
| 05/02/2023 | Late Payment Charge           |          | \$68.12            |                 |               |                  |             |          |           |      |           |
| 05/03/2023 | BUDGET BILLING                |          | \$506.00           |                 |               |                  |             |          |           |      |           |
| 05/03/2023 | SPECIAL AGREEMENT - BB SETTLE |          | \$51.45            |                 |               |                  |             |          |           |      |           |
| 05/03/2023 | Regular Bill                  | 05/24    | \$6957.15          | \$6258.59       | \$287.38      | \$189.09         | 0289/0020   | 95750A   | 30        | 1421 |           |
| 05/31/2023 | Late Payment Charge           |          | \$7.36             |                 |               |                  |             |          |           |      |           |
| 05/31/2023 | Late Payment Charge           |          | \$74.45            |                 |               |                  |             |          |           |      |           |
| 06/02/2023 | BUDGET BILLING                |          | \$506.00           |                 |               |                  |             |          |           |      |           |
| 06/02/2023 | SPECIAL AGREEMENT - BB SETTLE |          | \$51.45            |                 |               |                  |             |          |           |      |           |
| 06/02/2023 | Regular Bill                  | 06/26    | \$7596.41          | \$6957.15       | \$379.92      | \$63.01          | 0091/0051   | 97671A   | 30        | 1921 |           |
| 07/03/2023 | BUDGET BILLING                |          | \$578.00           |                 |               |                  |             |          |           |      |           |
| 07/03/2023 | SPECIAL AGREEMENT - BB SETTLE |          | \$51.45            |                 |               |                  |             |          |           |      |           |
| 07/03/2023 | Regular Bill                  | 07/25    | \$8225.86          | \$7596.41       | \$434.83      | \$-80.16         | 0005/0185   | 00186A   | 31        | 2515 |           |
| 07/05/2023 | Late Payment Charge           |          | \$8.38             |                 |               |                  |             |          |           |      |           |
| 07/05/2023 | Late Payment Charge           |          | \$80.78            |                 |               |                  |             |          |           |      |           |
| 08/01/2023 | Late Payment Charge           |          | \$8.38             |                 |               |                  |             |          |           |      |           |
| 08/01/2023 | Late Payment Charge           |          | \$88.01            |                 |               |                  |             |          |           |      |           |
| 08/02/2023 | BUDGET BILLING                |          | \$578.00           |                 |               |                  |             |          |           |      |           |

Bill Account: [REDACTED]

Account Activity Statement

Date: 09/19/25  
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 |
|------|------------------|----------|--------------------|-----------------|---------------|------------------|-------------|----------|-----------|-----|-----------|
|------|------------------|----------|--------------------|-----------------|---------------|------------------|-------------|----------|-----------|-----|-----------|



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

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

Account Number: [REDACTED]  
 Mail To: NICOLE THOMAS  
 1617 PEBBLEBROOK LN  
 HARRISBURG PA 17110  
 Requested By: NICOLE THOMAS  
 Extension:

Payment Agreement  
 Installment: \$236.00 Balance: \$13916.48  
 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 |
|------------|------------------------------|----------|--------------------|-----------------|---------------|------------------|-------------|----------|-----------|------|-----------|
| 10/02/2023 | BUDGET BILLING               |          | \$479.00           |                 |               |                  |             |          |           |      |           |
| 10/02/2023 | Regular Bill                 | 10/23    | \$10209.94         | \$9730.94       | \$430.75      | \$-48.25         | 0042/0161   | 09505A   | 32        | 2438 |           |
| 10/03/2023 | Late Payment Charge          |          | \$101.90           |                 |               |                  |             |          |           |      |           |
| 10/03/2023 | Late Payment Charge          |          | \$12.01            |                 |               |                  |             |          |           |      |           |
| 10/31/2023 | BUDGET BILLING               |          | \$479.00           |                 |               |                  |             |          |           |      |           |
| 10/31/2023 | Late Payment Charge          |          | \$12.01            |                 |               |                  |             |          |           |      |           |
| 10/31/2023 | Late Payment Charge          |          | \$107.89           |                 |               |                  |             |          |           |      |           |
| 10/31/2023 | Regular Bill                 | 11/21    | \$10922.75         | \$10209.94      | \$243.62      | \$-283.63        | 0231/0024   | 10845A   | 29        | 1340 |           |
| 11/10/2023 | Payment                      |          | \$-330.00          |                 |               |                  |             |          |           |      |           |
| 11/22/2023 | Payment                      |          | \$-1276.00         |                 |               |                  |             |          |           |      |           |
| 11/22/2023 | CONP FEE ELEC - RMT NORM HRS |          | \$14.00            |                 |               |                  |             |          |           |      |           |
| 12/04/2023 | BUDGET BILLING               |          | \$479.00           |                 |               |                  |             |          |           |      |           |
| 12/04/2023 | Regular Bill                 | 12/26    | \$9809.75          | \$9316.75       | \$375.78      | \$-386.85        | 0091/0000   | 13008A   | 31        | 246  |           |
| 01/03/2024 | Late Payment Charge          |          | \$13.38            |                 |               |                  |             |          |           |      |           |
| 01/03/2024 | Late Payment Charge          |          | \$101.35           |                 |               |                  |             |          |           |      |           |
| 01/03/2024 | Late Payment Charge          |          | \$0.18             |                 |               |                  |             |          |           |      |           |
| 01/05/2024 | BUDGET BILLING               |          | \$479.00           |                 |               |                  |             |          |           |      |           |
| 01/05/2024 | Regular Bill                 | 01/29    | \$10403.66         | \$9809.75       | \$462.55      | \$-403.30        | 0839/0000   | 16260A   | 34        | 3252 |           |
| 01/22/2024 | Payment                      |          | \$-350.00          |                 |               |                  |             |          |           |      |           |
| 02/05/2024 | BUDGET BILLING               |          | \$479.00           |                 |               |                  |             |          |           |      |           |
| 02/05/2024 | Regular Bill                 | 02/26    | \$10532.66         | \$10053.66      | \$428.34      | \$-453.96        | 0881/0000   | 19317A   | 29        | 3057 |           |
| 02/06/2024 | Late Payment Charge          |          | \$0.18             |                 |               |                  |             |          |           |      |           |
| 02/06/2024 | Late Payment Charge          |          | \$103.59           |                 |               |                  |             |          |           |      |           |
| 02/06/2024 | Late Payment Charge          |          | \$14.21            |                 |               |                  |             |          |           |      |           |
| 03/01/2024 | Payment                      |          | \$-200.00          |                 |               |                  |             |          |           |      |           |
| 03/05/2024 | Late Payment Charge          |          | \$14.19            |                 |               |                  |             |          |           |      |           |
| 03/05/2024 | Late Payment Charge          |          | \$0.18             |                 |               |                  |             |          |           |      |           |
| 03/05/2024 | Late Payment Charge          |          | \$107.10           |                 |               |                  |             |          |           |      |           |
| 03/06/2024 | BUDGET BILLING               |          | \$479.00           |                 |               |                  |             |          |           |      |           |
| 03/06/2024 | Regular Bill                 | 03/27    | \$11051.11         | \$10332.66      | \$397.00      | \$-535.96        | 0836/0000   | 22142A   | 32        | 2825 |           |
| 04/05/2024 | BUDGET BILLING               |          | \$367.00           |                 |               |                  |             |          |           |      |           |
| 04/05/2024 | Regular Bill                 | 04/29    | \$11418.11         | \$11051.11      | \$275.18      | \$-627.78        | 0562/0000   | 24065A   | 30        | 1923 |           |
| 05/06/2024 | BUDGET BILLING               |          | \$367.00           |                 |               |                  |             |          |           |      |           |

| DATE       | TRANSACTION TYPE       | DUE DATE | TRANSACTION AMOUNT | BALANCE FORWARD | ACTUAL BILLED | DEFERRED BALANCE | DEG DAY H/C | RDG/TYPE | DAYS USED | KWH  | BILLED KW |
|------------|------------------------|----------|--------------------|-----------------|---------------|------------------|-------------|----------|-----------|------|-----------|
| 05/06/2024 | Regular Bill           | 05/28    | \$11785.11         | \$11418.11      | \$220.81      | \$-773.97        | 0243/0033   | 25585A   | 29        | 1520 |           |
| 06/06/2024 | BUDGET BILLING         |          | \$367.00           |                 |               |                  |             |          |           |      |           |
| 06/06/2024 | Regular Bill           | 06/27    | \$12152.11         | \$11785.11      | \$234.35      | \$-906.62        | 0080/0121   | 27205A   | 32        | 1620 |           |
| 07/03/2024 | Late Payment Charge    |          | \$126.86           |                 |               |                  |             |          |           |      |           |
| 07/03/2024 | Late Payment Charge    |          | \$17.18            |                 |               |                  |             |          |           |      |           |
| 07/03/2024 | Late Payment Charge    |          | \$0.18             |                 |               |                  |             |          |           |      |           |
| 07/05/2024 | BUDGET BILLING         |          | \$240.00           |                 |               |                  |             |          |           |      |           |
| 07/05/2024 | Regular Bill           | 07/29    | \$12536.33         | \$12152.11      | \$320.48      | \$-826.14        | 0001/0340   | 29461A   | 29        | 2256 |           |
| 07/19/2024 | Payment                |          | \$-391.00          |                 |               |                  |             |          |           |      |           |
| 08/05/2024 | BUDGET BILLING         |          | \$240.00           |                 |               |                  |             |          |           |      |           |
| 08/05/2024 | Regular Bill           | 08/26    | \$12385.33         | \$12145.33      | \$387.56      | \$-678.58        | 0000/0487   | 32214A   | 30        | 2753 |           |
| 08/16/2024 | Payment                |          | \$-315.00          |                 |               |                  |             |          |           |      |           |
| 09/04/2024 | Budget Bill Settlement |          | \$-328.88          |                 |               |                  |             |          |           |      |           |
| 09/04/2024 | BUDGET BILLING         |          |                    |                 |               |                  |             |          |           |      |           |
| 09/04/2024 | Regular Bill           | 09/25    | \$11741.45         | \$11741.45      | \$349.70      |                  | 0003/0285   | 34687A   | 32        | 2473 |           |
| 10/04/2024 | BUDGET BILLING         |          | \$344.00           |                 |               |                  |             |          |           |      |           |
| 10/04/2024 | Regular Bill           | 10/28    | \$12085.45         | \$11741.45      | \$226.27      | \$-117.73        | 0024/0083   | 36247A   | 29        | 1560 |           |
| 10/14/2024 | Payment                |          | \$-341.00          |                 |               |                  |             |          |           |      |           |
| 11/01/2024 | BUDGET BILLING         |          | \$344.00           |                 |               |                  |             |          |           |      |           |
| 11/01/2024 | Regular Bill           | 11/25    | \$12088.45         | \$11744.45      | \$215.40      | \$-246.33        | 0238/0002   | 37727A   | 29        | 1480 |           |
| 11/05/2024 | Late Payment Charge    |          | \$0.18             |                 |               |                  |             |          |           |      |           |
| 11/05/2024 | Late Payment Charge    |          | \$121.91           |                 |               |                  |             |          |           |      |           |
| 11/11/2024 | Payment                |          | \$-381.00          |                 |               |                  |             |          |           |      |           |
| 12/04/2024 | BUDGET BILLING         |          | \$344.00           |                 |               |                  |             |          |           |      |           |
| 12/04/2024 | Regular Bill           | 12/26    | \$12173.54         | \$11707.45      | \$322.62      | \$-267.71        | 0593/0008   | 40000A   | 33        | 2273 |           |
| 01/02/2025 | Late Payment Charge    |          | \$18.52            |                 |               |                  |             |          |           |      |           |
| 01/02/2025 | Late Payment Charge    |          | \$0.18             |                 |               |                  |             |          |           |      |           |
| 01/02/2025 | Late Payment Charge    |          | \$127.05           |                 |               |                  |             |          |           |      |           |
| 01/06/2025 | Payment                |          | \$-350.00          |                 |               |                  |             |          |           |      |           |
| 01/06/2025 | BUDGET BILLING         |          | \$312.00           |                 |               |                  |             |          |           |      |           |
| 01/06/2025 | Regular Bill           | 01/27    | \$12281.29         | \$11823.54      | \$602.51      | \$22.80          | 0953/0000   | 43460A   | 31        | 3460 |           |
| 01/21/2025 | Payment                |          | \$-242.00          |                 |               |                  |             |          |           |      |           |
| 02/04/2025 | Late Payment Charge    |          | \$124.87           |                 |               |                  |             |          |           |      |           |
| 02/04/2025 | Late Payment Charge    |          | \$0.18             |                 |               |                  |             |          |           |      |           |
| 02/04/2025 | Late Payment Charge    |          | \$19.66            |                 |               |                  |             |          |           |      |           |
| 02/05/2025 | BUDGET BILLING         |          | \$312.00           |                 |               |                  |             |          |           |      |           |
| 02/05/2025 | Regular Bill           | 02/26    | \$12496.00         | \$12039.29      | \$796.21      | \$507.01         | 1270/0000   | 47996A   | 32        | 4536 |           |
| 03/04/2025 | Late Payment Charge    |          | \$0.18             |                 |               |                  |             |          |           |      |           |

Bill Account: XXXXXXXXXX

Account Activity Statement

Date: 09/19/25  
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 |
|------------|---------------------|----------|--------------------|-----------------|---------------|------------------|-------------|----------|------|------|-----------|
| 03/04/2025 | Late Payment Charge |          | \$21.47            |                 |               |                  |             |          |      |      |           |
| 03/04/2025 | Late Payment Charge |          | \$128.77           |                 |               |                  |             |          |      |      |           |
| 03/06/2025 | BUDGET BILLING      |          | \$312.00           |                 |               |                  |             |          |      |      |           |
| 03/06/2025 | Regular Bill        | 03/27    | \$12958.42         | \$12496.00      | \$623.51      | \$818.52         | 0933/0000   | 51529A   | 29   | 3533 |           |
| 03/10/2025 | Payment             |          | \$-96.00           |                 |               |                  |             |          |      |      |           |
| 04/01/2025 | Payment             |          | \$-150.00          |                 |               |                  |             |          |      |      |           |
| 04/02/2025 | Late Payment Charge |          | \$23.35            |                 |               |                  |             |          |      |      |           |
| 04/02/2025 | Late Payment Charge |          | \$130.24           |                 |               |                  |             |          |      |      |           |
| 04/02/2025 | Late Payment Charge |          | \$0.18             |                 |               |                  |             |          |      |      |           |
| 04/04/2025 | BUDGET BILLING      |          | \$434.00           |                 |               |                  |             |          |      |      |           |
| 04/04/2025 | Regular Bill        | 04/25    | \$13300.19         | \$12712.42      | \$380.98      | \$765.50         | 0491/0000   | 53637A   | 29   | 2108 |           |
| 05/05/2025 | Payment             |          | \$-195.00          |                 |               |                  |             |          |      |      |           |
| 05/07/2025 | BUDGET BILLING      |          | \$434.00           |                 |               |                  |             |          |      |      |           |
| 05/07/2025 | Regular Bill        | 05/28    | \$13539.19         | \$13105.19      | \$293.19      | \$624.69         | 0261/0026   | 55238A   | 32   | 1601 |           |
| 05/13/2025 | Payment             |          | \$-195.00          |                 |               |                  |             |          |      |      |           |
| 06/03/2025 | Late Payment Charge |          | \$25.27            |                 |               |                  |             |          |      |      |           |
| 06/03/2025 | Late Payment Charge |          | \$136.69           |                 |               |                  |             |          |      |      |           |
| 06/03/2025 | Late Payment Charge |          | \$0.18             |                 |               |                  |             |          |      |      |           |
| 06/06/2025 | BUDGET BILLING      |          | \$434.00           |                 |               |                  |             |          |      |      |           |
| 06/06/2025 | Regular Bill        | 06/27    | \$13940.33         | \$13344.19      | \$210.79      | \$401.48         | 0114/0028   | 56188A   | 30   | 950  |           |
| 06/09/2025 | Payment             |          | \$-190.00          |                 |               |                  |             |          |      |      |           |
| 06/17/2025 | AR Budget Billing   |          | \$401.48           |                 |               |                  |             |          |      |      |           |
| 07/08/2025 | BUDGET BILLING      |          | \$395.67           |                 |               |                  |             |          |      |      |           |
| 07/08/2025 | Regular Bill        | 07/29    | \$14547.48         | \$13750.33      | \$395.67      |                  | 0006/0301   | 58033A   | 29   | 1845 |           |
| 07/15/2025 | Payment             |          | \$-200.00          |                 |               |                  |             |          |      |      |           |
| 07/25/2025 | Payment             |          | \$-431.00          |                 |               |                  |             |          |      |      |           |
| 07/30/2025 | Credit              |          | \$-131.00          |                 |               |                  |             |          |      |      |           |
| 07/30/2025 | Credit              |          | \$-300.00          |                 |               |                  |             |          |      |      |           |
| 08/05/2025 | BUDGET BILLING      |          | \$400.00           |                 |               |                  |             |          |      |      |           |
| 08/05/2025 | Regular Bill        | 08/26    | \$13885.48         | \$13485.48      | \$550.24      | \$150.24         | 0000/0442   | 60629A   | 32   | 2596 |           |
| 08/18/2025 | Payment             |          | \$-300.00          |                 |               |                  |             |          |      |      |           |
| 08/29/2025 | Payment             |          | \$-331.00          |                 |               |                  |             |          |      |      |           |
| 09/09/2025 | BUDGET BILLING      |          | \$400.00           |                 |               |                  |             |          |      |      |           |
| 09/09/2025 | Regular Bill        | 09/30    | \$13654.48         | \$13254.48      | \$497.36      | \$247.60         | 0005/0242   | 63367E   | 35   | 2738 |           |

**PPL ELECTRIC EXHIBIT NO. 2**

**Account Contact History**  
**Account:** [REDACTED] **Customer Name: NICOLE THOMAS**  
 From 9/2/2021 to 9/19/2025

| Contact Date | Contact Type                    | Remarks   | User                 |
|--------------|---------------------------------|---|----------------------|
| 2025-09-10   | Special Situation               | HIGH BILL ALERT   | SUPP_HB              |
| 2025-08-29   | IVR Customer Initiated Payment  | Scheduled date 8 29 2025 Amount 331.00 User IVR Owner YES. Confirmation Number 25082917   | IVR                  |
| 2025-08-27   | Correspondence - General        | Template Name Meter Tested OK - Fee Waived Created By Pernot Lisa Letter Edited Yes CS Letters ID 6763181   | CSLET                |
| 2025-08-27   | SC - GRACE EXTENSION            | Suspend Charge automatically added by CSLET   | CSLET                |
| 2025-08-27   | Miscellaneous                   | WATT ID 4532822 Sent meter test results to customer on 8 27 2025. Meter test results are attached to the WATT item.   | LISA PERNOT          |
| 2025-08-15   | IVR Customer Initiated Payment  | Scheduled date 8 15 2025 Amount 300.00 User IVR Owner YES. Confirmation Number 25081530   | IVR                  |
| 2025-08-08   | Miscellaneous                   | WATT Generalist - Meter Test-CMO Issued Work Item 4532822 Completed   | LISA PERNOT          |
| 2025-08-07   | SC - GRACE EXTENSION            | meter test issued per PUC .. watt CMO 4532822.. email sent to Ralph Aufiero Joe Chunko OGC Enid G. and Lis P.   | HOLLY L HANKERSON    |
| 2025-08-07   | Miscellaneous                   | WATT Generalist - Meter Test-CMO Issued Work Item 4532822 Created   | HOLLY L HANKERSON    |
| 2025-08-07   | Change Meter Only Issued        | OGC REQUESTED METER CHANGE DUE TO HIGH BILL PUC FORMAL COMPLAINT NO CHARGE Change asap. Tag and box old meter with bill account number and send to SFC-Meter Test-Customer Complaint.   | HOLLY L HANKERSON    |
| 2025-08-06   | Special Situation               | HIGH BILL ALERT   | SUPP_HB              |
| 2025-07-30   | Request Credit                  | 131.00 Matching Credit Posted 07 30 25  | CYNTHIA M WESOLOWSKI |
| 2025-07-30   | Request Credit                  | 300.00 Operation Help Posted 07 30 25   | CYNTHIA M WESOLOWSKI |
| 2025-07-24   | WEB Customer Initiated Payment  | Scheduled date 7 24 2025 Amount 431.00 User [REDACTED] Owner YES. Confirmation Number 25072446  | SELF SERVICE USER    |
| 2025-07-22   | PUC/Formal                      | working PUC FORMAL F-2025-3056374 .. Sent response form to OGC.   | HOLLY L HANKERSON    |
| 2025-07-21   | SC - PUC Formal Complaint       | Received notice from the PUC that the customer filed Formal Complaint Docket No. F-2025-3056374   | E02623               |
| 2025-07-21   | EFT Validation Failure Notice   | ACTIVE PAYMENT AGREEMENT  | MICHELE K SPOTTS     |
| 2025-07-21   | Miscellaneous                   | WATT CCC Formal Complaint - Ability to Pay High Bill Bill Dispute Work Item 4519957 Created   | ALLISON ARMBRUSTER   |
| 2025-07-15   | Correspondence - General        | Template Name OnTrack - OpHelp Guarantee Approval Created By Vanessa Cruz Letter Edited No CS Letters ID 6677099  | CSLET                |
| 2025-07-15   | SC - OPHELP GUARANTEE           | Vanessa Cruz from CAC submitted OpHELP Guarantee for 431.00   | REP                  |
| 2025-07-14   | Special Situation               | PAYMENTUS WEB paid 200.00   | SELF SERVICE USER    |
| 2025-07-09   | Miscellaneous                   | WATT CSS - PUC Payment Agreement Residential Work Item 4507531 Completed  | RYAN DENEFRIO        |
| 2025-07-09   | SC - PUC Mediation              | Caller Back Office Ratepayer. SC Status from Open to Closed Cust Rights Given Y Cust Satisfied Y Comments LEVEL 1 BB 395.00 236.00 631.00 BEGINNING JULY 2025. WAIVE LPCS. PPL BUDGET BILLING AMOUNT MOVING FORWARD   | CUCL143              |
| 2025-07-09   | Added Payment Agreement         | LEVEL 1 BB 395.00 236.00 631.00 BEGINNING JULY 2025. WAIVE LPCS. PPL BUDGET BILLING AMOUNT MOVING FORWARD   | RYAN DENEFRIO        |
| 2025-07-09   | Correspondence - Budget Billing | bbpuc.doc   |                      |
| 2025-07-09   | Start Budget Billing/Collection | LEVEL 1 BB 395.00 236.00 631.00 BEGINNING JULY 2025. WAIVE LPCS. PPL BUDGET BILLING AMOUNT MOVING FORWARD   | RYAN DENEFRIO        |
| 2025-07-09   | Changed Payment Agreement       | Canceled for puc agreement  | RYAN DENEFRIO        |
| 2025-07-09   | Financial Statement Added       |   | RYAN DENEFRIO        |
| 2025-07-09   | Miscellaneous                   | WATT ID 4507531 LEVEL 1 BB 395.00 236.00 631.00 BEGINNING JULY 2025. WAIVE LPCS. PPL BUDGET BILLING AMOUNT MOVING FORWARD   | RYAN DENEFRIO        |
| 2025-07-09   | Credit                          | Caller NICOLE THOMAS Ratepayer. cx was on phone with ontrack ontrack denied application over the income requiremnt adv cx there is puc agreemnt on acc of a paymnt of 631.00 for beginning of july adv cx to reach out to ontrack for info regarding help that is supposed to be granted cx sat | MACHELA VIDAL        |
| 2025-07-09   | WUR Assessment                  | NICOLE THOMAS Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.   | MACHELA VIDAL        |

| Contact Date | Contact Type                   | Remarks   | User              |
|--------------|--------------------------------|---|-------------------|
| 2025-07-09   | Special Situation              | HIGH BILL ALERT   | SUPP_HB           |
| 2025-07-08   | Correspondence - General       | Template Name OnTrack Application Rejection Letter New Created By jrodriguez@cactricounty.org Letter Edited No CS Letters ID 6662230  | CSLET             |
| 2025-07-08   | OnTrack - Ineligible           | Ontrack application Rejected. Reason Household is over the federal poverty income guidelines for OnTrack and does not meet qualifications for Operation HELP. Agency Tri County Community Action. Agency user Jessica Rodriguez   | SELF SERVICE USER |
| 2025-07-08   | Financial Statement Added      |   | JRODRIGU          |
| 2025-07-07   | OnTrack Customer               | OnTrack application submitted by SLOWE@CACTRICOUNTY.ORG Source Rep  | SELF SERVICE USER |
| 2025-07-02   | Miscellaneous                  | WATT ID 4507531 On Hold 7 9 25 Next Read 7 8 25   | MATHEW CASEY      |
| 2025-07-02   | Miscellaneous                  | WATT ID 4507531 LEVEL 1 BB 395.00 236.00 631.00 BEGINNING JULY 2025. WAIVE LPCS. PPL BUDGET BILLING AMOUNT MOVING FORWARD   | MATHEW CASEY      |
| 2025-07-01   | Miscellaneous                  | WATT CSS - PUC Payment Agreement Residential Work Item 4507531 Created  | PUCMED            |
| 2025-06-18   | Correspondence - General       | Template Name Master Utility Report Created By TAYLOR ROSIE Letter Edited No CS Letters ID 6620296  | CSLET             |
| 2025-06-18   | SC - GRACE EXTENSION           | Suspend Charge automatically added by CSLET   | CSLET             |
| 2025-06-18   | Credit                         | Caller NICOLE THOMAS Ratepayer. so she would need to pay the current charges on the next bill and continue to pay the current charges until the PUC comes to a decision and cust said I wasnt helping her and she hung up before sat und  | TAYLOR ROSIE      |
| 2025-06-18   | Credit                         | Caller NICOLE THOMAS Ratepayer. we cannot accept anymore med certs adv the best pag we had to offer was to pay 5513.14 by 6 27 to stop term activity after that date but since then a PUC med was put on the acct so adv to pay the current charges until the PUC comes to a decision adv the PUC med was put on the acct on 6 17 so the bal is included in the PUC med | TAYLOR ROSIE      |
| 2025-06-18   | Credit                         | Caller NICOLE THOMAS Ratepayer User Comments esc cb cust declined paperless and she was calling about the pag bc she cant afford it and she said she already called all the assist programs but she doesnt qualify and she was told we cant accept any more med certs adv cust we can only accept 3 med certs per bal per state regs so until the bal is paid off       | TAYLOR ROSIE      |
| 2025-06-18   | WUR Assessment                 | NICOLE THOMAS Ratepayer. 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 No.   | TAYLOR ROSIE      |
| 2025-06-17   | Stop Budget Bill               |   | CUMBB302          |
| 2025-06-17   | SC - PUC Mediation             | PUC MDIA BCS 4071613  | CUCL143           |
| 2025-06-17   | Credit                         | Caller NICOLE THOMAS Ratepayer User Comments cci to review payment options adv best PAG option is to pay 4526.00 by 6 27 cx already tried applying to OT OPHELP and was declined cx has used 3 med cert within the past 4 years filled out supervisor cb request form cx said they were going to get in contact with PUC cx not satisfied but understood info           | JUAN VELASQUEZ    |
| 2025-06-17   | WUR Assessment                 | NICOLE THOMAS Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.  | JUAN VELASQUEZ    |
| 2025-06-17   | Credit                         | Confirmed termination activity resumes after 06 27 2025.  | JUAN VELASQUEZ    |
| 2025-06-17   | Special Situation              | Caller NICOLE THOMAS Ratepayer. email verified 6 17 25  | JUAN VELASQUEZ    |
| 2025-06-17   | Credit                         | Text sent to [REDACTED] for web offer. Customer response YES  | IVR               |
| 2025-06-17   | SC - Income Verification       | Income verification required.   | ORAMP1            |
| 2025-06-17   | Disputed Payment Agreement     | [REDACTED] Ratepayer. Agreement Type CU. Cust agrees to PAG terms NO. OUR Provided. Total payment due 06 27 2025 5 513.14. First payment of 4 526.00 is due 06 24 2025. Second payment of 987.14 is due on 06 27 2025 . Payment Plan installment amount 391.00. Emailed PAG info to [REDACTED]  | SELF SERVICE USER |
| 2025-06-17   | Credit                         | [REDACTED] Link to Assistance Programs page presented.  | SELF SERVICE USER |
| 2025-06-17   | Credit                         | Confirmed service is scheduled for termination on 06 25 2025. Amount is 13 154.19. Customer has exceeded the number of medical certification renewals permitted. PUC rights provided.   | SELF SERVICE USER |
| 2025-06-17   | Credit                         | Text sent to [REDACTED] for web offer. Customer response YES  | IVR               |
| 2025-06-17   | SC - GRACE EXTENSION           | Caller NICOLE THOMAS Ratepayer. IVR Med Cert  | IVR               |
| 2025-06-10   | Correspondence - Collections   | CUT DATE 2025-06-25 AMOUNT 13 154.19  |                   |
| 2025-06-09   | IVR Customer Initiated Payment | Scheduled date 6 7 2025 Amount 190.00 User IVR Owner YES. Confirmation Number 25060777  | IVR               |
| 2025-06-07   | Special Situation              | HIGH BILL ALERT   | SUPP_HB           |

| Contact Date | Contact Type                    | Remarks   | User              |
|--------------|---------------------------------|---|-------------------|
| 2025-05-12   | IVR Customer Initiated Payment  | Scheduled date 5 12 2025 Amount 195.00 User IVR Owner YES. Confirmation Number 25051201   | IVR               |
| 2025-05-08   | Special Situation               | HIGH BILL ALERT   | SUPP_HB           |
| 2025-05-05   | IVR Customer Initiated Payment  | Scheduled date 5 3 2025 Amount 195.00 User IVR Owner YES. Confirmation Number 25050301  | IVR               |
| 2025-05-03   | Credit                          | Text sent to [REDACTED] for web offer. Customer response YES  | IVR               |
| 2025-04-14   | Miscellaneous                   | WATT Scanned - Med Cert Work Item 4453889 Completed   | LORI DRIES        |
| 2025-04-14   | SC - MED CERT - 30 DAY          | KOFAX initiated MedCert 30 Day Suspend Charges  | ORAMP1            |
| 2025-04-14   | Miscellaneous                   | WATT Scanned - Med Cert Work Item 4453889 Created   | KOFAX             |
| 2025-04-11   | Credit                          | Caller Back Office Ratepayer. We left a message to the cx because cx didn't answered us our call back.  | DAVID FRANCO      |
| 2025-04-11   | Credit                          | Confirmed service is scheduled for termination on 04 23 2025. Amount is 12712.42. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.      | IVR               |
| 2025-04-11   | Credit                          | [REDACTED] Link to Assistance Programs page presented.  | SELF SERVICE USER |
| 2025-04-11   | Credit                          | Confirmed service is scheduled for termination on 04 23 2025. Amount is 12 712.42. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.     | SELF SERVICE USER |
| 2025-04-11   | SC - MED CERT - 3 DAY           | Caller Self Serve Ratepayer. [REDACTED] requested a DueDateExtension suspend charge on account  | ORAMP1            |
| 2025-04-09   | Correspondence - Collections    | CUT DATE 2025-04-23 AMOUNT 12 712.42  |                   |
| 2025-04-05   | Special Situation               | HIGH BILL ALERT   | SUPP_HB           |
| 2025-04-02   | Added Payment Agreement         | [REDACTED] Ratepayer. Agreement Type CU. Cust agrees to PAG terms YES. First payment of 3 303.00 is due 04 02 2025. Second payment amount and due date will appear on next bill. Payment Plan installment amount 391.00. Emailed PAG info to [REDACTED] | SELF SERVICE USER |
| 2025-04-02   | Credit                          | [REDACTED] Link to Assistance Programs page presented.  | SELF SERVICE USER |
| 2025-03-31   | IVR Customer Initiated Payment  | Scheduled date 3 31 2025 Amount 150.00 User IVR Owner YES. Confirmation Number 25033146   | IVR               |
| 2025-03-18   | Data Repair                     | Data Repair DR_IR179762_D2 - UPDATE N A-DT TO 260   | CSSDR044          |
| 2025-03-10   | IVR Customer Initiated Payment  | Scheduled date 3 9 2025 Amount 96.00 User IVR Owner YES. Confirmation Number 25030953   | IVR               |
| 2025-03-07   | Special Situation               | HIGH BILL ALERT   | SUPP_HB           |
| 2025-03-06   | Winter Collection               | Winter Collection Notice  |                   |
| 2025-03-06   | Credit                          | [REDACTED] Link to Assistance Programs page presented.  | SELF SERVICE USER |
| 2025-02-28   | Data Repair                     | Data Repair for REQ11285334_WFM_02274   | CSSDR044          |
| 2025-02-06   | Special Situation               | HIGH BILL ALERT   | SUPP_HB           |
| 2025-02-04   | Winter Collection               | Winter Collection Notice  |                   |
| 2025-01-21   | IVR Customer Initiated Payment  | Scheduled date 1 19 2025 Amount 242.00 User IVR Owner YES. Confirmation Number 25011928   | IVR               |
| 2025-01-07   | Winter Collection               | Winter Collection Notice  |                   |
| 2025-01-07   | Special Situation               | HIGH BILL ALERT   | SUPP_HB           |
| 2025-01-03   | IVR Customer Initiated Payment  | Scheduled date 1 3 2025 Amount 350.00 User IVR Owner YES. Confirmation Number 25010358  | IVR               |
| 2024-12-04   | Winter Collection               | Winter Collection Notice  |                   |
| 2024-11-11   | IVR Customer Initiated Payment  | Caller IVR Ratepayer. Comments Made Payment in the amount of 381.00. Confirmation number was Read. Confirmation Number 24111024   | IVR               |
| 2024-11-11   | Added Payment Agreement         | IVR Ratepayer agrees to payment terms of 381.00 due by 11 18 2024 to reinstate the payment plan. The second payment of 735.00 due on 11 25 2024. Installments of 391.00 are added to each monthly bill until the previous balance is paid in full.      | IVR               |
| 2024-11-11   | SC - MED CERT - 3 DAY           | Caller NICOLE THOMAS Ratepayer. IVR Med Cert  | IVR               |
| 2024-11-04   | Correspondence - Collections    | CUT DATE 2024-11-19 AMOUNT 11 744.45  |                   |
| 2024-10-14   | WEB Customer Initiated Payment  | Scheduled date 10 12 2024 Amount 341.00 User [REDACTED] Owner YES. Confirmation Number 24101284   | SELF SERVICE USER |
| 2024-10-02   | Payment Arrangement Letter Sent | Catch-Up Activation PAG   |                   |
| 2024-10-02   | PAG Reactivated                 | PAYMENT AGREEMENT HAS BEEN REACTIVATED  | CUBCL105          |
| 2024-08-16   | WEB Customer Initiated Payment  | Scheduled date 8 16 2024 Amount 315.00 User [REDACTED] Owner YES. Confirmation Number 24081600  | SELF SERVICE USER |
| 2024-07-19   | WEB Customer Initiated Payment  | Scheduled date 7 19 2024 Amount 391.00 User [REDACTED] Owner YES. Confirmation Number 24071975  | SELF SERVICE USER |

| Contact Date | Contact Type                    | Remarks  | User              |
|--------------|---------------------------------|--|-------------------|
| 2024-07-12   | Credit                          | Caller NICOLE THOMAS Ratepayer User Comments S W NOCLE THOMAS wanted to create a pag gave a PUC-NCU 0 initial payment installment amount is 391 per month on top of the current bill. will run for 32 months and final installment is 415.33   | CYRIL SEVILLA     |
| 2024-07-12   | WUR Assessment                  | NICOLE THOMAS Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No. Interested in SO No.  | CYRIL SEVILLA     |
| 2024-07-12   | Added Payment Agreement         | S W NOCLE THOMAS wanted to create a pag gave a PUC-NCU 0 initial payment installment amount is 391 per month on top of the current bill. will run for 32 months and final installment is 415.33  | CYRIL SEVILLA     |
| 2024-07-12   | Financial Statement Added       |  | CYRIL SEVILLA     |
| 2024-07-12   | Credit                          | Confirmed service is scheduled for termination on 07 25 2024. Amount is 12 152.11. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.  | CYRIL SEVILLA     |
| 2024-07-12   | Credit                          | Confirmed service is scheduled for termination on 07 25 2024. Amount is 12152.11. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.   | IVR               |
| 2024-07-12   | Credit                          | Text sent to [REDACTED] for web offer. Customer response YES   | IVR               |
| 2024-07-12   | SC - MED CERT - 3 DAY           | Caller NICOLE THOMAS Ratepayer. IVR Med Cert   | IVR               |
| 2024-07-11   | Correspondence - Collections    | CUT DATE 2024-07-25 AMOUNT 12 152.11   |                   |
| 2024-07-02   | OB Call - Outreach              | Caller Back Office Ratepayer. calling to discuss balance due on acct payment options.u a to connect call.  | DIANA RAMOS       |
| 2024-06-19   | Correspondence - General        | Template Name Contact PPL Created By Wetzel Shannon Letter Edited No CS Letters ID 5866014   | CSLET             |
| 2024-06-19   | OB Call - Outreach              | Caller Back Office Ratepayer. working OB collection campaign to offer PAG payment-unable to connect call-sent letter-contact PPL   | SHANNON WETZEL    |
| 2024-05-22   | SC - GRACE EXTENSION            | Caller Back Office Ratepayer. SC Status from Open to Closed Cust Rights Given Y Cust Satisfied Y Comments BCS 3968894 DEC CLOSED 05 22 2024 CUST DOESNT HAVE BILL DISPUTE. CUST STATED COULD NOT AFFORD TERMS OFFERED BY CO. DISCUSSED PUC TERMS. CUSTOMER DECLINED PUC PAR.   | CUCL143           |
| 2024-03-20   | SC - PUC Informal Complaint     | PUC MDIA BCS 3968894   | CUCL143           |
| 2024-03-18   | Data Repair                     | Data Repair DR IR [REDACTED] D1 - 260 UPDATE N A DT  | CSSDR044          |
| 2024-03-05   | Winter Collection               | Winter Collection Notice   |                   |
| 2024-03-04   | Correspondence - General        | Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 5679857   | CSLET             |
| 2024-03-01   | Credit                          | Caller NICOLE THOMAS Ratepayer User Comments cci about her bill. adv 10 532.66 is due to protect acct. updated financials and dv protected until 4 1. adv to use med cert only if there is an active term that cannot be avoided through pag etc. adv of but cx couldnt be xferred due to work so she stated she will send in app and income. understood | AMANDA SHERER     |
| 2024-03-01   | WUR Assessment                  | NICOLE THOMAS Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. WUR Required No. Provided PUC Yes.  | AMANDA SHERER     |
| 2024-03-01   | Added Payment Agreement         | NICOLE THOMAS Ratepayer. Agreement Type CU. Cust agrees to PAG terms NO. First payment of 10 532.66 is due 03 01 2024. Second payment amount and due date will appear on next bill . Payment Plan installment amount 0.00. Emailed PAG info to [REDACTED]  | AMANDA SHERER     |
| 2024-03-01   | Financial Statement Added       |  | AMANDA SHERER     |
| 2024-03-01   | Credit                          | NICOLE THOMAS Ratepayer. Offered LIHEAP - Yes . .  | AMANDA SHERER     |
| 2024-03-01   | Financial Statement Added       |  | AMANDA SHERER     |
| 2024-03-01   | Changed Payment Agreement       | NICOLE THOMAS Ratepayer. Does not agree to PAG terms. Cancelled Agreed payment plan.   | AMANDA SHERER     |
| 2024-03-01   | WEB Customer Initiated Payment  | Scheduled date 3 1 2024 Amount 200.00 User [REDACTED] Owner YES. Confirmation Number 24030157  | SELF SERVICE USER |
| 2024-03-01   | SC - Income Verification        | Income verification required.  | ORAMP1            |
| 2024-03-01   | SC - RECURRING REFERRAL TO OTRK | Referred to Ontrack.   | ORAMP1            |
| 2024-03-01   | Added Payment Agreement         | [REDACTED] Ratepayer. Agreement Type CU. Cust agrees to PAG terms NO. First payment of 10 532.66 is due 03 01 2024. Second payment amount and due date will appear on next bill . Payment Plan installment amount 0.00. Emailed PAG info to [REDACTED]   | SELF SERVICE USER |
| 2024-03-01   | Credit                          | [REDACTED] Link to Assistance Programs page presented.   | SELF SERVICE USER |
| 2024-03-01   | Credit                          | Self Serve Ratepayer. Offered LIHEAP - Yes Offered OnTrack - Yes . .   | SELF SERVICE USER |

| Contact Date | Contact Type                   | Remarks  | User             |
|--------------|--------------------------------|--|------------------|
| 2024-03-01   | Credit                         | Caller NICOLE THOMAS Ratepayer User Comments cx clg about med cert being added added 3 day suspend to acct asked about pag pay assit wld not allow to click and screen frozen and blue. cld not get back to call and call disconnected.  | LAURIE IVEY      |
| 2024-03-01   | WUR Assessment                 | NICOLE THOMAS Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.   | LAURIE IVEY      |
| 2024-03-01   | SC - MED CERT - 3 DAY          | Caller NICOLE THOMAS Ratepayer. cx sd husband has med cond will contact dr office about.   | 312536           |
| 2024-03-01   | Credit                         | Text sent to [REDACTED] for web offer. Customer response NO RESPONSE   | IVR              |
| 2024-02-06   | Winter Collection              | Winter Collection Notice   |                  |
| 2024-01-22   | IVR Customer Initiated Payment | Scheduled date 1 21 2024 Amount 350.00 User IVR Owner YES. Confirmation Number 24012159  | IVR              |
| 2024-01-04   | Winter Collection              | Winter Collection Notice   |                  |
| 2023-12-11   | WRAP - EE                      | 6 Month post-WRAP usage follow-up  | CSLET            |
| 2023-11-27   | Miscellaneous                  | Caller Back Office Ratepayer. received duplicate med cert  | AMANDA PODOLSKY  |
| 2023-11-27   | Miscellaneous                  | WATT Scanned - Med Cert Work Item 4105343 Completed  | AMANDA PODOLSKY  |
| 2023-11-27   | Miscellaneous                  | WATT ID 4105343 duplicate med cert   | AMANDA PODOLSKY  |
| 2023-11-27   | Miscellaneous                  | WATT Scanned - Med Cert Work Item 4105343 Completed  | AMANDA PODOLSKY  |
| 2023-11-27   | Miscellaneous                  | WATT Scanned - Med Cert Work Item 4105332 Completed  | NICOLE Y DENNIS  |
| 2023-11-27   | Miscellaneous                  | WATT ID 4105332 med cert already added 11 22 23  | NICOLE Y DENNIS  |
| 2023-11-22   | Cust Choice 1 Bill             | Supplier added on 2023-11-29 - AEP Energy Inc  |                  |
| 2023-11-22   | Batch Enrollment               |  |                  |
| 2023-11-22   | Miscellaneous                  | WATT Scanned - Med Cert Work Item 4103027 Completed  | LORI DRIES       |
| 2023-11-22   | LIHEAP                         | 2023 LIHEAP Application mailed to customer. If customer calls please encourage customer to apply.  | CSLET            |
| 2023-11-22   | Miscellaneous                  | WATT Scanned - Med Cert Work Item 4099635 Completed  | AMANDA R BACHMAN |
| 2023-11-22   | Miscellaneous                  | WATT ID 4099635 Duplicate - MedCert placed today. No action taken.   | AMANDA R BACHMAN |
| 2023-11-22   | Credit                         | Melissa Wolfe Doctor NP PA. Comments Account ineligible for med cert. Reason Open Med Cert.  | AMANDA R BACHMAN |
| 2023-11-22   | Miscellaneous                  | WATT Scanned - Med Cert Work Item 4099591 Completed  | CARLA M MANN     |
| 2023-11-22   | Miscellaneous                  | WATT ID 4099591 received valid med cert - added sc to account.   | CARLA M MANN     |
| 2023-11-22   | SC - MED CERT - 30 DAY         | Caller [REDACTED] and [REDACTED] Medical Certification Certified.  | E172235          |
| 2023-11-22   | Credit                         | Caller NICOLE THOMAS Ratepayer User Comments Cust made requested payment amnt of 1276 25 of RECO2 amnt advised cust that remaining balance will be on next bill - advised cust of assistance programs mentioned our webpage sd she makes too much - Med Cert cust states we should have was not rcvd advised cust to contact Dr - understood | CARMEN ACEVEDO   |
| 2023-11-22   | WUR Assessment                 | NICOLE THOMAS Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.  | CARMEN ACEVEDO   |
| 2023-11-22   | Winter Survey Complete         | COMPLETION CODE Premise Reconnected ALT HEAT COMMENTS Paid min Reco2 amnt of 1276  | CUCL024          |
| 2023-11-22   | Cut In Issued                  | SYSTEM GENERATED ORDER BASED ON CUSTOMER PAYMENT   | CARMEN ACEVEDO   |
| 2023-11-22   | CSS WEB Interface Payment      | Caller NICOLE THOMAS Ratepayer Occupant. Comments Made Payment in the amount of 1276.00. Confirmation number was emailed to [REDACTED] Confirmation Number 23112203  | CARMEN ACEVEDO   |
| 2023-11-21   | Credit - Winter Survey         | CUBCL071   | CUBCL071         |
| 2023-11-21   | Electric Outage - Issuance     | Cond 1 Cond 2 Cond 3 Cond 4 Note IVR Call Type 10 No Lights Comments Disconnected Customer   | IVR              |
| 2023-11-21   | Credit                         | Caller ANTHONY THOMAS Addt I Ratepayer. cci to get fax adv cx to Pay 5 104.97 to activate payment plan and reconnect service adv cx med cert can be emailed to BillingRequests@pplweb.com if the fax 484-634-3713. prov to him does not work pos known cx sat  | NYLA BISSESSAR   |
| 2023-11-21   | WUR Assessment                 | ANTHONY THOMAS Addt I Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.  | NYLA BISSESSAR   |
| 2023-11-21   | Credit                         | Caller NICOLE THOMAS Ratepayer User Comments CCI said act has a M.C and service has been terminated. cx adv no M.C seen on acct 5 104.97 to activate payment plan and reconnect service. SAT no cx disconnected call   | PATRICE PARMEL   |
| 2023-11-21   | WUR Assessment                 | NICOLE THOMAS Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.   | PATRICE PARMEL   |

| Contact Date | Contact Type                    | Remarks  | User                     |
|--------------|---------------------------------|--|--------------------------|
| 2023-11-21   | WUR Assessment                  | ANTHONY THOMAS Addt I Ratepayer. Caller s Concern OnTrack. Position Stated Yes. Sat No. WUR Required No. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.   | REBECCA CHESTER          |
| 2023-11-21   | Credit                          | Caller ANTHONY THOMAS Addt I Ratepayer. no one reached out to us regarding PPL. has the send med cert or pay the amount to reconnect 5 104.97. gave number to pahaf  | REBECCA CHESTER          |
| 2023-11-21   | Electric Outage - Issuance      | Cond 1 Cond 2 Cond 3 Cond 4 Note IVR Call Type 10 No Lights Comments Disconnected Customer   | IVR                      |
| 2023-11-21   | Billing                         | Caller NICOLE THOMAS Ratepayer User Comments sw r p nicole provide acct num after ev ss email SAT  | KHYRIA VIRESLANGFORD     |
| 2023-11-21   | WUR Assessment                  | NICOLE THOMAS Ratepayer. Caller s Concern Enhanced Verification Procedures. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.  | KHYRIA VIRESLANGFORD     |
| 2023-11-21   | Credit                          | Caller NICOLE THOMAS Ratepayer. cx understand  | DAIMLERCHRYSLER TUBANGUI |
| 2023-11-21   | Credit                          | Caller NICOLE THOMAS Ratepayer User Comments cci becs her serv was shut off due non pay cx say his husband has a medical condition that need serv cx also mention that she cant pay becs her bank acc was fraud cx cant pay the required amount so i adv the cx to call his dr so we can issue a medcert the medcert taht we recv was alreay expired | DAIMLERCHRYSLER TUBANGUI |
| 2023-11-21   | WUR Assessment                  | NICOLE THOMAS Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.   | DAIMLERCHRYSLER TUBANGUI |
| 2023-11-21   | Credit - Payment Agreement      | NICOLE THOMAS Ratepayer. Reviewed reconnect payment plan terms. Confirmed 5 104.97 is due to reconnect service. Next payment is due with your next bill  | DAIMLERCHRYSLER TUBANGUI |
| 2023-11-21   | Credit                          | Customer meets eligibility requirements for a med cert. Customer declined information about protections available to at-risk customers.  | IVR                      |
| 2023-11-21   | Added Payment Agreement         | IVR Ratepayer. Agreement Type Reco2. Min reco amt of 5 104.97 is due to reco service. Future payments will include installment of 5 487.78. Next payment is due with next bill.  | IVR                      |
| 2023-11-21   | Changed Payment Agreement       |  | IVR                      |
| 2023-11-20   | Cut Out for Non-Pay Issued      |  | CUMCL024                 |
| 2023-11-13   | Correspondence - General        | Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 5537028   | CSLET                    |
| 2023-11-10   | WEB Customer Initiated Payment  | Scheduled date 11 10 2023 Amount 330.00 User [REDACTED] Owner YES. Confirmation Number 23111083  | SELF SERVICE USER        |
| 2023-11-10   | SC - RECURRING REFERRAL TO OTRK | Referred to Ontrack.   | ORAMP1                   |
| 2023-11-10   | Added Payment Agreement         | [REDACTED] Ratepayer. Agreement Type CU. Cust agrees to PAG terms YES. First payment of 8 377.00 is due 11 15 2023. Second payment of 877.81 is due on 11 21 2023 . Payment Plan installment amount 165.00. Emailed PAG info to [REDACTED]   | SELF SERVICE USER        |
| 2023-11-10   | Credit                          | [REDACTED] Link to Assistance Programs page presented.   | SELF SERVICE USER        |
| 2023-11-10   | Credit                          | Self Serve Ratepayer. Offered LIHEAP - Yes Offered OnTrack - Yes . .   | SELF SERVICE USER        |
| 2023-11-10   | Credit                          | Confirmed service is scheduled for termination on 11 16 2023. Amount is 10 209.94. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.  | SELF SERVICE USER        |
| 2023-11-10   | SC - MED CERT - 3 DAY           | Caller Self Serve Ratepayer. [REDACTED] requested a DueDateExtension suspend charge on account   | ORAMP1                   |
| 2023-11-06   | Leave Door Hanger Issued        | DELIVER 3 DAY NOTICE   | CUMCL024                 |
| 2023-10-27   | Correspondence - Collections    | CUT DATE 2023-11-09 AMOUNT 10 209.94   |                          |
| 2023-09-26   | Leave Door Hanger Issued        | DELIVER 3 DAY NOTICE   | CUMCL024                 |
| 2023-09-15   | Correspondence - Collections    | CUT DATE 2023-09-28 AMOUNT 9 040.86  |                          |
| 2023-08-28   | Cut Out for Non-Pay Issued      |  | CUMCL024                 |
| 2023-08-14   | Correspondence - General        | Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 5371171   | CSLET                    |
| 2023-08-11   | WUR Assessment                  | NICOLE THOMAS Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC Yes. Interested in SO Not on Phone.   | BRANDY WEIGEL            |
| 2023-08-11   | Credit - Payment Agreement      | NICOLE THOMAS Ratepayer. Reviewed disputed payment plan terms. Confirmed 5 898.00 is due by 08 21 2023 to bring payment plan current before dispute expires. Next payment of 980.00 is due on 08 23 2023.  | BRANDY WEIGEL            |
| 2023-08-11   | Credit                          | Confirmed termination activity resumes after 08 21 2023.   | BRANDY WEIGEL            |
| 2023-08-11   | Financial Statement Added       |  | BRANDY WEIGEL            |

| Contact Date | Contact Type                    | Remarks   | User              |
|--------------|---------------------------------|---|-------------------|
| 2023-08-11   | Credit                          | Caller NICOLE THOMAS Ratepayer User Comments called in to setup a PAG can t make a payment cust. have concern about her bill too high Trans to Billing discussion about the bill  | REINEL DAMAYO     |
| 2023-08-11   | WUR Assessment                  | NICOLE THOMAS Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC Yes. Interested in SO Not on Phone.  | REINEL DAMAYO     |
| 2023-08-11   | SC - RECURRING REFERRAL TO OTRK | Referred to Ontrack.  | 313390            |
| 2023-08-11   | Disputed Payment Agreement      | NICOLE THOMAS Ratepayer. Agreement Type CU. Cust agrees to PAG terms NO. OUR Provided. Total payment due 08 21 2023 5 898.00. First payment of 5 898.00 is due 08 20 2023. Second payment of 980.00 is due on 08 23 2023 . Payment Plan installment amount 165.00.  | REINEL DAMAYO     |
| 2023-08-11   | Credit                          | NICOLE THOMAS Ratepayer. Offered OnTrack - No Customer Declined . .   | REINEL DAMAYO     |
| 2023-08-11   | Credit                          | Confirmed service is scheduled for termination on 08 21 2023. Amount is 8 225.86. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.  | REINEL DAMAYO     |
| 2023-08-11   | SC - MED CERT - 3 DAY           | Caller NICOLE THOMAS Ratepayer. IVR Med Cert  | IVR               |
| 2023-08-07   | Correspondence - Collections    | CUT DATE 2023-08-21 AMOUNT 8 225.86   |                   |
| 2023-02-07   | IVR Customer Initiated Payment  | Scheduled date 2 7 2023 Amount 350.00 User IVR Owner YES. Confirmation Number 23020778  | IVR               |
| 2023-02-02   | Data Repair                     | DR REQ10782282 - CD-NXT-COLL-ACTION UPDATE  | CSSDR044          |
| 2023-01-04   | Winter Collection               | Winter Collection Notice  |                   |
| 2022-12-27   | IVR Customer Initiated Payment  | Scheduled date 12 27 2022 Amount 385.00 User IVR Owner YES. Confirmation Number 22122784  | IVR               |
| 2022-11-28   | Winter Collection               | Winter Collection Notice  |                   |
| 2022-11-11   | IVR Customer Initiated Payment  | Scheduled date 11 11 2022 Amount 270.45 User IVR Owner YES. Confirmation Number 22111154  | IVR               |
| 2022-11-02   | IVR Customer Initiated Payment  | Scheduled date 11 2 2022 Amount 350.00 User IVR Owner YES. Confirmation Number 22110283   | IVR               |
| 2022-10-26   | Correspondence - General        | Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 4875283  | CSLET             |
| 2022-10-25   | Bill Comparison                 | Caller ANTHONY THOMAS Addt I Ratepayer User Comments went over use. not out of line. got a pool this past summer. sugg they go online to monitor use. gave ph for wrap. they think water heater might be the issue.   | KATHLEEN A KRAYER |
| 2022-10-25   | WUR Assessment                  | ANTHONY THOMAS Addt I Ratepayer. Caller s Concern Billed Amounts. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.   | KATHLEEN A KRAYER |
| 2022-10-25   | Credit                          | Caller NICOLE THOMAS Ratepayer. adv med cert received and acc on hold until 11 24 2022 gave PAHAF adv can xfer to WAM to get work order sent out cx agreed xfer to WAM cx sat   | JOSHUA HARRY      |
| 2022-10-25   | Credit                          | Caller NICOLE THOMAS Ratepayer User Comments cci said she tried applying for OT but does not qual ineligible makes too much wants fax to send med cert wants someone to look at meter went thru pay assist cx says her fin statement is wrong and does not make 5800 a month updated it in css cx agree to terms gave fax ...cont | JOSHUA HARRY      |
| 2022-10-25   | WUR Assessment                  | NICOLE THOMAS 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.   | JOSHUA HARRY      |
| 2022-10-25   | SC - REFERRAL TO ONTRACK        | Referred to Ontrack.  | 309037            |
| 2022-10-25   | Added Payment Agreement         | NICOLE THOMAS Ratepayer. Agreement Type NCU. Cust agrees to PAG terms YES. First payment of 688.00 is due 11 01 2022. Future payments beginning with next bill will include installment amount of 165.00. Emailed PAG info to [REDACTED]  | JOSHUA HARRY      |
| 2022-10-25   | Credit                          | NICOLE THOMAS Ratepayer. Offered OnTrack - No Customer Declined . .   | JOSHUA HARRY      |
| 2022-10-25   | Miscellaneous                   | WATT Scanned - Med Cert Work Item 2959735 Created   | KOFAX             |
| 2022-10-25   | SC - MED CERT - 30 DAY          | KOFAX initiated MedCert 30 Day Suspend Charges  | ORAMP1            |
| 2022-10-25   | Credit                          | Confirmed service is scheduled for termination on 10 26 2022. Amount is 3 976.72. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.  | JOSHUA HARRY      |
| 2022-10-25   | Financial Statement Added       |   | JOSHUA HARRY      |
| 2022-10-25   | Changed Payment Agreement       | NICOLE THOMAS Ratepayer. Does not agree to PAG terms. Cancelled Agreed payment plan.  | JOSHUA HARRY      |
| 2022-10-25   | Credit                          | Confirmed service is scheduled for termination on 10 26 2022. Amount is 3 976.72.   | JOSHUA HARRY      |
| 2022-10-25   | Credit                          | Text sent to [REDACTED] for web offer. Customer response YES  | IVR               |
| 2022-10-21   | Correspondence - General        | Template Name OnTrack Application Rejection Letter New Created By Bhilton@cacctrcounty.org Letter Edited No CS Letters ID 4869276   | CSLET             |

| Contact Date | Contact Type                   | Remarks  | User              |
|--------------|--------------------------------|--|-------------------|
| 2022-10-21   | OnTrack - Ineligible           | OVER INCOME FOR ONTRACK AND OPERATION HELP Submitted by Brittany Hilton Agency CAC   | SELF SERVICE USER |
| 2022-10-21   | OnTrack - Ineligible           | OnTrack application Rejected. Reason Household is over the federal poverty income guidelines. Agency Tri County Community Action. Agency user Brittany Hilton  | SELF SERVICE USER |
| 2022-10-21   | Financial Statement Added      |  | BHILTON@          |
| 2022-10-20   | OnTrack Customer               | OnTrack application submitted by EUWEB Source EuWeb  | SELF SERVICE USER |
| 2022-10-20   | WEB Customer Initiated Payment | Scheduled date 10/20/2022 Amount 346.27 User [REDACTED] Owner YES. Confirmation Number 22102006  | SELF SERVICE USER |
| 2022-10-20   | Credit                         | Confirmed service is scheduled for termination on 10/26/2022. Amount is 4,322.99.  | SELF SERVICE USER |
| 2022-10-20   | Credit                         | [REDACTED] Link to Assistance Programs page presented.   | SELF SERVICE USER |
| 2022-10-20   | Credit                         | [REDACTED] Link to Assistance Programs page presented.   | SELF SERVICE USER |
| 2022-10-20   | Credit                         | [REDACTED] Link to Assistance Programs page presented.   | SELF SERVICE USER |
| 2022-10-20   | Credit                         | [REDACTED] Ratepayer. Customer indicated there was no change to financial information.   | SELF SERVICE USER |
| 2022-10-20   | Financial Statement Added      |  | SELF SERVICE USER |
| 2022-10-20   | Credit                         | Confirmed service is scheduled for termination on 10/26/2022. Amount is 4,322.99.  | SELF SERVICE USER |
| 2022-10-18   | WUR Assessment                 | NICOLE THOMAS Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC Yes.  | AKHEIL ALBERT     |
| 2022-10-18   | Added Payment Agreement        | NICOLE THOMAS Ratepayer. Agreement Type CU. Cust agrees to PAG terms NO. First payment of 1,900.00 is due 10/24/2022. Second payment of 579.28 is due on 10/24/2022. Payment Plan installment amount 56.00. Emailed PAG info to [REDACTED]   | AKHEIL ALBERT     |
| 2022-10-18   | Credit                         | Confirmed service is scheduled for termination on 10/25/2022. Amount is 4,322.99. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.   | AKHEIL ALBERT     |
| 2022-10-18   | Credit                         | Confirmed service is scheduled for termination on 10/25/2022. Amount is 4,322.99. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.   | AKHEIL ALBERT     |
| 2022-10-18   | Credit                         | Confirmed service is scheduled for termination on 10/25/2022. Amount is 4,322.99. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.   | IVR               |
| 2022-10-06   | WEB Customer Initiated Payment | Scheduled date 10/6/2022 Amount 144.00 User [REDACTED] Owner YES. Confirmation Number 22100659   | SELF SERVICE USER |
| 2022-10-06   | SC - Income Verification       | Income verification required.  | ORAMP1            |
| 2022-10-06   | Disputed Payment Agreement     | [REDACTED] Ratepayer. Agreement Type CU. Cust agrees to PAG terms NO. OUR Provided. Total payment due 10/16/2022 2,044.00. First payment of 2,044.00 is due 10/19/2022. Second payment of 579.28 is due on 10/24/2022. Payment Plan installment amount 56.00. Emailed PAG info to [REDACTED] | SELF SERVICE USER |
| 2022-10-06   | Credit                         | [REDACTED] Link to Assistance Programs page presented.   | SELF SERVICE USER |
| 2022-10-06   | Credit                         | Confirmed service is scheduled for termination on 10/20/2022. Amount is 4,466.99. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.   | SELF SERVICE USER |
| 2022-10-06   | Credit                         | Caller NICOLE THOMAS Ratepayer User Comments rp cald in adv amt due tor einst pag due 10-19 rp said cant pay that was pulling up css to update fs call diconenctd lost connection during call call dropd nt able to futher assit or access sat or udnrstanding                               | JULISA RODRIGUEZ  |
| 2022-10-06   | WUR Assessment                 | NICOLE THOMAS Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.   | JULISA RODRIGUEZ  |
| 2022-10-06   | Credit                         | Confirmed service is scheduled for termination on 10/20/2022. Amount is 4,466.99. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.   | JULISA RODRIGUEZ  |
| 2022-10-06   | SC - MED CERT - 3 DAY          | Caller NICOLE THOMAS Ratepayer. IVR Med Cert   | IVR               |
| 2022-10-06   | Credit - Outbound Call         | Caller Back Office Ratepayer. Called [REDACTED] Mailbox is full unable to LM   | MARIAH BURNETT    |
| 2022-10-05   | Correspondence - Collections   | CUT DATE 2022-10-20 AMOUNT 4,466.99  |                   |

| Contact Date | Contact Type                    | Remarks  | User              |
|--------------|---------------------------------|--|-------------------|
| 2022-08-22   | Added Payment Agreement         | RatePayer. Agreement Type CU. Cust agrees to PAG terms YES. First payment of 1 411.00 is due 08 22 2022. Second payment of 522.32 is due on 08 24 2022 . Payment Plan installment amount 56.00. Emailed PAG info to                                | SELF SERVICE USER |
| 2022-08-21   | Credit                          | Link to Assistance Programs page presented.  | SELF SERVICE USER |
| 2022-08-21   | Credit                          | Confirmed service is scheduled for termination on 08 22 2022. Amount is 3 094.82. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification. | SELF SERVICE USER |
| 2022-08-22   | Financial Statement Added       |  | SELF SERVICE USER |
| 2022-08-22   | SC - MED CERT - 3 DAY           | Caller Self Serve Ratepayer. requested a DueDateExtension suspend charge on account  | ORAMP1            |
| 2022-08-22   | WEB Customer Initiated Payment  | Scheduled date 8 22 2022 Amount 411.41 User Owner YES. Confirmation Number 22082206  | SELF SERVICE USER |
| 2022-08-21   | Credit                          | Confirmed service is scheduled for termination on 08 22 2022. Amount is 3094.82. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.  | IVR               |
| 2022-08-21   | Credit                          | Confirmed service is scheduled for termination on 08 22 2022. Amount is 3094.82. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.  | IVR               |
| 2022-06-25   | Credit                          | Text sent to for web offer. Customer response NO RESPONSE  | IVR               |
| 2022-06-16   | Correspondence - General        | Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 4674059   | CSLET             |
| 2022-06-15   | SC - RECURRING REFERRAL TO OTRK | Referred to Ontrack.   | IVR               |
| 2022-06-15   | Added Payment Agreement         | IVR RATEPAYER. Agreement Type CU. Cust agrees to PAG terms YES. First payment of 449.00 is due 06 21 2022. Second payment of 445.70 is due on 06 27 2022 . Payment Plan installment amount 56.00.  | IVR               |
| 2022-06-15   | SC - MED CERT - 3 DAY           | Caller NICOLE THOMAS Ratepayer. IVR NICOLE THOMAS Med Cert   | IVR               |
| 2022-06-15   | Credit - Outbound Call          | Caller Back Office Ratepayer. mailbox is full unable to further assist or leave message call regarding term notice   | PAMELA HARVEY     |
| 2022-06-13   | Leave Door Hanger Issued        | DELIVER 3 DAY NOTICE   | CUMCL024          |
| 2022-06-02   | Correspondence - Collections    | CUT DATE 2022-06-16 AMOUNT 3 094.82  |                   |
| 2022-05-16   | Changed Payment Agreement       | IVR Ratepayer agrees to payment terms of 407.00 due by 05 15 2022 to reinstate the payment plan. The second payment of 449.63 due on 05 25 2022. Installments of 56.00 are added to each monthly bill until the previous balance is paid in full.  | IVR               |
| 2022-05-16   | IVR Customer Initiated Payment  | Caller IVR Ratepayer. Comments Made Payment in the amount of 407.00. Confirmation number was Read. Confirmation Number 22051670  | IVR               |
| 2022-05-11   | Leave Door Hanger Issued        | DELIVER 3 DAY NOTICE   | CUMCL024          |
| 2022-05-04   | Correspondence - General        | Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 4616349   | CSLET             |
| 2022-05-03   | OB Call - Outreach              | Caller Back Office Ratepayer User Comments called spoke to NICOLE THOMAS who set up a payment plan on account  | KATHERINE SAWKA   |
| 2022-05-03   | WUR Assessment                  | Back Office Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.  | KATHERINE SAWKA   |
| 2022-05-03   | SC - RECURRING REFERRAL TO OTRK | Referred to Ontrack.   | 306892            |
| 2022-05-03   | Added Payment Agreement         | Back Office Ratepayer. Agreement Type CU. Cust agrees to PAG terms YES. First payment of 407.00 is due 05 15 2022. Second payment amount and due date will appear on next bill . Payment Plan installment amount 56.00. Emailed PAG info to        | KATHERINE SAWKA   |
| 2022-05-03   | Credit                          | Back Office Ratepayer. Offered OnTrack - No Customer Declined . .  | KATHERINE SAWKA   |
| 2022-05-03   | SC - MED CERT - 3 DAY           | Caller Back Office Ratepayer. Customer claims medical condition  | 306892            |
| 2022-05-03   | Credit                          | Confirmed service is scheduled for termination on 05 16 2022. Amount is 3 108.19. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification. | KATHERINE SAWKA   |
| 2022-05-02   | Correspondence - Collections    | CUT DATE 2022-05-16 AMOUNT 3 108.19  |                   |
| 2022-04-18   | IVR Customer Initiated Payment  | Caller IVR Ratepayer. Comments Made Payment in the amount of 652.00. Confirmation number was Read. Confirmation Number 22041673  | IVR               |

| Contact Date | Contact Type                    | Remarks  | User               |
|--------------|---------------------------------|--|--------------------|
| 2022-04-18   | Added Payment Agreement         | IVR Ratepayer agrees to payment terms of 652.00 due by 04 24 2022 to reinstate the payment plan. The second payment of 407.00 due on 04 25 2022. Installments of 56.00 are added to each monthly bill until the previous balance is paid in full.                  | IVR                |
| 2022-04-16   | Credit                          | Text sent to [REDACTED] for web offer. Customer response NO RESPONSE   | IVR                |
| 2022-04-18   | SC - MED CERT - 3 DAY           | Caller NICOLE THOMAS Ratepayer. IVR NICOLE THOMAS Med Cert   | IVR                |
| 2022-04-07   | Correspondence - Collections    | CUT DATE 2022-04-21 AMOUNT 3 409.19  |                    |
| 2022-04-04   | IVR Customer Initiated Payment  | Scheduled date 4 2 2022 Amount 350.00 User IVR Owner YES. Confirmation Number 22040258   | IVR                |
| 2022-03-21   | Data Repair                     | Data Repair DR IR [REDACTED] D1 - 260 UPDATE N A DT  | CSSDR044           |
| 2022-03-21   | IVR Customer Initiated Payment  | Scheduled date 3 19 2022 Amount 350.00 User IVR Owner YES. Confirmation Number 22031997  | IVR                |
| 2022-03-19   | Credit                          | IVR Ratepayer. Offered LIHEAP - Yes . Emailed agency contact info to [REDACTED] .  | IVR                |
| 2022-03-21   | Added Payment Agreement         | IVR RATEPAYER. Agreement Type CU. Cust agrees to PAG terms NO. First payment of 899.00 is due 03 21 2022. Second payment of 453.42 is due on 03 28 2022 . Payment Plan installment amount 56.00.   | IVR                |
| 2022-03-07   | Winter Collection               | Winter Collection Notice   |                    |
| 2022-02-23   | Correspondence - General        | Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 4513939   | CSLET              |
| 2022-02-22   | IVR Customer Initiated Payment  | Scheduled date 2 21 2022 Amount 330.00 User IVR Owner YES. Confirmation Number 22022181  | IVR                |
| 2022-02-22   | SC - RECURRING REFERRAL TO OTRK | Referred to Ontrack.   | IVR                |
| 2022-02-22   | Added Payment Agreement         | IVR RATEPAYER. Agreement Type CU. Cust agrees to PAG terms NO. First payment of 777.00 is due 02 22 2022. Second payment of 452.12 is due on 02 24 2022 . Payment Plan installment amount 56.00.   | IVR                |
| 2022-02-03   | Winter Collection               | Winter Collection Notice   |                    |
| 2022-01-13   | IVR Customer Initiated Payment  | Scheduled date 1 13 2022 Amount 326.00 User IVR Owner YES. Confirmation Number 22011395  | IVR                |
| 2022-01-10   | Correspondence - General        | Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 4463641   | CSLET              |
| 2022-01-07   | SC - RECURRING REFERRAL TO OTRK | Referred to Ontrack.   | IVR                |
| 2022-01-07   | Added Payment Agreement         | IVR RATEPAYER. Agreement Type CU. Cust agrees to PAG terms NO. First payment of 653.00 is due 01 19 2022. Second payment of 450.78 is due on 01 26 2022 . Payment Plan installment amount 56.00.   | IVR                |
| 2022-01-05   | Winter Collection               | Winter Collection Notice   |                    |
| 2021-12-03   | Winter Collection               | Winter Collection Notice   |                    |
| 2021-11-03   | IVR Customer Initiated Payment  | Scheduled date 11 3 2021 Amount 179.00 User IVR Owner YES. Confirmation Number 21110311  | IVR                |
| 2021-11-03   | Credit                          | IVR Ratepayer. Offered LIHEAP - Yes . Emailed agency contact info to [REDACTED] .  | IVR                |
| 2021-11-03   | Added Payment Agreement         | IVR RATEPAYER. Agreement Type CU. Cust agrees to PAG terms YES. First payment of 44.00 is due 11 16 2021. Second payment amount and due date will appear on next bill . Payment Plan installment amount 56.00.   | IVR                |
| 2021-11-03   | SC - MED CERT - 3 DAY           | Caller NICOLE THOMAS Ratepayer. IVR NICOLE THOMAS Med Cert   | IVR                |
| 2021-11-02   | Correspondence - Collections    | CUT DATE 2021-11-17 AMOUNT 3 079.87  |                    |
| 2021-10-18   | IVR Customer Initiated Payment  | Scheduled date 10 18 2021 Amount 350.00 User IVR Owner YES. Confirmation Number 21101840   | IVR                |
| 2021-10-06   | Correspondence - General        | Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 4293600   | CSLET              |
| 2021-10-05   | IVR Customer Initiated Payment  | Caller IVR Ratepayer. Comments Made Payment in the amount of 316.00. Confirmation number was Read. Confirmation Number 21100542  | IVR                |
| 2021-10-05   | Changed Payment Agreement       | IVR Ratepayer agrees to payment terms of 316.00 due by 10 18 2021 to reinstate the payment plan. The second payment amount and due date will appear on next bill. Installments of 56.00 are added to each monthly bill until the previous balance is paid in full. | IVR                |
| 2021-10-05   | SC - RECURRING REFERRAL TO OTRK | Referred to Ontrack.   | IVR                |
| 2021-10-05   | Added Payment Agreement         | IVR RATEPAYER. Agreement Type CU. Cust agrees to PAG terms YES. First payment of 316.00 is due 10 18 2021. Second payment amount and due date will appear on next bill . Payment Plan installment amount 56.00.  | IVR                |
| 2021-10-05   | SC - MED CERT - 3 DAY           | Caller NICOLE THOMAS Ratepayer. IVR NICOLE THOMAS Med Cert   | IVR                |
| 2021-10-05   | Credit - Outbound Call          | Caller Back Office Ratepayer. Was not able to provide assistant onto this account due to leaving a vm.   | CHERVONNE WILLIAMS |
| 2021-10-04   | Correspondence - Collections    | CUT DATE 2021-10-19 AMOUNT 3 407.87  |                    |
| 2021-09-03   | Changed Payment Agreement       | IVR Ratepayer agrees to payment terms of 360.00 due by 09 19 2021 to reinstate the payment plan. The second payment amount and due date will appear on next bill. Installments of 56.00 are added to each monthly bill until the previous balance is paid in full. | IVR                |
| 2021-09-03   | IVR Customer Initiated Payment  | Caller IVR Ratepayer. Comments Made Payment in the amount of 360.00. Confirmation number was Read. Confirmation Number 21090374  | IVR                |

| Contact Date | Contact Type                 | Remarks  | User |
|--------------|------------------------------|--|------|
| 2021-09-03   | Added Payment Agreement      | IVR RATEPAYER. Agreement Type CU. Cust agrees to PAG terms YES. First payment of 360.00 is due 09 19 2021.<br>Second payment amount and due date will appear on next bill , Payment Plan installment amount 56.00. | IVR  |
| 2021-09-03   | SC - MED CERT - 3 DAY        | Caller NICOLE THOMAS Ratepayer. IVR NICOLE THOMAS Med Cert   | IVR  |
| 2021-09-02   | Correspondence - Collections | CUT DATE 2021-09-20 AMOUNT 3 507.53  |      |

**PPL ELECTRIC EXHIBIT NO. 3**

Maintain Payment Agreement for Account [REDACTED]

Edit Help

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

| Current Billing Information |             | Budget Billing Details |                          |
|-----------------------------|-------------|------------------------|--------------------------|
| Bill Due Date:              | 09/30/25    | Enroll in Budget Bill: | <input type="checkbox"/> |
| Bill Amount:                | \$13,654.48 | Current BB Amount:     | \$400.00                 |

| Agreement Details |             | Installment Details       |          |
|-------------------|-------------|---------------------------|----------|
| Start Date:       | 07/09/25    | Installment Amount:       | \$236.00 |
| Agreement Amount: | \$14,547.48 | Number Of Installments:   | 59       |
|                   |             | Remaining Installments:   | 59       |
|                   |             | Final Installment Amount: | \$228.48 |

| Initial Payment Details |          | Customer Offer        |        |
|-------------------------|----------|-----------------------|--------|
| Due Date:               | 07/30/25 | Downpayment Amount:   | \$0.00 |
| Payment Amount:         | \$631.00 | 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] |

View Payment Agreement for Account [REDACTED]

Edit Help

Type: **Catch-Up** Status: **Dispute Canceled**

|                                    |   |
|------------------------------------|---|
| <b>Current Billing Information</b> | <b>Budget Billing Details</b>                   |
| Bill Due Date: 09/30/25            | Enroll in Budget Bill: <input type="checkbox"/> |
| Bill Amount: \$13,654.48           | Current BB Amount: \$400.00                     |
| <b>Agreement Details</b>           | <b>Installment Details</b>                      |
| Start Date: 06/17/25               | Installment Amount: \$391.00                    |
| Agreement Amount: \$13,154.19      | Number Of Installments: 23                      |
| <b>Initial Payment Details</b>     | Remaining Installments: 23                      |
| Due Date: 06/24/25                 | Final Installment Amount: \$26.19               |
| Payment Amount: \$4,526.00         | <b>Customer Offer</b>                           |
| Restore Amount: \$4,526.00         | Downpayment Amount: \$0.00                      |
| <b>Task List</b>                   | Downpayment Due Date: 11                        |
| Customer Contact...                | Installment Amount: \$0.00                      |
|                                    | Installment Due Date: 11                        |

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**

|                                    |   |
|------------------------------------|---|
| <b>Current Billing Information</b> | <b>Budget Billing Details</b>                   |
| Bill Due Date: 09/30/25            | Enroll in Budget Bill: <input type="checkbox"/> |
| Bill Amount: \$13,654.48           | Current BB Amount: \$400.00                     |
| <b>Agreement Details</b>           | <b>Installment Details</b>                      |
| Start Date: 04/02/25               | Installment Amount: \$391.00                    |
| Agreement Amount: \$12,712.42      | Number Of Installments: 25                      |
| <b>Initial Payment Details</b>     | Remaining Installments: 25                      |
| Due Date: 04/02/25                 | Final Installment Amount: \$25.42               |
| Payment Amount: \$3,303.00         | <b>Customer Offer</b>                           |
| Restore Amount: \$3,303.00         | Downpayment Amount: \$0.00                      |
| <b>Task List</b>                   | 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: **Defaulted**

|                                    |   |
|------------------------------------|---|
| <b>Current Billing Information</b> | <b>Budget Billing Details</b>                   |
| Bill Due Date: 09/30/25            | Enroll in Budget Bill: <input type="checkbox"/> |
| Bill Amount: \$13,654.48           | Current BB Amount: \$400.00                     |
| <b>Agreement Details</b>           | <b>Installment Details</b>                      |
| Start Date: 11/11/24               | Installment Amount: \$391.00                    |
| Agreement Amount: \$11,744.45      | Number Of Installments: 30                      |
| <b>Initial Payment Details</b>     | Remaining Installments: 30                      |
| Due Date: 11/18/24                 | Final Installment Amount: \$24.45               |
| Payment Amount: \$381.00           | <b>Customer Offer</b>                           |
| Restore Amount: \$381.00           | Downpayment Amount: \$0.00                      |
| <b>Task List</b>                   | Downpayment Due Date: 11                        |
| Customer Contact...                | Installment Amount: \$0.00                      |
|                                    | Installment Due Date: 11                        |

OK Cancel

Outstanding Money... ?

**Special Situation Details**

Special Circumstance: [REDACTED]

Supervisor Discretion: [REDACTED]

View Payment Agreement for Account [REDACTED]

Edit Help

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

| Current Billing Information |             | Budget Billing Details |                          |
|-----------------------------|-------------|------------------------|--------------------------|
| Bill Due Date:              | 09/30/25    | Enroll in Budget Bill: | <input type="checkbox"/> |
| Bill Amount:                | \$13,654.48 | Current BB Amount:     | \$400.00                 |

| Agreement Details |             | Installment Details       |          |
|-------------------|-------------|---------------------------|----------|
| Start Date:       | 07/12/24    | Installment Amount:       | \$391.00 |
| Agreement Amount: | \$12,536.33 | Number Of Installments:   | 32       |
|                   |             | Remaining Installments:   | 31       |
|                   |             | Final Installment Amount: | \$14.45  |

| Initial Payment Details |          | Customer Offer        |        |
|-------------------------|----------|-----------------------|--------|
| Due Date:               | 07/30/24 | 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... [REDACTED]

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

View Payment Agreement for Account [REDACTED]

Edit Help

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

|                                    |   |
|------------------------------------|---|
| <b>Current Billing Information</b> | <b>Budget Billing Details</b>                   |
| Bill Due Date: 09/30/25            | Enroll in Budget Bill: <input type="checkbox"/> |
| Bill Amount: \$13,654.48           | Current BB Amount: \$400.00                     |
| <b>Agreement Details</b>           | <b>Installment Details</b>                      |
| Start Date: 03/01/24               | Installment Amount: \$0.00                      |
| Agreement Amount: \$10,532.66      | Number Of Installments: [REDACTED]              |
| <b>Initial Payment Details</b>     | Remaining Installments: [REDACTED]              |
| Due Date: 03/01/24                 | Final Installment Amount: \$0.00                |
| Payment Amount: \$10,532.66        | <b>Customer Offer</b>                           |
| Restore Amount: \$10,532.66        | Downpayment Amount: \$0.00                      |
| <b>Task List</b>                   | 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**

|                                    |   |
|------------------------------------|---|
| <b>Current Billing Information</b> | <b>Budget Billing Details</b>                   |
| Bill Due Date: 09/30/25            | Enroll in Budget Bill: <input type="checkbox"/> |
| Bill Amount: \$13,654.48           | Current BB Amount: \$400.00                     |
| <b>Agreement Details</b>           | <b>Installment Details</b>                      |
| Start Date: 03/01/24               | Installment Amount: \$0.00                      |
| Agreement Amount: \$10,532.66      | Number Of Installments: [REDACTED]              |
| <b>Initial Payment Details</b>     | Remaining Installments: [REDACTED]              |
| Due Date: 03/01/24                 | Final Installment Amount: \$0.00                |
| Payment Amount: \$10,532.66        | <b>Customer Offer</b>                           |
| Restore Amount: \$10,532.66        | Downpayment Amount: \$0.00                      |
| <b>Task List</b>                   | Downpayment Due Date: 11                        |
| Customer Contact...                | Installment Amount: \$0.00                      |
|                                    | Installment Due Date: 11                        |

OK Cancel

Outstanding Money... ?

**Special Situation Details**

Special Circumstance: [REDACTED]

Supervisor Discretion: [REDACTED]

View Payment Agreement for Account [REDACTED]

Edit Help

Type: **Reconnection Two** Status: **Refused**

| Current Billing Information |             |
|-----------------------------|-------------|
| Bill Due Date:              | 09/30/25    |
| Bill Amount:                | \$13,654.48 |

| Budget Billing Details |                          |
|------------------------|--------------------------|
| Enroll in Budget Bill: | <input type="checkbox"/> |
| Current BB Amount:     | \$400.00                 |

| Agreement Details |             |
|-------------------|-------------|
| Start Date:       | 11/21/23    |
| Agreement Amount: | \$10,592.75 |

| Installment Details       |            |
|---------------------------|------------|
| Installment Amount:       | \$5,487.78 |
| Number Of Installments:   | 1          |
| Remaining Installments:   |            |
| Final Installment Amount: | \$382.81   |

| Initial Payment Details |            |
|-------------------------|------------|
| Due Date:               | 11/29/23   |
| Payment Amount:         | \$5,104.97 |

| Customer Offer        |        |
|-----------------------|--------|
| Downpayment Amount:   | \$0.00 |
| Downpayment Due Date: | 11     |
| Installment Amount:   | \$0.00 |
| Installment Due Date: | 11     |

| Restore Amount  |             |
|-----------------|-------------|
| Restore Amount: | \$10,209.94 |

| Task List           |  |
|---------------------|--|
| Customer Contact... |  |

OK Cancel

Outstanding Money... ?

| Special Situation Details |                |
|---------------------------|----------------|
| Special Circumstance:     |                |
| Supervisor Discretion:    | CTP Negotiated |

View Payment Agreement for Account [REDACTED]

Edit Help

Type: **Catch-Up** Status: **Canceled**

| Current Billing Information |             |
|-----------------------------|-------------|
| Bill Due Date:              | 09/30/25    |
| Bill Amount:                | \$13,654.48 |

| Budget Billing Details |                          |
|------------------------|--------------------------|
| Enroll in Budget Bill: | <input type="checkbox"/> |
| Current BB Amount:     | \$400.00                 |

| Agreement Details |             |
|-------------------|-------------|
| Start Date:       | 11/10/23    |
| Agreement Amount: | \$10,209.94 |

| Initial Payment Details |            |
|-------------------------|------------|
| Due Date:               | 11/15/23   |
| Payment Amount:         | \$8,377.00 |

| Installment Details       |          |
|---------------------------|----------|
| Installment Amount:       | \$165.00 |
| Number Of Installments:   | 12       |
| Remaining Installments:   | 12       |
| Final Installment Amount: | \$17.94  |

| Customer Offer        |        |
|-----------------------|--------|
| Downpayment Amount:   | \$0.00 |
| Downpayment Due Date: | 11     |
| Installment Amount:   | \$0.00 |
| Installment Due Date: | 11     |

| Special Situation Details |  |
|---------------------------|--|
| Special Circumstance:     |  |
| Supervisor Discretion:    |  |

| Task List           |  |
|---------------------|--|
| Customer Contact... |  |

Restore Amount: \$8,377.00

Outstanding Money... ?

OK Cancel

View Payment Agreement for Account [REDACTED]

Edit Help

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

| Current Billing Information |             |
|-----------------------------|-------------|
| Bill Due Date:              | 09/30/25    |
| Bill Amount:                | \$13,654.48 |

| Budget Billing Details |                          |
|------------------------|--------------------------|
| Enroll in Budget Bill: | <input type="checkbox"/> |
| Current BB Amount:     | \$400.00                 |

| Agreement Details |            |
|-------------------|------------|
| Start Date:       | 08/11/23   |
| Agreement Amount: | \$8,225.86 |

| Installment Details       |          |
|---------------------------|----------|
| Installment Amount:       | \$165.00 |
| Number Of Installments:   | 15       |
| Remaining Installments:   | 15       |
| Final Installment Amount: | \$17.86  |

| Initial Payment Details |            |
|-------------------------|------------|
| Due Date:               | 08/20/23   |
| Payment Amount:         | \$5,898.00 |

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

| Restore Amount  |            |
|-----------------|------------|
| Restore Amount: | \$5,898.00 |

| 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**

|                                    |   |
|------------------------------------|---|
| <b>Current Billing Information</b> | <b>Budget Billing Details</b>                   |
| Bill Due Date: 09/30/25            | Enroll in Budget Bill: <input type="checkbox"/> |
| Bill Amount: \$13,654.48           | Current BB Amount: \$400.00                     |
| <b>Agreement Details</b>           | <b>Installment Details</b>                      |
| Start Date: 10/25/22               | Installment Amount: \$165.00                    |
| Agreement Amount: \$4,500.00       | Number Of Installments: 23                      |
| <b>Initial Payment Details</b>     | Remaining Installments: 23                      |
| Due Date: 11/01/22                 | Final Installment Amount: \$182.00              |
| Payment Amount: \$688.00           | <b>Customer Offer</b>                           |
| Restore Amount: \$688.00           | Downpayment Amount: \$0.00                      |
| <b>Task List</b>                   | Downpayment Due Date: 11                        |
| Customer Contact...                | Installment Amount: \$0.00                      |
|                                    | Installment Due Date: 11                        |

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 |             | Budget Billing Details |                          |
|-----------------------------|-------------|------------------------|--------------------------|
| Bill Due Date:              | 09/30/25    | Enroll in Budget Bill: | <input type="checkbox"/> |
| Bill Amount:                | \$13,654.48 | Current BB Amount:     | \$400.00                 |

| Agreement Details |            | Installment Details       |         |
|-------------------|------------|---------------------------|---------|
| Start Date:       | 10/18/22   | Installment Amount:       | \$56.00 |
| Agreement Amount: | \$4,322.99 | Number Of Installments:   | 44      |
|                   |            | Remaining Installments:   | 44      |
|                   |            | Final Installment Amount: | \$14.99 |

| Initial Payment Details |            | Customer Offer        |        |
|-------------------------|------------|-----------------------|--------|
| Due Date:               | 10/24/22   | Downpayment Amount:   | \$0.00 |
| Payment Amount:         | \$1,900.00 | Downpayment Due Date: | //     |
|                         |            | Installment Amount:   | \$0.00 |
|                         |            | Installment Due Date: | //     |

Restore Amount: \$1,900.00

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: **Expired**

| Current Billing Information |             | Budget Billing Details |                          |
|-----------------------------|-------------|------------------------|--------------------------|
| Bill Due Date:              | 09/30/25    | Enroll in Budget Bill: | <input type="checkbox"/> |
| Bill Amount:                | \$13,654.48 | Current BB Amount:     | \$400.00                 |

| Agreement Details |            | Installment Details       |         |
|-------------------|------------|---------------------------|---------|
| Start Date:       | 10/06/22   | Installment Amount:       | \$56.00 |
| Agreement Amount: | \$4,466.99 | Number Of Installments:   | 44      |
|                   |            | Remaining Installments:   | 44      |
|                   |            | Final Installment Amount: | \$14.99 |

| Initial Payment Details |            | Customer Offer        |        |
|-------------------------|------------|-----------------------|--------|
| Due Date:               | 10/19/22   | Downpayment Amount:   | \$0.00 |
| Payment Amount:         | \$2,044.00 | Downpayment Due Date: | 11     |
| Restore Amount:         | \$2,044.00 | Installment Amount:   | \$0.00 |
|                         |            | Installment Due Date: | 11     |

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**

|                                    |   |
|------------------------------------|---|
| <b>Current Billing Information</b> | <b>Budget Billing Details</b>                   |
| Bill Due Date: 09/30/25            | Enroll in Budget Bill: <input type="checkbox"/> |
| Bill Amount: \$13,654.48           | Current BB Amount: \$400.00                     |
| <b>Agreement Details</b>           | <b>Installment Details</b>                      |
| Start Date: 08/22/22               | Installment Amount: \$56.00                     |
| Agreement Amount: \$3,945.09       | Number Of Installments: 46                      |
| <b>Initial Payment Details</b>     | Remaining Installments: 46                      |
| Due Date: 08/22/22                 | Final Installment Amount: \$14.09               |
| Payment Amount: \$1,411.00         | <b>Customer Offer</b>                           |
| Restore Amount: \$1,411.00         | Downpayment Amount: \$0.00                      |
| <b>Task List</b>                   | 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 |             |
|-----------------------------|-------------|
| Bill Due Date:              | 09/30/25    |
| Bill Amount:                | \$13,654.48 |

| Budget Billing Details |                          |
|------------------------|--------------------------|
| Enroll in Budget Bill: | <input type="checkbox"/> |
| Current BB Amount:     | \$400.00                 |

| Agreement Details |            |
|-------------------|------------|
| Start Date:       | 06/15/22   |
| Agreement Amount: | \$3,094.82 |

| Installment Details       |         |
|---------------------------|---------|
| Installment Amount:       | \$56.00 |
| Number Of Installments:   | 48      |
| Remaining Installments:   | 48      |
| Final Installment Amount: | \$13.82 |

| Initial Payment Details |          |
|-------------------------|----------|
| Due Date:               | 06/21/22 |
| Payment Amount:         | \$449.00 |

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

| Restore Amount  |          |
|-----------------|----------|
| Restore Amount: | \$449.00 |

| Task List           |  |
|---------------------|--|
| Customer Contact... |  |

| Special Situation Details |  |
|---------------------------|--|
| Special Circumstance:     |  |
| Supervisor Discretion:    |  |

OK Cancel

Outstanding Money... ?

View Payment Agreement for Account [REDACTED]

Edit Help

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

|                                    |   |
|------------------------------------|---|
| <b>Current Billing Information</b> | <b>Budget Billing Details</b>                   |
| Bill Due Date: 09/30/25            | Enroll in Budget Bill: <input type="checkbox"/> |
| Bill Amount: \$13,654.48           | Current BB Amount: \$400.00                     |
| <b>Agreement Details</b>           | <b>Installment Details</b>                      |
| Start Date: 05/03/22               | Installment Amount: \$56.00                     |
| Agreement Amount: \$3,108.19       | Number Of Installments: 49                      |
| <b>Initial Payment Details</b>     | Remaining Installments: 49                      |
| Due Date: 05/15/22                 | Final Installment Amount: \$13.19               |
| Payment Amount: \$407.00           | <b>Customer Offer</b>                           |
| Restore Amount: \$407.00           | Downpayment Amount: \$0.00                      |
| <b>Task List</b>                   | 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: **Defaulted**

|                                    |   |
|------------------------------------|---|
| <b>Current Billing Information</b> | <b>Budget Billing Details</b>                   |
| Bill Due Date: 09/30/25            | Enroll in Budget Bill: <input type="checkbox"/> |
| Bill Amount: \$13,654.48           | Current BB Amount: \$400.00                     |
| <b>Agreement Details</b>           | <b>Installment Details</b>                      |
| Start Date: 04/18/22               | Installment Amount: \$56.00                     |
| Agreement Amount: \$3,409.19       | Number Of Installments: 50                      |
| <b>Initial Payment Details</b>     | Remaining Installments: 50                      |
| Due Date: 04/24/22                 | Final Installment Amount: \$13.19               |
| Payment Amount: \$652.00           | <b>Customer Offer</b>                           |
| Restore Amount: \$652.00           | Downpayment Amount: \$0.00                      |
| <b>Task List</b>                   | 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 |             |
|-----------------------------|-------------|
| Bill Due Date:              | 09/30/25    |
| Bill Amount:                | \$13,654.48 |

| Budget Billing Details |                          |
|------------------------|--------------------------|
| Enroll in Budget Bill: | <input type="checkbox"/> |
| Current BB Amount:     | \$400.00                 |

| Agreement Details |            |
|-------------------|------------|
| Start Date:       | 03/21/22   |
| Agreement Amount: | \$3,711.77 |

| Installment Details       |         |
|---------------------------|---------|
| Installment Amount:       | \$56.00 |
| Number Of Installments:   | 51      |
| Remaining Installments:   | 51      |
| Final Installment Amount: | \$12.77 |

| Initial Payment Details |          |
|-------------------------|----------|
| Due Date:               | 03/21/22 |
| Payment Amount:         | \$899.00 |

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

| Restore Amount  |          |
|-----------------|----------|
| Restore Amount: | \$899.00 |

| Task List           |  |
|---------------------|--|
| Customer Contact... |  |

| Special Situation Details |  |
|---------------------------|--|
| Special Circumstance:     |  |
| Supervisor Discretion:    |  |

OK Cancel

Outstanding Money... ?

View Payment Agreement for Account [REDACTED]

Edit Help

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

|                                    |   |
|------------------------------------|---|
| <b>Current Billing Information</b> | <b>Budget Billing Details</b>                   |
| Bill Due Date: 09/30/25            | Enroll in Budget Bill: <input type="checkbox"/> |
| Bill Amount: \$13,654.48           | Current BB Amount: \$400.00                     |
| <b>Agreement Details</b>           | <b>Installment Details</b>                      |
| Start Date: 02/22/22               | Installment Amount: \$56.00                     |
| Agreement Amount: \$3,645.65       | Number Of Installments: 52                      |
| <b>Initial Payment Details</b>     | Remaining Installments: 52                      |
| Due Date: 02/22/22                 | Final Installment Amount: \$12.65               |
| Payment Amount: \$777.00           | <b>Customer Offer</b>                           |
| Restore Amount: \$777.00           | Downpayment Amount: \$0.00                      |
| <b>Task List</b>                   | 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**

|                                    |   |
|------------------------------------|---|
| <b>Current Billing Information</b> | <b>Budget Billing Details</b>                   |
| Bill Due Date: 09/30/25            | Enroll in Budget Bill: <input type="checkbox"/> |
| Bill Amount: \$13,654.48           | Current BB Amount: \$400.00                     |
| <b>Agreement Details</b>           | <b>Installment Details</b>                      |
| Start Date: 01/07/22               | Installment Amount: \$56.00                     |
| Agreement Amount: \$3,576.87       | Number Of Installments: 53                      |
| <b>Initial Payment Details</b>     | Remaining Installments: 53                      |
| Due Date: 01/19/22                 | Final Installment Amount: \$11.87               |
| Payment Amount: \$653.00           | <b>Customer Offer</b>                           |
| Restore Amount: \$653.00           | Downpayment Amount: \$0.00                      |
| <b>Task List</b>                   | 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: **Defaulted**

|                                    |   |
|------------------------------------|---|
| <b>Current Billing Information</b> | <b>Budget Billing Details</b>                   |
| Bill Due Date: 09/30/25            | Enroll in Budget Bill: <input type="checkbox"/> |
| Bill Amount: \$13,654.48           | Current BB Amount: \$400.00                     |
| <b>Agreement Details</b>           | <b>Installment Details</b>                      |
| Start Date: 11/03/21               | Installment Amount: \$56.00                     |
| Agreement Amount: \$3,079.87       | Number Of Installments: 55                      |
| <b>Initial Payment Details</b>     | Remaining Installments: 55                      |
| Due Date: 11/16/21                 | Final Installment Amount: \$11.87               |
| Payment Amount: \$44.00            | <b>Customer Offer</b>                           |
| Restore Amount: \$44.00            | Downpayment Amount: \$0.00                      |
| <b>Task List</b>                   | Downpayment Due Date: 11                        |
| Customer Contact...                | Installment Amount: \$0.00                      |
|                                    | Installment Due Date: 11                        |

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 |             |
|-----------------------------|-------------|
| Bill Due Date:              | 09/30/25    |
| Bill Amount:                | \$13,654.48 |

| Budget Billing Details |                          |
|------------------------|--------------------------|
| Enroll in Budget Bill: | <input type="checkbox"/> |
| Current BB Amount:     | \$400.00                 |

| Agreement Details |            |
|-------------------|------------|
| Start Date:       | 10/05/21   |
| Agreement Amount: | \$3,407.87 |

| Installment Details       |         |
|---------------------------|---------|
| Installment Amount:       | \$56.00 |
| Number Of Installments:   | 56      |
| Remaining Installments:   | 56      |
| Final Installment Amount: | \$11.87 |

| Initial Payment Details |          |
|-------------------------|----------|
| Due Date:               | 10/18/21 |
| Payment Amount:         | \$316.00 |

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

| Restore Amount  |          |
|-----------------|----------|
| Restore Amount: | \$316.00 |

| Task List           |  |
|---------------------|--|
| Customer Contact... |  |

OK Cancel

Outstanding Money... ?

| Special Situation Details |  |
|---------------------------|--|
| Special Circumstance:     |  |
| Supervisor Discretion:    |  |

View Payment Agreement for Account [REDACTED]

Edit Help

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

| Current Billing Information |             | Budget Billing Details |                          |
|-----------------------------|-------------|------------------------|--------------------------|
| Bill Due Date:              | 09/30/25    | Enroll in Budget Bill: | <input type="checkbox"/> |
| Bill Amount:                | \$13,654.48 | Current BB Amount:     | \$400.00                 |

| Agreement Details |            | Installment Details       |         |
|-------------------|------------|---------------------------|---------|
| Start Date:       | 09/03/21   | Installment Amount:       | \$56.00 |
| Agreement Amount: | \$3,507.53 | Number Of Installments:   | 57      |
|                   |            | Remaining Installments:   | 57      |
|                   |            | Final Installment Amount: | \$11.53 |

| Initial Payment Details |          | Customer Offer        |        |
|-------------------------|----------|-----------------------|--------|
| Due Date:               | 09/19/21 | Downpayment Amount:   | \$0.00 |
| Payment Amount:         | \$360.00 | Downpayment Due Date: | 11     |
|                         |          | Installment Amount:   | \$0.00 |
|                         |          | Installment Due Date: | 11     |

Restore Amount: \$360.00

Task List

- Customer Contact...

OK Cancel

Outstanding Money... ?

Special Situation Details

Special Circumstance: [REDACTED]

Supervisor Discretion: [REDACTED]

**PPL ELECTRIC EXHIBIT NO. 4**

Informals    Formals

Home

## Mediation Case View

Case Search

Reports

Final Review

| <a href="#">General</a>                          |   |                         |  |
|--|---|-------------------------|--|
| BCS Case No.                                     | 4071613   | Case Notes              | Count : 2<br><a href="#">Detail...</a> |
| CSS Account No.                                  | [REDACTED]  | Received Date           | 06/17/2025                             |
| CSS Name   | NICOLE THOMAS   | Due Date                | 07/16/2025                             |
| PUC Name   | NICOLE THOMAS   | Investigator Name       | CASE POOL, BCS                         |
| Service Address 1                                | 1617 PEBBLEBROOK LN   | Mailing Address 1       |  |
| Service Address 2                                |   | Mailing Address 2       |  |
| Service City, State Zip                          | HARRISBURG, PA 17110-   | Mailing City, State Zip | , -                                    |
| PUC Address                                      | 1617 PEBBLE BROOK LN,,HARRISBURG,PA,17110-  |                         |  |
| Service Class                                    | RESIDENTIAL   | Case Origin             | TELEPHONE                              |
| Phone Number                                     |   | Prior Case Number       | 3968894                                |
| Income Level                                     | 2   | On Track                | No                                     |
| Reason For Contact                               | ON - PAR NEEDED (# 61)  |                         |  |
| Customer Position                                |   |                         |  |
| Company Position                                 | 06/17/2025 4000 TO AVOID TERMINATION.   |                         |  |
| Related Information                              | 61 & PAYMENT ARRANGEMENT REQUEST. - RELIEF SOUGHT - PAR THE CELL PHONE NUMBER [REDACTED] HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS [REDACTED] HAS BEEN ALLOWED TO BE SHARED. |                         |  |
| Misc Info  |   |                         |  |
| Heating  | Yes   | Service                 | On                                     |
| Acct Bal Due Date                                | 07/27/2025  | Total Account Balance   | 14151.81                               |
| Budget Bill Amount                               | 395.00  | Termination Date        |  |
| Arrearage  | 4000.00   | Reported Income Amount  | 0.00                                   |
| Date of Last Customer Contact prior to Complaint |   |                         |  |

| <a href="#">Type Assignment</a> |             |
|---------------------------------|-------------|
| Case Type                       | Mediation   |
| Mediation Type                  | Abbreviated |

| <u>Ownership</u> |                 |
|------------------|-----------------|
| Contact Person   | 318084 - 318084 |

| <u>Income Fields</u> |            |                   |         |
|----------------------|------------|-------------------|---------|
| Total Gross Income   | 4400.00    | Employment Income | 4200.00 |
| DPW                  | 0.00       | Social Security   | 0.00    |
| Unemployment Comp    | 0.00       | Disability        | 0.00    |
| Pension              |            | Other             | 200.00  |
| Date Info Obtained   | 07/12/2024 |                   |         |

| <u>Other Information</u>                                |         |                           |    |
|---|---------|---------------------------|----|
| Adults  | 2       | Children                  | 2  |
| Amount Needed to Update Most Recent Payment Arrangement | 4527.86 | Universal Service Program | No |

| <u>Final Report</u>                                     |      |
|---|------|
| Did the customer accurately state the company position? | Yes  |
| What did the company tell the customer?                 |      |
| Dispute Information                                     | NONE |
| Company Final Position                                  |      |
| CAP Amount (OnTrack)                                    | 0.00 |

| <u>Prior Agreement Information</u> |           |             |              |  |
|------------------------------------|-----------|-------------|--------------|--|
| Type                               | Date      | Balance     | Income Level | Terms  |
| Catch Up                           | 6/17/2025 | \$13,154.19 | 2            | \$4,526.00 by 6/24/2025, then monthly bills + \$391.00 beg next bill due date. Adults 2, Children 2. |
| Catch Up                           | 4/2/2025  | \$12,712.42 | 2            | \$3,303.00 by 4/2/2025, then monthly bills + \$391.00 beg next bill due date. Adults 2, Children 2.  |

|              |            |             |   |  |
|--------------|------------|-------------|---|--|
| Catch Up     | 11/11/2024 | \$11,744.45 | 2 | \$381.00 by 11/18/2024, then monthly bills + \$391.00 beg next bill due date. Adults 2, Children 2.  |
| Catch Up     | 3/1/2024   | \$10,532.66 | 2 | \$10,532.66 by 3/1/2024, then monthly bills + \$0.00 beg next bill due date. Adults 3, Children 2.   |
| Reconnection | 11/21/2023 | \$10,592.75 | 1 | \$5,104.97 by 11/29/2023, then monthly bills + \$5,487.78 beg next bill due date. Adults 3, Children 2. Level 1 customer, \$2400 gross monthly income. |
| Catch Up     | 8/11/2023  | \$8,225.86  | 1 | \$5,898.00 by 8/20/2023, then monthly bills + \$165.00 beg next bill due date. Adults 3, Children 2.   |
| Settlement   | 10/25/2022 | \$4,500.00  | 1 | \$688.00 by 11/1/2022, then monthly bills + \$165.00 beg next bill due date. Adults 3, Children 2.   |
| Catch Up     | 10/6/2022  | \$4,466.99  | 2 | \$2,044.00 by 10/19/2022, then monthly bills + \$56.00 beg next bill due date. Adults 6, Children 0.   |
| Catch Up     | 8/22/2022  | \$3,945.09  | 2 | \$1,411.00 by 8/22/2022, then monthly bills + \$56.00 beg next bill due date. Adults 6, Children 0.  |
| Catch Up     | 6/15/2022  | \$3,094.82  | 1 | \$449.00 by 6/21/2022, then monthly bills + \$56.00 beg next bill due date. Adults 3, Children 3.  |
| Catch Up     | 5/3/2022   | \$3,108.19  | 1 | \$407.00 by 5/15/2022, then monthly bills + \$56.00 beg next bill due date. Adults 3, Children 3.  |
| Catch Up     | 4/18/2022  | \$3,409.19  | 1 | \$652.00 by 4/24/2022, then monthly bills + \$56.00 beg next bill due date. Adults 3, Children 3.  |
| Catch Up     | 3/21/2022  | \$3,711.77  | 1 | \$899.00 by 3/21/2022, then monthly bills + \$56.00 beg next bill due date. Adults 3, Children 3.  |

|            |           |            |   |   |
|------------|-----------|------------|---|---|
| Catch Up   | 2/22/2022 | \$3,645.65 | 1 | \$777.00 by 2/22/2022, then monthly bills + \$56.00 beg next bill due date. Adults 3, Children 3.   |
| Catch Up   | 1/7/2022  | \$3,576.87 | 1 | \$653.00 by 1/19/2022, then monthly bills + \$56.00 beg next bill due date. Adults 3, Children 3.   |
| Catch Up   | 11/3/2021 | \$3,079.87 | 1 | \$44.00 by 11/16/2021, then monthly bills + \$56.00 beg next bill due date. Adults 3, Children 3.   |
| Catch Up   | 10/5/2021 | \$3,407.87 | 1 | \$316.00 by 10/18/2021, then monthly bills + \$56.00 beg next bill due date. Adults 3, Children 3.  |
| Catch Up   | 9/3/2021  | \$3,507.53 | 1 | \$360.00 by 9/19/2021, then monthly bills + \$56.00 beg next bill due date. Adults 3, Children 3.   |
| Catch Up   | 8/17/2021 | \$3,563.53 | 1 | \$360.00 by 8/22/2021, then monthly bills + \$56.00 beg next bill due date. Adults 3, Children 3.   |
| Catch Up   | 7/13/2021 | \$3,360.53 | 1 | \$101.00 by 7/19/2021, then monthly bills + \$56.00 beg next bill due date. Adults 3, Children 3.   |
| Catch Up   | 6/14/2021 | \$3,393.53 | 1 | \$78.00 by 6/20/2021, then monthly bills + \$56.00 beg next bill due date. Adults 3, Children 3.  |
| Settlement | 5/19/2021 | \$3,743.53 | 1 | \$428.00 by 5/28/2021, then monthly bills + \$56.00 beg next bill due date. Adults 3, Children 3.   |
| PUC        | 4/10/2013 | \$2,669.73 | 1 | CLOSED WITH DECISION. DECISION LETTER SENT. DISPUTE ISSUE INVALID. OPERATION HELP AVAILABLE AT 1-800-358-6623. L1 WAIVE LPC`S. CU TO BEGIN WITH MAY 2013 BILLING DD PAYING BB 260.00 + BALANCE 2669.73 OVER 60 MONTHS /+\$45.00= 305.00 MONTHLY. OR |

|  |  |  |  |                                      |
|--|--|--|--|--------------------------------------|
|  |  |  |  | AT INCOME REPORTED<br>APPLY ONTRACK. |
|--|--|--|--|--------------------------------------|

[Payment Information](#)

| Date       | Amount  | Payment Method/Status |
|------------|---------|-----------------------|
| 6/9/2025   | 190.00  |                       |
| 5/13/2025  | 195.00  |                       |
| 5/5/2025   | 195.00  |                       |
| 4/1/2025   | 150.00  |                       |
| 3/10/2025  | 96.00   |                       |
| 1/21/2025  | 242.00  |                       |
| 1/6/2025   | 350.00  |                       |
| 11/11/2024 | 381.00  |                       |
| 10/14/2024 | 341.00  |                       |
| 8/16/2024  | 315.00  |                       |
| 7/19/2024  | 391.00  |                       |
| 3/1/2024   | 200.00  |                       |
| 1/22/2024  | 350.00  |                       |
| 11/22/2023 | 1276.00 |                       |
| 11/10/2023 | 330.00  |                       |

[Analysis Information](#)

|                                |              |
|--------------------------------|--------------|
| Justified                      | Not Analyzed |
| <b>No Analysis Items Found</b> |              |

|                  |              |              |
|------------------|--------------|--------------|
| Return To Search | Case History | Attachments  |
| Print            | Decision     | Change State |
|                  | Dismiss      |              |

Informals    Formals

Home

## Decision Detail

Case Search

Reports

Final Review

| General                 |   |                         |                |
|-------------------------|---|-------------------------|----------------|
| BCS Case No.            | 4071613   | CSS Account No.         | ██████████     |
| Customer Name           | NICOLE THOMAS   | Investigator Name       | CASE POOL, BCS |
| Address 1               | 1617 PEBBLEBROOK LN   | Service Class           | RESIDENTIAL    |
| Address 2               |   | Case Origin             | TELEPHONE      |
| City, State Zip         | HARRISBURG , PA 17110   | Head Date               | 07/01/2025     |
| Service Restore Amount  |   | Current Monthly Payment |                |
| Service Continue Amount |   | Service Continue Date   |                |
| Decision Issue          | Yes   | Ending Monthly Payment  |                |
| Chapter                 |   | Oral/Written            | Written        |
| Section Rule            |   | Violation               | NO             |
| Total Balance           | 14151.81  | Closed Date             | 06/30/2025     |
| Reconnect Amount        | 0.00  | Balance Date            | 06/30/2025     |
| Special Budget Amount   | 631.00  | Regular Budget Amount   | 395.00         |
| Arrears Payment Plus    | 236.00  | Final Monthly Payment   |                |
| Resolution              | LEVEL 1, BB 395.00 + 236.00 = 631.00 BEGINNING JULY 2025. WAIVE LPCS. |                         |                |
| Terms                   | JULY 2025 BILL DUE DATE   |                         |                |
| Letter Description      |   |                         |                |

| Action Required Options |   |                   |                      |
|-------------------------|---|-------------------|----------------------|
| Action Required         | <input type="radio"/> Yes <input type="radio"/> No        |                   |                      |
| WorkQ Category          | <input type="text"/> <span style="float: right;">▼</span> |                   |                      |
| Sub Category            | <input type="text"/> <span style="float: right;">▼</span> |                   |                      |
| Up Front Amount         | <input type="text"/>                                      | Up Front Due Date | <input type="text"/> |
| Bill Type               | <input type="text"/> <span style="float: right;">▼</span> |                   |                      |
| Plus Amount             | <input type="text"/>                                      |                   |                      |

|                  |  |                |                      |
|------------------|--|----------------|----------------------|
| Beginning Date   | <input type="text"/>   |                |                      |
| Write-Off Amount | <input type="text"/>   |                |                      |
| Comments         | <div style="border: 1px solid #ccc; height: 60px; width: 100%;"></div> |                |                      |
| Processed By     | SYSTEM   | Processed Date | 6/30/2025 2:00:08 PM |

[Return to Case](#)

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**PPL ELECTRIC EXHIBIT NO. 6**

**PPL Electric Utilities**  
827 Hausman Road  
Allentown, PA 18104-9392  
Tel. 800.342.5775 Fax 484.634.3484



NICOLE THOMAS  
1617 PEBBLEBROOK LN  
HARRISBURG, PA 17110

August 27, 2025

**Bill Account Number:** [REDACTED]

Dear NICOLE THOMAS:

On 07/21/2025, you contacted us to discuss the amount of your electric bill (bill period ending 07/21/2025).

To assist you with understanding your electricity consumption and the resulting bill, we reviewed your usage history. We discussed your energy usage, which among other things, looks at the size of your home or business, number of occupants, the heating and cooling sources, and appliances. We conducted the analysis to learn more about your home and your energy consumption.

We tested your meter and have enclosed the report from the test. Based on the results, your electric meter was recording your electricity consumption accurately. Based on our review, your bills are correct.

Lastly, we encourage you to view and monitor your electricity use regularly on our website at [ppllectric.com](http://ppllectric.com). If you have not already done so, you will need to create a username and password to link your bill account number to your profile.

After logging into your account, at [ppllectric.com](http://ppllectric.com), you will see a graph of electricity use. To the right of that graph, select View Usage Details. This application lets you track your home's energy use. It also shows the average daily temperature. The weather has a direct impact on electricity usage for homes that rely on electricity for heating or cooling. Using this site regularly will improve your understanding of your electricity use and might help you find ways to save money on future bills.

We have enclosed an account activity statement for your reference. Your balance of \$13,585.48 is due on 09/27/2025. If you cannot pay the bill in full, please visit our website at [ppllectric.com](http://ppllectric.com) or call us.

You can pay your bill:

- Electronically, at [ppllectric.com](http://ppllectric.com).
- By phone at 1-800-342-5775.
- By mail, send your payment to PPL electric Utilities, PO Box 419054, St. Louis, MO 63141.
- In person, at a bill payment center (service fee applies). See list of payment centers at [ppllectric.com/paybill](http://ppllectric.com/paybill).
- By credit or debit card, by calling Paymentus at 1-844-278-3310, (service fee applies) to pay using Visa, MasterCard, Discover or debit card.

If you have questions or need more information, please visit [ppllectric.com](http://ppllectric.com) or call us at 1-800-342-5775. Customer service is available 24/7 for emergencies and outages, and 8 a.m. to 5 p.m. Monday through Friday for all other questions.

Sincerely,

**PPL Electric Utilities**

56.152 (7)(ii) The date on or after which the account will become delinquent unless a payment arrangement is entered into or an informal complaint is filed with the Commission. This date may not be earlier than the due date of the bill or 15 days after the issuance of a public utility company report, whichever is later.

## Metering Support Laboratory

### Laboratory Test Results

Customer Name: Nicole Thomas  
Customer Billing Account: [REDACTED]  
Meter Manufacturer: Landis and Gyr  
Meter Serial Number: [REDACTED]  
Meter Test Date: 8/27/2025

Meter Test Results:  
- Full Load Test: 99.95%  
- Light Load Test: 99.98%  
- Average Accuracy: 99.96%

PPL Electric Utilities Metering Laboratory is certified by the Pennsylvania Public Utility Commission. Meters are tested in accordance with Chapter 57.20. Full load meter testing is conducted at 100% of rated nameplate test current. Light Load meter testing is conducted at 10% of rated nameplate test current. Average Result is a weighted average of the two test points using 80% full load and 20% light load.

All meter accuracy results and equipment used are traceable to the National Institute of Standards and Technology (NIST) in Gaithersburg, Maryland.

Certified meter test results for Meter Serial number [REDACTED] were obtained using a WECO Model 4150 test system with serial number 7753 301545.

Additional testing notes:

Certified:  
Joseph Chunko  
Supervising Engineer, Metering Support

### **Understanding Your Rights**

The Pennsylvania Public Utility Commission (PUC) is a regulatory agency that balances the needs of consumers and utilities to ensure safe and reliable utility service at reasonable rates. Additionally, the PUC establishes the rules and regulations with which utilities must comply.

If you do not agree with this report, you may file an informal complaint with the PUC by calling toll-free in PA at 1-800-692-7380. If you prefer, you may write the PUC, P.O. Box 3265, Harrisburg, PA 17105-3265.

The PUC will ask you to provide the following information.

- The customer's name and phone number.
- The customer's address, and if different, the service address.
- The utility company's name and the customer's account number, if there is one.
- A brief statement of the dispute and the relief sought.
- Whether the company has already investigated and reported the dispute.
- Whether the same formal or informal complaint was filed with the PUC in the past.
- The proposed shut-off date, if any.

If you need additional information or have other concerns, please call PPL toll-free at 1-800-DIAL-PPL (1-800-342-5775).

**PPL ELECTRIC EXHIBIT NO. 10**

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



PPL Electric Utilities

Name & Address

January 13, 2025

## SERVICE TERMINATION NOTICE

(Aviso DE Terminación DE Servicio)

Address & Account Number

Service will be shut off for nonpayment of bills on or after  
8:00 AM on January 27, 2025.

Dear Customer & Occupants of Address

We don't want you to lose service. If you are able, pay the past due amount of Balance of 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](tel:800-358-6623), or you can visit [ppl electric.com](http://ppl electric.com) for payment agreement information, applications to customer assistance programs, and other easy self-service options. *Servicio disponible en español.*

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

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

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

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

**LIHEAP/CRISIS GRANTS ARE AVAILABLE:**

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

**Special Protections:**

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

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

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

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

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

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

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

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

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

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

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

~

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

We look forward to working with you.

Your PPL Customer Service Team,

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

THIS NOTICE IS VALID FOR 60 DAYS.