
Jayne Hodges,		
v.		Docket No.:
PPL Electric Utilities		F-2025-3056441
Corporation		
Initial Call-In		
Telephonic Hearing		

Pages 1 - 75

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

Thursday, October 9, 2025
Commencing at 10:02 a.m.

INDEX TO EXHIBITS

Docket No. F-2025-3056441

Hearing Date: October 9, 2025

<u>NUMBER</u>	<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
PPL's Exhibit 1	51	53
Account Activity Statement		
PPL's Exhibit 2	56	58
Account Contact History		

PPL's Exhibit 4 60 61

BCS Informal Complaint

PPL's Exhibit 5 63 65

Meter Test Results

PPL ELECTRIC EXHIBIT NO. 1

*** Account Information ***

*** Current Account Status ***

Account Number: [REDACTED]
 Mail To: JAYNE HODGES
 305 HIDDEN SPRINGS DR
 SOUDERTON PA 18964
 Requested By: JAYNE HODGES
 [REDACTED]
 Extension:

Payment Agreement
 Installment: \$0.00 Balance: \$0.00
 Budget Bill Amortization
 Installment: \$69.82 Balance: \$279.37
 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
09/28/2021	Late Payment Charge		\$6.00								
10/01/2021	BUDGET BILLING		\$137.00								
10/01/2021	Regular Bill	10/25	\$617.35	\$480.35	\$75.67	\$14.23	0053/0094	37503A	30	499	
10/04/2021	Payment		\$-450.00								
11/02/2021	BUDGET BILLING		\$137.00								
11/02/2021	Late Payment Charge		\$2.09								
11/02/2021	Regular Bill	11/23	\$306.44	\$167.35	\$81.19	\$-41.58	0046/0000	38063A	31	68	
11/11/2021	Payment		\$-200.00								
11/30/2021	Late Payment Charge		\$1.33								
12/02/2021	BUDGET BILLING		\$137.00								
12/02/2021	Regular Bill	12/23	\$244.77	\$106.44	\$147.12	\$-31.46	0756/0000	39232A	30	1169	
12/13/2021	Payment		\$-150.00								
12/29/2021	Late Payment Charge		\$1.18								
01/04/2022	BUDGET BILLING		\$135.26								
01/04/2022	Regular Bill	01/25	\$231.21	\$94.77	\$166.72		0869/0000	40580A	33	1348	
02/01/2022	Late Payment Charge		\$2.87								
02/01/2022	Late Payment Charge		\$0.01								
02/02/2022	BUDGET BILLING		\$129.00								
02/02/2022	Regular Bill	02/23	\$363.09	\$231.21	\$224.14	\$95.14	1226/0000	42448A	29	1868	
03/02/2022	Payment		\$-150.00								
03/03/2022	BUDGET BILLING		\$129.00								
03/03/2022	Regular Bill	03/24	\$342.09	\$213.09	\$176.60	\$142.74	0951/0000	43890A	29	1442	
03/17/2022	Payment		\$-210.00								
03/29/2022	Payment		\$-132.09								
04/01/2022	BUDGET BILLING		\$129.00								
04/01/2022	Regular Bill	04/25	\$129.00		\$155.72	\$169.46	0680/0000	44946A	29	1056	
05/03/2022	BUDGET BILLING		\$129.00								
05/03/2022	Late Payment Charge		\$1.61								
05/03/2022	Regular Bill	05/24	\$259.61	\$129.00	\$144.19	\$184.65	0493/0001	45753A	32	807	
05/23/2022	Payment		\$-129.00								

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	BILLED KW
05/24/2022	Payment		\$-130.61							
06/02/2022	BUDGET BILLING		\$129.00							
06/02/2022	Regular Bill	06/23	\$129.00		\$81.73	\$137.38	0107/0066	46281A	30	528
06/29/2022	Late Payment Charge		\$1.61							
07/01/2022	BUDGET BILLING		\$129.00							
07/01/2022	Regular Bill	07/26	\$259.61	\$129.00	\$143.03	\$151.41	0010/0135	46992A	29	711
07/05/2022	Payment		\$-150.00							
08/02/2022	BUDGET BILLING		\$142.00							
08/02/2022	Late Payment Charge		\$1.37							
08/02/2022	Regular Bill	08/23	\$252.98	\$109.61	\$211.54	\$220.95	0000/0379	48087A	32	1095
08/24/2022	Payment		\$-125.00							
08/30/2022	Late Payment Charge		\$1.60							
08/31/2022	BUDGET BILLING		\$142.00							
08/31/2022	Regular Bill	09/21	\$271.58	\$127.98	\$198.71	\$277.66	0000/0326	48981A	29	894
09/27/2022	Late Payment Charge		\$0.02							
09/27/2022	Late Payment Charge		\$3.38							
09/30/2022	BUDGET BILLING		\$142.00							
09/30/2022	Regular Bill	10/24	\$416.98	\$271.58	\$128.99	\$264.65	0071/0101	49460A	30	479
10/17/2022	Payment		\$-225.00							
10/31/2022	BUDGET BILLING		\$220.00							
10/31/2022	Regular Bill	11/21	\$411.98	\$191.98	\$159.89	\$204.54	0373/0000	50069A	29	609
11/01/2022	Late Payment Charge		\$0.04							
11/01/2022	Late Payment Charge		\$2.36							
11/28/2022	Payment		\$-250.00							
11/29/2022	Late Payment Charge		\$2.02							
11/30/2022	BUDGET BILLING		\$220.00							
11/30/2022	Regular Bill	12/21	\$386.40	\$161.98	\$204.33	\$188.87	0651/0005	51127A	32	1058
12/12/2022	Payment		\$-200.00							
12/28/2022	Late Payment Charge		\$2.33							
01/05/2023	Special Agreement		\$-243.14							
01/05/2023	BUDGET BILLING		\$463.14							
01/05/2023	Regular Bill	01/26	\$408.73	\$186.40	\$274.27		1096/0000	52557E	35	1430
01/31/2023	BUDGET BILLING		\$175.00							
01/31/2023	SPECIAL AGREEMENT - BB SETTLE		\$40.52							
01/31/2023	Regular Bill	02/21	\$624.25	\$408.73	\$275.67	\$100.67	0743/0000	54000A	27	1443

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
02/06/2023	Payment		\$-410.00								
03/01/2023	Late Payment Charge		\$2.17								
03/02/2023	BUDGET BILLING		\$175.00								
03/02/2023	SPECIAL AGREEMENT - BB SETTLE		\$40.52								
03/02/2023	Regular Bill	03/23	\$431.94	\$214.25	\$246.63	\$172.30	0871/0000	55282A	30		1282
03/07/2023	Payment		\$-300.00								
03/29/2023	Late Payment Charge		\$1.14								
03/31/2023	BUDGET BILLING		\$175.00								
03/31/2023	SPECIAL AGREEMENT - BB SETTLE		\$40.52								
03/31/2023	Regular Bill	04/24	\$348.60	\$131.94	\$205.15	\$202.45	0727/0000	56370A	29		1088
04/26/2023	Payment		\$-348.60								
05/02/2023	BUDGET BILLING		\$194.00								
05/02/2023	SPECIAL AGREEMENT - BB SETTLE		\$40.52								
05/02/2023	Regular Bill	05/23	\$234.52		\$142.11	\$150.56	0400/0017	57097A	32		727
05/31/2023	Late Payment Charge		\$2.43								
06/01/2023	BUDGET BILLING		\$194.00								
06/01/2023	SPECIAL AGREEMENT - BB SETTLE		\$40.52								
06/01/2023	Regular Bill	06/22	\$471.47	\$234.52	\$108.99	\$65.55	0175/0010	57634A	30		537
06/06/2023	Payment		\$-300.00								
06/28/2023	Late Payment Charge		\$1.64								
06/30/2023	BUDGET BILLING		\$194.00								
06/30/2023	SPECIAL AGREEMENT - BB SETTLE		\$40.54								
06/30/2023	Regular Bill	07/24	\$407.65	\$171.47	\$114.88	\$-13.57	0025/0092	58204A	29		570
07/24/2023	Payment		\$-300.00								
08/01/2023	BUDGET BILLING		\$194.00								
08/01/2023	Late Payment Charge		\$0.84								
08/01/2023	Regular Bill	08/22	\$302.49	\$107.65	\$198.07	\$-9.50	0000/0343	59251A	32		1047
08/29/2023	Late Payment Charge		\$0.01								
08/29/2023	Late Payment Charge		\$3.27								
08/30/2023	BUDGET BILLING		\$194.00								
08/30/2023	Regular Bill	09/20	\$499.77	\$302.49	\$132.05	\$-71.45	0000/0197	59906A	29		655
09/26/2023	Late Payment Charge		\$5.70								
09/26/2023	Late Payment Charge		\$0.05								
09/29/2023	BUDGET BILLING		\$194.00								
09/29/2023	Regular Bill	10/23	\$699.52	\$499.77	\$124.58	\$-140.87	0081/0116	60519A	30		613

*** Account Information ***

*** Current Account Status ***

Account Number: [REDACTED]
 Mail To: JAYNE HODGES
 305 HIDDEN SPRINGS DR
 SOUDERTON PA 18964
 Requested By: JAYNE HODGES
 Extension:

Payment Agreement
 Installment: \$0.00 Balance: \$0.00
 Budget Bill Amortization
 Installment: \$69.82 Balance: \$279.37
 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	Payment		\$-350.00								
10/30/2023	BUDGET BILLING		\$166.00								
10/30/2023	Regular Bill	11/20	\$515.52	\$349.52	\$126.13	\$-180.74	0258/0012	61141A	29	622	
10/31/2023	Late Payment Charge		\$4.30								
10/31/2023	Late Payment Charge		\$0.07								
11/06/2023	Payment		\$-250.00								
11/28/2023	Late Payment Charge		\$3.32								
11/30/2023	BUDGET BILLING		\$166.00								
11/30/2023	Regular Bill	12/21	\$439.21	\$265.52	\$222.84	\$-123.90	0742/0000	62306A	33	1165	
12/27/2023	Late Payment Charge		\$0.09								
12/27/2023	Late Payment Charge		\$5.40								
01/02/2024	Payment		\$-200.00								
01/03/2024	BUDGET BILLING		\$158.93								
01/03/2024	Regular Bill	01/24	\$403.63	\$239.21	\$282.83		0911/0000	63807A	34	1501	
01/30/2024	Late Payment Charge		\$0.16								
01/30/2024	Late Payment Charge		\$4.89								
02/01/2024	BUDGET BILLING		\$182.00								
02/01/2024	Regular Bill	02/22	\$590.68	\$403.63	\$304.59	\$122.59	0971/0000	65454A	29	1647	
02/20/2024	Payment		\$-250.00								
02/28/2024	Late Payment Charge		\$4.20								
02/28/2024	Late Payment Charge		\$0.06								
03/04/2024	BUDGET BILLING		\$182.00								
03/04/2024	Regular Bill	03/25	\$526.94	\$340.68	\$266.13	\$206.72	0902/0000	66882A	30	1428	
03/11/2024	Payment		\$-200.00								
04/02/2024	Late Payment Charge		\$4.04								
04/02/2024	Late Payment Charge		\$0.05								
04/03/2024	BUDGET BILLING		\$182.00								
04/03/2024	Regular Bill	04/24	\$513.03	\$326.94	\$223.81	\$248.53	0671/0000	68069A	32	1187	
04/24/2024	Payment		\$-326.00								
04/30/2024	Late Payment Charge		\$2.29								

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	BILLED KW
04/30/2024	Late Payment Charge		\$0.05							
05/02/2024	BUDGET BILLING		\$182.00							
05/02/2024	Regular Bill	05/23	\$371.37	\$187.03	\$151.74	\$218.27	0350/0011	68845A	29	776
05/29/2024	Late Payment Charge		\$0.08							
05/29/2024	Late Payment Charge		\$4.57							
06/03/2024	BUDGET BILLING		\$182.00							
06/03/2024	Regular Bill	06/24	\$558.02	\$371.37	\$122.95	\$159.22	0116/0075	69457A	30	612
06/24/2024	Payment		\$-371.37							
07/02/2024	BUDGET BILLING		\$182.00							
07/02/2024	Late Payment Charge		\$0.06							
07/02/2024	Late Payment Charge		\$2.28							
07/02/2024	Regular Bill	07/23	\$370.99	\$186.65	\$168.33	\$145.55	0005/0259	70327A	31	870
07/05/2024	Payment		\$-370.99							
08/01/2024	BUDGET BILLING		\$205.00							
08/01/2024	Regular Bill	08/22	\$205.00		\$185.26	\$125.81	0000/0372	71294A	30	967
08/28/2024	Late Payment Charge		\$2.56							
08/30/2024	BUDGET BILLING		\$205.00							
08/30/2024	Regular Bill	09/23	\$412.56	\$205.00	\$172.78	\$93.59	0010/0229	72190A	29	896
09/17/2024	Payment		\$-412.56							
10/01/2024	BUDGET BILLING		\$205.00							
10/01/2024	Regular Bill	10/22	\$205.00		\$137.31	\$25.90	0036/0065	72884A	32	694
10/29/2024	Late Payment Charge		\$2.56							
10/30/2024	BUDGET BILLING		\$219.00							
10/30/2024	Regular Bill	11/20	\$426.56	\$205.00	\$175.37	\$-17.73	0273/0000	73795A	29	911
11/11/2024	Payment		\$-205.00							
11/26/2024	Late Payment Charge		\$0.03							
11/26/2024	Late Payment Charge		\$2.74							
12/02/2024	BUDGET BILLING		\$219.00							
12/02/2024	Regular Bill	12/23	\$443.33	\$221.56	\$155.15	\$-81.58	0464/0006	74591A	29	796
12/26/2024	Payment		\$-222.00							
12/31/2024	Late Payment Charge		\$2.74							
01/02/2025	Special Agreement		\$-837.93							
01/02/2025	BUDGET BILLING		\$1056.93							
01/02/2025	Regular Bill	01/23	\$443.07	\$221.33	\$1138.51		1094/0000	80984A	34	6393
01/29/2025	Late Payment Charge		\$0.06							
01/29/2025	Late Payment Charge		\$5.48							

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS UNTIL	KWH	BILLED KW
02/03/2025	BUDGET BILLING		\$267.00								
02/03/2025	SPECIAL AGREEMENT - BB SETTLE		\$69.82								
02/03/2025	Regular Bill	02/24	\$785.43	\$443.07	\$1655.96	\$1388.96	1228/0000	90187A	31	9203	
02/14/2025	Payment		\$-300.00								
03/04/2025	BUDGET BILLING		\$267.00								
03/04/2025	SPECIAL AGREEMENT - BB SETTLE		\$69.82								
03/04/2025	Regular Bill	03/25	\$822.25	\$485.43	\$1285.30	\$2407.26	1066/0000	97311A	31	7124	
03/07/2025	Payment		\$-142.00								
03/18/2025	Payment		\$-70.00								
03/19/2025	Payment		\$-235.00								
04/07/2025	BUDGET BILLING		\$267.00								
04/07/2025	SPECIAL AGREEMENT - BB SETTLE		\$69.82								
04/07/2025	Regular Bill	04/28	\$712.07	\$375.25	\$438.30	\$2578.56	0604/0000	00556E	31	2702	
04/24/2025	Payment		\$-175.00								
05/02/2025	BUDGET BILLING		\$554.00								
05/02/2025	SPECIAL AGREEMENT - BB SETTLE		\$69.82								
05/02/2025	Regular Bill	05/23	\$1160.89	\$537.07	\$462.31	\$2486.87	0312/0002	00158A	28	2855	
05/22/2025	Payment		\$-170.00								
06/03/2025	BUDGET BILLING		\$554.00								
06/03/2025	SPECIAL AGREEMENT - BB SETTLE		\$69.82								
06/03/2025	Regular Bill	06/24	\$1614.71	\$990.89	\$170.25	\$2103.12	0157/0020	01146A	32	988	
07/01/2025	Late Payment Charge		\$17.20								
07/02/2025	BUDGET BILLING		\$554.00								
07/02/2025	SPECIAL AGREEMENT - BB SETTLE		\$69.82								
07/02/2025	Regular Bill	07/23	\$2255.73	\$1614.71	\$146.48	\$1695.60	0017/0228	01979A	29	833	
07/07/2025	Payment		\$-70.00								
07/07/2025	Payment		\$-170.00								
08/01/2025	BUDGET BILLING		\$610.00								
08/01/2025	SPECIAL AGREEMENT - BB SETTLE		\$69.82								
08/01/2025	Regular Bill	08/22	\$2695.55	\$2015.73	\$197.18	\$1282.78	0000/0381	02950A	30	971	
08/27/2025	Payment		\$-200.00								
09/02/2025	BUDGET BILLING		\$610.00								
09/02/2025	SPECIAL AGREEMENT - BB SETTLE		\$69.82								
09/02/2025	Regular Bill	09/23	\$3175.37	\$2495.55	\$148.16	\$820.94	0008/0183	03542A	29	592	
09/05/2025	Payment		\$-175.00								

PPL ELECTRIC EXHIBIT NO. 2

Account Contact History
Account: [REDACTED] **Customer Name:** JAYNE HODGES
 From 9/1/2021 to 9/29/2025

Contact Date	Contact Type	Remarks	User
2025-09-04	IVR Customer Initiated Payment	Scheduled date 9 4 2025 Amount 175.00 User IVR Owner YES. Confirmation Number 25090400	IVR
2025-09-03	Special Situation	HIGH BILL ALERT	SUPP_HB
2025-09-02	AMF Opt Out Rider Letter	Customer Choice Supplier Dropped.	CSSDR044
2025-09-02	Customer Choice Drop	Supplier dropped on 2025-09-05 - NRG Retail Solutions	
2025-09-02	Batch Enrollment		
2025-08-26	IVR Customer Initiated Payment	Scheduled date 8 26 2025 Amount 200.00 User IVR Owner YES. Confirmation Number 25082611	IVR
2025-08-20	Batch Enrollment		
2025-08-02	Special Situation	HIGH BILL ALERT	SUPP_HB
2025-07-23	Miscellaneous	WATT CCC Formal Complaint - Ability to Pay High Bill Bill Dispute Work Item 4522182 Created	ALLISON ARMBRUSTER
2025-07-23	SC - PUC Formal Complaint	Caller Back Office Ratepayer. PPL received notification the customer filed a formal complaint Docket F-2025-3056441	E180613
2025-07-22	Batch Enrollment		
2025-07-15	SC - MED CERT - 30 DAY	KOFAX initiated MedCert 30 Day Suspend Charges	ORAMP1
2025-07-15	Miscellaneous	WATT Scanned - Med Cert Work Item 4516731 Completed	CARMEN ACEVEDO
2025-07-15	Miscellaneous	WATT ID 4516731 Med Cert Rcvd -accepted - 30 day suspend charge added	CARMEN ACEVEDO
2025-07-15	Miscellaneous	WATT Scanned - Med Cert Work Item 4516731 Created	KOFAX
2025-07-15	Credit	Caller JAYNE HODGES Ratepayer User Comments Customer called to obtain information of getting MED-CERT. Adv that Physician s office would need to call PPL for med0cert to be faxed or office would need to fax a not including customer name address phone with Physicians name address phone fax along with signature and License to 484-634-3484 SAT	BRIAN PTASHINSKI
2025-07-15	WUR Assessment	JAYNE HODGES Ratepayer. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	BRIAN PTASHINSKI
2025-07-09	Billing	Caller JAYNE HODGES Ratepayer. CUST CLLD TO ADVSE SHE HAS OPEN CASE W PUC. CASE 4057529. ADVSD CUST CASE WAS DISMISSED BY PUC ON 5 28 25. CUST EXPLND SHOULD HAVE NEW CASE. ADVSD TO CONTACT PUC AND CALL BACK W NEW CASE . ADVSD WOULD NEED TO SET UP PAG OR ACCNT WOULD BE SUBJECT TO LPCS CLLCTN CLLS TERMNTN.....	MARK BENNETT
2025-07-09	Credit - Payment Agreement	Caller JAYNE HODGES Ratepayer.OFFRD PAG OF 1 374.71 BY 7 20 25 THEN 641.02 BY 7 23 25. ALSO OFFERED OPHELP. CUST WILL CONTACT PUC AND MAY ALSO CONTACT DR FOR MED CERT.	MARK BENNETT
2025-07-09	WUR Assessment	JAYNE HODGES Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC Yes.	MARK BENNETT
2025-07-09	Disputed Payment Agreement	JAYNE HODGES Ratepayer. Agreement Type CU. Cust agrees to PAG terms NO. OUR Provided. Total payment due 07 19 2025 1 374.71. First payment of 1 374.71 is due 07 20 2025. Second payment of 641.02 is due on 07 23 2025 . Payment Plan installment amount 0.00. Emailed PAG info to [REDACTED].	MARK BENNETT
2025-07-09	Credit	JAYNE HODGES Ratepayer. Offered Operation HELP - Yes . Emailed agency contact info to [REDACTED].	MARK BENNETT
2025-07-09	Credit	Confirmed service is scheduled for termination on 07 21 2025. Amount is 1 374.71. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.	MARK BENNETT
2025-07-09	SC - GRACE EXTENSION	Caller JAYNE HODGES Ratepayer. CUST ADVSD HAS OPEN CASE W PUC. CASE 4057529	E189762
2025-07-09	Call Transfer	Caller JAYNE HODGES Ratepayer User Comments case pending puc last step to fill last punch on april call the puc need to monthly payment have paid the delivery charge instead usage charge 170 add on 7 3 got shut off notice 7 21 2025 like to know for the moment for the usage charges 148.48 cx und that i transfer her to the EE cx agree and und	MARYJANE MARCELO
2025-07-09	WUR Assessment	JAYNE HODGES Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	MARYJANE MARCELO

Contact Date	Contact Type	Remarks	User
2025-07-09	Special Situation	Caller JAYNE HODGES Ratepayer. Email last verified on 7 9 2025	MARYJANE MARCELO
2025-07-09	SC - MED CERT - 3 DAY	Caller JAYNE HODGES Ratepayer. IVR Med Cert	IVR
2025-07-07	Correspondence - Collections	CUT DATE 2025-07-21 AMOUNT 1 374.71	
2025-07-07	IVR Customer Initiated Payment	Scheduled date 7 6 2025 Amount 170.00 User IVR Owner YES. Confirmation Number 25070639	IVR
2025-07-07	IVR Customer Initiated Payment	Scheduled date 7 5 2025 Amount 70.00 User IVR Owner YES. Confirmation Number 25070506	IVR
2025-05-28	SC - GRACE EXTENSION	Caller Back Office Ratepayer. SC Status from Open to Closed Cust Rights Given Y Cust Satisfied Y Comments BCS 4057529 DEC CLOSED05 28 2025 ADVISE CUST RVW OF ACCT SHOW USE IN PAST 4-5MTHS HIGH THAN PREV YRS. BILLS BASE ON AMR. METER TEST W IN REG REQ. CUST ELIG FOR PUC PAR. REFER TO ELECT TO CK HEAT SYS.CUST TO APPEAL PUC DEC AND NO PUC PAR. WILL CALL IF N	CUCL143
2025-05-21	IVR Customer Initiated Payment	Scheduled date 5 21 2025 Amount 170.00 User IVR Owner YES. Confirmation Number 25052196	IVR
2025-05-16	Credit	Caller JAYNE HODGES Ratepayer. email adj on wrong acct	LEAH KENNY
2025-04-28	Miscellaneous	WATT Regional Ops - SOF Meter Read-Type Mismatch Work Item 4462337 Completed	MICHELE LUONGO
2025-04-28	Miscellaneous	WATT ID 4462337 Posted CMO. Old meter [REDACTED] New meter [REDACTED] discovered 4 25 2025 10 12 AM. IN R O.	MICHELE LUONGO
2025-04-28	Meter	Worked Watt 4462337. Posted CMO. Old meter [REDACTED] New meter [REDACTED] discovered 4 25 2025 10 12 AM. IN R O.	MICHELE LUONGO
2025-04-26	Miscellaneous	WATT Regional Ops - SOF Meter Read-Type Mismatch Work Item 4462337 Created	CSS
2025-04-23	IVR Customer Initiated Payment	Scheduled date 4 23 2025 Amount 175.00 User IVR Owner YES. Confirmation Number 25042378	IVR
2025-04-23	Credit	Caller JAYNE HODGES Ratepayer. from Oct 2024-Mar 2025	VERONICA WATTS
2025-04-23	Credit	Caller JAYNE HODGES Ratepayer User Comments cci regarding acct info confirmed we were notified of cst reaching out to PUC and adv acct shows that term activity resumes after 05 01 but currently there is no shut off date adv cst has a current balance of 712.07 and acct is on hold to give PUC time to come up with decision also adv cst of er usage charges	VERONICA WATTS
2025-04-23	WUR Assessment	JAYNE HODGES Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	VERONICA WATTS
2025-04-23	SC - PUC Informal Complaint	PUC MDIA BCS 4057529	CUCL143
2025-04-23	OB Call - Outreach	Caller Back Office Ratepayer. esc callback 1st attempt. no answer. left vm	DENISE WALKER
2025-04-22	Financial Statement Added		IVR
2025-04-22	Correspondence - General	Template Name Master Utility Report Created By MARIGRACE OCAMPO Letter Edited No CS Letters ID 6454560	CSLET
2025-04-22	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2025-04-21	Credit	Caller JAYNE HODGES Ratepayer User Comments cci regards on her high bill adv cx that service sched term is on 5 1 25 offer her a pag cx declined to pay 916.82 is due by 05 01 2025 then 100 monthly installmnt in 3 mos then adv cx that she have a bb amount of 554 nxt month cx upset why she have such a high bill and she want a sup adv sup will cb her satNO	MARIGRACE OCAMPO
2025-04-21	WUR Assessment	JAYNE HODGES Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat No. WUR Required Yes. Caller s Concern Payment Assistance. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	MARIGRACE OCAMPO
2025-04-21	Credit - Payment Agreement	JAYNE HODGES Ratepayer. Reviewed disputed payment plan terms. Confirmed 916.82 is due by 05 01 2025 to bring payment plan current before dispute expires. Next payment amount and due date will appear on next bill.	MARIGRACE OCAMPO
2025-04-21	Credit	Confirmed termination activity resumes after 05 01 2025.	MARIGRACE OCAMPO
2025-04-21	Credit	IVR Ratepayer. Gross monthly income provided exceeds requirements for assistance programs.	IVR
2025-04-21	Credit	Information on assistance programs was sent to jhodes2355@gmail.com.	IVR
2025-04-21	Disputed Payment Agreement	IVR RATEPAYER. Agreement Type CU. Cust agrees to PAG terms NO. OUR Provided. Total payment due 05 01 2025 916.82. First payment of 480.00 is due 04 27 2025. Second payment of 436.82 is due on 04 28 2025 . Payment Plan installment amount 100.00.	IVR
2025-04-21	SC - MED CERT - 3 DAY	Caller JAYNE HODGES Ratepayer. IVR Med Cert	IVR
2025-04-11	Correspondence - Collections	CUT DATE 2025-04-24 AMOUNT 375.25	
2025-04-09	Billing	Caller JAYNE HODGES Ratepayer User Comments upset over her balance...she did send additional documentation to ontrack but has not heard anything...states financial info we have is incorrect she did not want to update it..became very upset on phone adv her to send what she can..transfer to live ontrack agent to see if they got info she sent.sat	JANICE L IRELAND

Contact Date	Contact Type	Remarks	User
2025-04-09	WUR Assessment	JAYNE HODGES Ratepayer. Caller s Concern Billed Amounts. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	JANICE L IRELAND
2025-04-02	Change Meter Only Issued	Please change the meter. Return AXei meter to SFC separately from other non-AXei meters	CUBSO800
2025-03-26	Correspondence - General	Template Name Bill Inquiry-Meter Tested OK Created By Eibach Linda Letter Edited Yes CS Letters ID 6397031	CSLET
2025-03-26	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2025-03-26	Miscellaneous	WATT Generalist - Meter Test-CMO Issued Work Item 4437412 Completed	LINDA M EIBACH
2025-03-26	Miscellaneous	WATT ID 4437412 SENT METER TEST RESULTS TO CUSTOMER ON 3 26 25- RESULTS ARE ATTACHED TO THE WATT.	LINDA M EIBACH
2025-03-24	Correspondence - General	Template Name OnTrack Application Rejection Letter New Created By calbert@schuykillcommunityaction.com Letter Edited No CS Letters ID 6391799	CSLET
2025-03-24	OnTrack - Ineligible	Ontrack application Rejected. Reason You have failed to submit documentation for all sources of household income. If you submit copies of the missing documentation below your application will be processed promptly. Please return this letter along with your documents and send to the agency address below. Pension SS current year award letter or most recent	SELF SERVICE USER
2025-03-19	Batch Enrollment		
2025-03-19	OnTrack Customer	OnTrack application submitted by REPBATCH@PPL.COM EUWEB Source EuWeb	SELF SERVICE USER
2025-03-19	IVR Customer Initiated Payment	Scheduled date 3 19 2025 Amount 235.00 User IVR Owner YES. Confirmation Number 25031912	IVR
2025-03-18	Billing	Caller JAYNE HODGES Ratepayer User Comments cx sat	AJADA DOUGLAS
2025-03-18	WUR Assessment	... d Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	AJADA DOUGLAS
2025-03-18	WUR Assessment	JAYNE HODGES Ratepayer. Caller s Concern General Information. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Account Balance. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Billing Payment - WUR will be sent. Position State ...	AJADA DOUGLAS
2025-03-18	Billing	Caller JAYNE HODGES Ratepayer. a 30 day ext last bill covers Jan 31 - Mar 3 next bill BB 267 pag 70 337. due around April month end billing cycle varies for days due dates issued copy of bill adv cx copies only sent by US mail takes 5-7 bus days explained process of having med cert added can pay by phone using d c card or checking or saving acc	AJADA DOUGLAS
2025-03-18	Issued Duplicate Bill	Caller JAYNE HODGES Ratepayer. Issued Duplicate Bill.	AJADA DOUGLAS
2025-03-18	Billing	Caller JAYNE HODGES Ratepayer. confirmed 2 pyts received remaining 230. due as soon as possible cx is not able to make pyt offered to take fs cx has no protections as she is level 4 acc at risk of lpc coll calls service term offered to take fs cx stated she provided that info prev adv cx she can use a med cert to allow more time to make pyt	AJADA DOUGLAS
2025-03-18	Billing	Caller JAYNE HODGES Ratepayer. customer had high bills was given pag by prev rep cx wants pag lowered adv cx she is on BB bill will be the same amt for 3 months new BB amt shown on bill before it s billed adv install will be added total bal acc is on plb permission given to remove PLB confirmed pag First payment of 442.00 is due 03 04 2025	AJADA DOUGLAS
2025-03-18	Maintain Bill Account	Caller JAYNE HODGES Ratepayer updated Paperless billing from Enrolled to Not Enrolled .	AJADA DOUGLAS
2025-03-18	Miscellaneous	WATT Generalist - Workforce BO Meter Test Work Item 4437035 Completed	KATHLEEN MCANDREW
2025-03-18	Miscellaneous	WATT ID 4437035 working watt 4437035 complete sent email watt 4437412	KATHLEEN MCANDREW
2025-03-18	Miscellaneous	Received 35.00 Meter Test Fee Issued CMO	KATHLEEN MCANDREW
2025-03-18	Miscellaneous	WATT Generalist - Meter Test-CMO Issued Work Item 4437412 Created	KATHLEEN MCANDREW
2025-03-18	Change Meter Only Issued	Customer requested meter test. Tag and box old meter with bill account numbers [REDACTED] Sent to SFC Meter Test Customer Complaint	KATHLEEN MCANDREW
2025-03-17	IVR Customer Initiated Payment	Scheduled date 3 17 2025 Amount 70.00 User IVR Owner YES. Confirmation Number 25031714	IVR
2025-03-17	Miscellaneous	WATT Generalist - Workforce BO Meter Test Work Item 4437035 Created	ESTHER REYES
2025-03-06	Usage Analysis	Caller JAYNE HODGES Ratepayer Reviewed Bill History Yes Reviewed Daily Hourly Usage Yes Is Usage in line No but reason known Customer Satisfied No	LEAH KENNY
2025-03-06	Correspondence - General	Template Name Master Utility Report Created By LEAH KENNY Letter Edited No CS Letters ID 6359158	CSLET
2025-03-06	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET

Contact Date	Contact Type	Remarks	User
2025-03-06	Usage Analysis	Caller JAYNE HODGES Ratepayer. did not adv needed 442 recd 300 need to pay 142 to active proc payment adv supplier is over ppl 12.9 kWhPrice To Compare 0.10771 gave phone needed acct ver email ss gave info on meter test did home profile adv next mo will be 100 install bb of 267 assessed understanding	LEAH KENNY
2025-03-06	Usage Analysis	Caller JAYNE HODGES Ratepayer User Comments -- sw rp jayne reg usage - reg high usage the colder it is outside the more electric heating system will use adv can see online there is a correlation between low temp high usage compared days of low temp to higher temp over 300k difference in use went over pag rp set up w ivr even though she claims	LEAH KENNY
2025-03-06	WUR Assessment	... tated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	LEAH KENNY
2025-03-06	WUR Assessment	JAYNE HODGES Ratepayer. Caller s Concern Annual Review. Position Stated Yes. Sat No. WUR Required Yes. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Caller s Concern Suppliers - General Inquiries. Position Stated Yes. Sat No. WUR Required No. Caller s Concern Enhanced Verification Procedures. Position S ...	LEAH KENNY
2025-03-06	CSS WEB Interface Payment	Caller JAYNE HODGES Ratepayer Occupant. Comments Made Payment in the amount of 142.00. Confirmation number was emailed to [REDACTED]. Confirmation Number 25030676	LEAH KENNY
2025-03-06	Credit	JAYNE HODGES Ratepayer. Gross monthly income provided exceeds requirements for assistance programs.	LEAH KENNY
2025-03-06	Financial Statement Added		LEAH KENNY
2025-03-06	Special Situation	Caller JAYNE HODGES Ratepayer. verified email address on file AND ALERTS on 3.6.25	LEAH KENNY
2025-03-05	Special Situation	HIGH BILL ALERT	SUPP_HB
2025-03-04	Miscellaneous	Caller JAYNE HODGES Ratepayer. cci concerned about high usage cx said she could never use over 1000 in kwh and wants it reviewed offer to see what lip she may qualify for cx said already applyign for assistance adv would need to spk with ee but closed at 5 adv to cb btwn 8-5 tnr to spk with ee cx said ok	ALIYAH RAJIM
2025-03-04	Call Transfer	Caller JAYNE HODGES Ratepayer User Comments needs her usage reviewed	ROCHELLE BROOMFIELD
2025-03-04	WUR Assessment	JAYNE HODGES Ratepayer. Caller s Concern Call Transfer. Position Stated Yes. Sat No. WUR Required No. Provided PUC No. Interested in SO No.	ROCHELLE BROOMFIELD
2025-02-25	Credit	IVR Ratepayer. Gross monthly income provided exceeds requirements for assistance programs.	IVR
2025-02-25	Credit	Information on assistance programs was sent to [REDACTED]	IVR
2025-02-25	Added Payment Agreement	IVR Ratepayer. Agreement Type NCU. Cust agrees to PAG terms YES. First payment of 442.00 is due 03 04 2025. Future payments beginning with next bill will include installment amount of 100.00.	IVR
2025-02-25	Financial Statement Added		IVR
2025-02-13	IVR Customer Initiated Payment	Scheduled date 2 13 2025 Amount 300.00 User IVR Owner YES. Confirmation Number 25021325	IVR
2025-02-04	Special Situation	HIGH BILL ALERT	SUPP_HB
2025-01-03	Special Situation	HIGH BILL ALERT	SUPP_HB
2024-12-27	Removed from Collections - Deferred BB Balance		CUBSI006
2024-12-26	Removed from Collections - Deferred BB Balance		CUBSI006
2024-12-23	IVR Customer Initiated Payment	Caller IVR Ratepayer. Comments Made Payment in the amount of 222.00. Confirmation number was Read. Confirmation Number 24122329	IVR
2024-12-03	Removed from Collections - Deferred BB Balance		CUBSI006
2024-12-03	Special Situation	HIGH BILL ALERT	SUPP_HB
2024-12-02	Removed from Collections - Deferred BB Balance		CUBSI006
2024-11-08	IVR Customer Initiated Payment	Caller IVR Ratepayer. Comments Made Payment in the amount of 205.00. Confirmation number was Read. Confirmation Number 24110848	IVR
2024-10-31	Special Situation	HIGH BILL ALERT	SUPP_HB
2024-10-02	Special Situation	HIGH BILL ALERT	SUPP_HB
2024-09-16	IVR Customer Initiated Payment	Caller IVR Ratepayer. Comments Made Payment in the amount of 412.56. Confirmation number was Read. Confirmation Number 24091743	IVR
2024-08-31	Special Situation	HIGH BILL ALERT	SUPP_HB
2024-08-02	Special Situation	HIGH BILL ALERT	SUPP_HB
2024-07-05	IVR Customer Initiated Payment	Caller IVR Ratepayer. Comments Made Payment in the amount of 370.99. Confirmation number was Read. Confirmation Number 24070555	IVR
2024-07-03	Special Situation	HIGH BILL ALERT	SUPP_HB

Contact Date	Contact Type	Remarks	User
2024-06-21	IVR Customer Initiated Payment	Caller IVR Ratepayer. Comments Made Payment in the amount of 371.37. Confirmation number was Read. Confirmation Number 24062151	IVR
2024-06-21	SC - MED CERT - 3 DAY	Caller JAYNE HODGES Ratepayer. IVR Med Cert	IVR
2024-06-20	Correspondence - Collections	CUT DATE 2024-07-08 AMOUNT 371.37	
2024-06-04	Special Situation	HIGH BILL ALERT	SUPP_HB
2024-05-03	Special Situation	HIGH BILL ALERT	SUPP_HB
2024-04-23	IVR Customer Initiated Payment	Scheduled date 4 23 2024 Amount 326.00 User IVR Owner YES. Confirmation Number 24042312	IVR
2024-04-04	Special Situation	HIGH BILL ALERT	SUPP_HB
2024-03-11	IVR Customer Initiated Payment	Scheduled date 3 9 2024 Amount 200.00 User IVR Owner YES. Confirmation Number 24030917	IVR
2024-03-05	Special Situation	HIGH BILL ALERT	SUPP_HB
2024-02-16	IVR Customer Initiated Payment	Scheduled date 2 16 2024 Amount 250.00 User IVR Owner YES. Confirmation Number 24021615	IVR
2024-02-02	Special Situation	HIGH BILL ALERT	SUPP_HB
2024-01-04	Special Situation	HIGH BILL ALERT	SUPP_HB
2024-01-02	Removed from Collections - Deferred BB Balance		CUBSI006
2024-01-02	IVR Customer Initiated Payment	Scheduled date 12 31 2023 Amount 200.00 User IVR Owner YES. Confirmation Number 23123120	IVR
2023-12-01	Special Situation	HIGH BILL ALERT	SUPP_HB
2023-11-22	Removed from Collections - Deferred BB Balance		CUBSI006
2023-11-21	Removed from Collections - Deferred BB Balance		CUBSI006
2023-11-06	IVR Customer Initiated Payment	Scheduled date 11 4 2023 Amount 250.00 User IVR Owner YES. Confirmation Number 23110443	IVR
2023-10-31	Special Situation	HIGH BILL ALERT	SUPP_HB
2023-10-25	Removed from Collections - Deferred BB Balance		CUBSI006
2023-10-24	Removed from Collections - Deferred BB Balance		CUBSI006
2023-10-02	IVR Customer Initiated Payment	Scheduled date 10 1 2023 Amount 350.00 User IVR Owner YES. Confirmation Number 23100143	IVR
2023-09-30	Special Situation	HIGH BILL ALERT	SUPP_HB
2023-09-22	Removed from Collections - Deferred BB Balance		CUBSI006
2023-09-21	Removed from Collections - Deferred BB Balance		CUBSI006
2023-08-31	Special Situation	HIGH BILL ALERT	SUPP_HB
2023-08-02	Special Situation	HIGH BILL ALERT	SUPP_HB
2023-07-24	IVR Customer Initiated Payment	Caller IVR Ratepayer. Comments Made Payment in the amount of 300.00. Confirmation number was Read. Confirmation Number 23072248	IVR
2023-07-01	Special Situation	HIGH BILL ALERT	SUPP_HB
2023-06-06	IVR Customer Initiated Payment	Caller IVR Ratepayer. Comments Made Payment in the amount of 300.00. Confirmation number was Read. Confirmation Number 23060630	IVR
2023-06-02	Special Situation	HIGH BILL ALERT	SUPP_HB
2023-05-03	Special Situation	HIGH BILL ALERT	SUPP_HB
2023-04-25	IVR Customer Initiated Payment	Scheduled date 4 25 2023 Amount 348.60 User IVR Owner YES. Confirmation Number 23042565	IVR
2023-04-01	Special Situation	HIGH BILL ALERT	SUPP_HB
2023-03-16	Batch Enrollment		
2023-03-07	IVR Customer Initiated Payment	Caller IVR Ratepayer. Comments Made Payment in the amount of 300.00. Confirmation number was Read. Confirmation Number 23030793	IVR
2023-03-03	Special Situation	HIGH BILL ALERT	SUPP_HB
2023-02-03	IVR Customer Initiated Payment	Caller IVR Ratepayer. Comments Made Payment in the amount of 410.00. Confirmation number was Read. Confirmation Number 23020345	IVR
2023-02-02	Data Repair	DR_REQ10782282 - CD-NXT-COLL-ACTION UPDATE	CSSDR044
2023-02-01	Special Situation	HIGH BILL ALERT	SUPP_HB
2023-01-06	Special Situation	HIGH BILL ALERT	SUPP_HB
2022-12-09	IVR Customer Initiated Payment	Caller IVR Ratepayer. Comments Made Payment in the amount of 200.00. Confirmation number was Read. Confirmation Number 22120961	IVR
2022-12-01	Special Situation	HIGH BILL ALERT	SUPP_HB
2022-11-28	IVR Customer Initiated Payment	Scheduled date 11 25 2022 Amount 250.00 User IVR Owner YES. Confirmation Number 22112551	IVR
2022-11-11	Batch Enrollment		

Contact Date	Contact Type	Remarks	User
2022-11-01	Special Situation	HIGH BILL ALERT	SUPP_HB
2022-10-17	Miscellaneous	Invalid E-mail Address [REDACTED] has been unsubscribed from campaign CSS Bill Reminder alerts	IVR
2022-10-17	IVR Customer Initiated Payment	Scheduled date 10 16 2022 Amount 225.00 User IVR Owner YES. Confirmation Number 22101618	IVR
2022-10-01	Special Situation	HIGH BILL ALERT	SUPP_HB
2022-09-20	Batch Enrollment		
2022-09-01	Special Situation	HIGH BILL ALERT	SUPP_HB
2022-08-23	IVR Customer Initiated Payment	Caller IVR Ratepayer. Comments Made Payment in the amount of 125.00. Confirmation number was Read. Confirmation Number 22082386	IVR
2022-08-22	Batch Enrollment		
2022-08-03	Special Situation	HIGH BILL ALERT	SUPP_HB
2022-07-05	IVR Customer Initiated Payment	Caller IVR Ratepayer. Comments Made Payment in the amount of 150.00. Confirmation number was Read. Confirmation Number 22070324	IVR
2022-07-02	Special Situation	HIGH BILL ALERT	SUPP_HB
2022-06-16	Batch Enrollment		
2022-05-25	Batch Enrollment		
2022-05-24	IVR Customer Initiated Payment	Scheduled date 5 24 2022 Amount 130.61 User IVR Owner YES. Confirmation Number 22052426	IVR
2022-05-23	IVR Customer Initiated Payment	Caller IVR Ratepayer. Comments Made Payment in the amount of 129.00. Confirmation number was Read. Confirmation Number 22052203	IVR
2022-05-23	Added Payment Agreement	IVR Ratepayer agrees to payment terms of 129.00 due by 05 23 2022 to reinstate the payment plan. The second payment of 130.61 due on 05 24 2022. Installments of 0.00 are added to each monthly bill until the previous balance is paid in full.	IVR
2022-05-17	Batch Enrollment		
2022-04-18	Batch Enrollment		
2022-03-28	IVR Customer Initiated Payment	Scheduled date 3 28 2022 Amount 132.09 User IVR Owner YES. Confirmation Number 22032899	IVR
2022-03-17	Batch Enrollment		
2022-03-16	IVR Customer Initiated Payment	Caller IVR Ratepayer. Comments Made Payment in the amount of 210.00. Confirmation number was Read. Confirmation Number 22031643	IVR
2022-03-16	Added Payment Agreement	IVR Ratepayer agrees to payment terms of 210.00 due by 03 28 2022 to reinstate the payment plan. The second payment amount and due date will appear on next bill. Installments of 132.09 are added to each monthly bill until the previous balance is paid in full.	IVR
2022-03-16	SC - MED CERT - 3 DAY	Caller JAYNE HODGES Ratepayer. IVR JAYNE HODGES Med Cert	IVR
2022-03-16	OB Call - Outreach	Caller Back Office Ratepayer. Regarding p a called [REDACTED] answered and hung up	WYATT ANGSTADT
2022-03-15	Correspondence - Collections	CUT DATE 2022-03-29 AMOUNT 213.09	
2022-03-01	IVR Customer Initiated Payment	Scheduled date 3 1 2022 Amount 150.00 User IVR Owner YES. Confirmation Number 22030128	IVR
2022-03-01	Added Payment Agreement	IVR Ratepayer. Agreement Type NCU. Cust agrees to PAG terms YES. First payment of 231.00 is due 03 08 2022. Future payments beginning with next bill will include installment amount of 100.00.	IVR
2022-03-01	Financial Statement Added		IVR
2022-01-07	OB Call - Outreach	Caller Back Office Ratepayer. Regarding p a called [REDACTED] left msg to contact us	WYATT ANGSTADT
2021-12-13	IVR Customer Initiated Payment	Caller IVR Ratepayer. Comments Made Payment in the amount of 150.00. Confirmation number was Read. Confirmation Number 21121121	IVR
2021-11-11	IVR Customer Initiated Payment	Caller IVR Ratepayer. Comments Made Payment in the amount of 200.00. Confirmation number was Read. Confirmation Number 21111116	IVR
2021-11-10	Credit	Caller Back Office Ratepayer. NO RESPONSE LEFT MSG	ANDREA STILES
2021-10-26	Cust Choice 1 Bill	Supplier added on 2021-10-29 - NRG Retail Solutions	
2021-10-26	Batch Enrollment		
2021-10-04	IVR Customer Initiated Payment	Scheduled date 10 2 2021 Amount 450.00 User IVR Owner YES. Confirmation Number 21100209	IVR

PPL ELECTRIC EXHIBIT NO. 4

Opening Pending Mediations Informals Formals Admin

Home
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Informal Case View

<u>General</u>			
BCS Case No.	4057529	Case Notes	Count : 1 Detail...
CSS Account No.	[REDACTED]	Received Date	04/23/2025
CSS Name	JAYNE HODGES	Due Date	05/22/2025
Name	JAYME HODGES	Investigator Name	CASE POOL, BCS
Service Address 1	305 HIDDEN SPRINGS DR	Mailing Address 1	
Service Address 2		Mailing Address 2	
Service City, State Zip	SOUDERTON, PA 18964-	Mailing City, State Zip	, -
PUC Address	305 HIDDEN SPRINGS DR,,SOUDERTON,PA,18964-		
Service Class	RESIDENTIAL	Case Origin	TELEPHONE
Phone Number		Prior Case Number	0
Income Level	2	On Track	No
Reason For Contact	ON - PAR WITH DISPUTE (#63)		
Customer Position			
Company Position	04/23/2025 PPL ELECTRIC WANTS HER TO PAY 375 AND THE BILLING IS CORRECT.		
Related Information	63- PAR WITH DISPUTE-CUSTOMER IS DISPUTING THE HIGH BILLS SINCE JANUARY 2025. CUSTOMER DOES NOT UNDERSTAND WHY THE HIGH BILLS FOR 400. CUSTOMER BELIEVES SOMETHING WRONG WITH THE METER. - RELIEF SOUGHT - CUSTOMER WOULD LIKE THE CLEAR EXPLANATION OF WHY THE BILLING FOR 400 SINCE JANUARY 2025. CUSTOMER WOULD LIKE THE TECHNICIAN TO CHECK THE METER. CUSTOMER WOULD LIKE THE REMAINING BALANCE FOR THE PAYMENT ARRANGEMENT OPTION. 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	05/23/2025	Total Account Balance	1160.89
Budget Bill Amount	509.00		
Arrearage	2578.00	Reported Income Amount	0.00
Date of Last Customer Contact prior to Complaint	04/21/2025		

<u>Type Assignment</u>	
Case Type	Informal

<u>Category and Section</u>	
Primary Category	High Bill
Secondary Category	
Tertiary Category	
Assign To Section	CCC-

<u>Ownership</u>	
Contact Person	E02623 - Spotts,Michele K
Written By	Spotts, Michele
Written By Date	05/12/2025

<u>Other Information</u>			
Adults	1	Children	0
Amount Needed to Update Most Recent Payment Arrangement		Universal Service Program	No

<u>Informal Final Report</u>
Details of the Company's Original Investigation

02/25/2025 - PPL Electric Utilities (PPL EU or the Company records) indicate the customer used its IVR (Interactive Voice Response) to establish a payment agreement. The Company updated the customer's ability to pay (level four income) and requested \$442.00 by 03/04/2025. The Company explained the repayment terms were to pay \$100.00 plus the monthly bill until the customer completely paid the overdue balance.

03/06/2025 - Jayne Hodges contacted the Company regarding the electric use at the property. The Customer Service Representative (CSR) reviewed the customer's daily electric use and found that it increases when the temperatures are colder. The representative reviewed some items in the home that would contribute to the electric use. The customer indicated that she has an electric heat pump and uses an electric space heater. The customer also indicated that she has an electric water heater and electric cooking and electric clothes dryer. The Company found that the customer's electric use is higher than the prior year. The representative advised that she is currently paying \$0.12900 with her generation supplier vs. PPL's price to compare of \$0.10771. The customer was advised that the meter can be tested for a \$35.00 fee which must be paid prior to the test. The customer was advised that there is also a budget billing settlement installment of \$69.82 on the bill. The Company provided a utility report and suspended collection activity. (letter attached).

03/18/2025 - The Company received a payment for \$35.00 for the meter test fee. An order was issued to change the meter and perform the test.

03/19/2025 - The Company removed meter number [REDACTED] with an out reading of R99457 and installed meter number [REDACTED] with an in-reading of R00000. The Company sent meter number [REDACTED] for testing.

03/21/2025 - The Company completed the meter test and found that the meter tested at 99.95% accurate.

03/26/2025 - The Company sent a letter to the customer with the meter test results. The letter contained a utility report. (letter attached).

04/21/2025 - (Date of last customer contact) - The customer used the Company's IVR to re-establish her payment agreement. The Company provided the customer with the 3-day termination notice. The customer claimed a medical condition and a 3-day hold was placed on the account. The Company updated the customer's ability to pay (level two income) and requested \$375.25 to stop the termination of service. The customer was advised that a payment of \$480.00 is due by 04/27/2025. The \$480.00 represents the amount required to catch up on the agreement the Company offered on 02/25/2025. The Company explained the repayment terms were to pay \$100.00 plus the monthly bill until the customer completely paid the overdue balance. An additional \$436.82 would be due by the April bill due date, which was 04/28/2025. The customer could not agree to the terms. The Company suspended the customer's account from collection activity and provided an oral utility report.

Company's Final Position to the Customer

The customer used the Company's IVR on 04/21/2025 to re-establish her payment agreement.

The Company provided the customer with the 3-day termination notice.

The customer claimed a medical condition and a 3-day hold was placed on the account.

The Company updated the customer's ability to pay (level two income) and requested \$375.25 to stop the termination of service.

The customer was advised that a payment of \$480.00 is due by 04/27/2025.

The \$480.00 represents the amount required to catch up on the agreement the Company offered on 02/25/2025.

The Company explained the repayment terms were to pay \$100.00 plus the monthly bill until the customer completely paid the overdue balance.

An additional \$436.82 would be due by the April bill due date, which was 04/28/2025.

The customer could not agree to the terms.

The Company suspended the customer's account from collection activity and provided an oral utility report.

Details of Company's Investigation after BCS Contact

The Company has no record of any conversation with this customer about this issue(s) after the complaint was filed.

Company's Final Position to BCS

The Company billed the customer on actual Automated Meter Reader (AMR) readings.

56.2 AMR (Automatic Meter Readings) (iii) states that all readings by an AMR shall be deemed actual readings for the purposes of this chapter.

The Company recognizes the customer's usage is higher than previous years. However, the billed usage was based on actual meter readings and therefore, the bills are considered correct as rendered.

The Company records indicate the customer's home is electrically heated. The customer indicated that she uses an electric space heater.

The amount of the customer's bill was influenced by the electricity consumption and the cost of electricity.

The Company investigated the matter and did not find any inaccuracy with the billing.

The Company offered to test the accuracy of the meter at the property. As per its tariff, it charges a fee for this service (Tariff Rule 8D). For residential customers, the cost to test an electric meter is \$35.00. The customer must pay this prior to the test.

The Company completed the meter test on 03/21/2025 and found that the meter tested with an average accuracy rate of 99.95% in accordance with the regulations found at Chapter 57.20.

Based on these results, the electric meter was recording the electricity consumption accurately.

The bills are correct as rendered.

The customer's account balance is \$1,160.89 which is due on 05/23/2025.

Attachments are being sent to BCS via data exchange.

[Analysis Information](#)

Justified	Not Analyzed
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No Analysis Items Found

Return To Search	Case History	Print	Delete
Violations	Decision	Analysis	Change State
Dismiss			

Opening Pending Mediations Informals Formals Admin

Home

Decision Detail

My Work

Case Search

Reports

General			
BCS Case No.	4057529	CSS Account No.	██████████
Customer Name	JAYME HODGES	Investigator Name	CASE POOL, BCS
Address 1	305 HIDDEN SPRINGS DR	Service Class	RESIDENTIAL
Address 2		Case Origin	TELEPHONE
City, State Zip	SOUDERTON , PA 18964	Head Date	05/29/2025
Service Restore Amount	0.00	Current Monthly Payment	0.00
Service Continue Amount	0.00	Service Continue Date	
Decision Issue	Yes	Ending Monthly Payment	0.00
Chapter		Oral/Written	Written
Section Rule		Violation	NO
Total Balance	4036.41	Closed Date	05/28/2025
Reconnect Amount	0.00	Balance Date	05/23/2025
Special Budget Amount	0.00	Regular Budget Amount	509.00
Arrears Payment Plus	0.00	Final Monthly Payment	0.00
<p>DECISION ISSUED&CASE DISMISSED: THE CUSTOMER IS DISPUTING HIGH BILLS IN THE PAST FEW MONTHS. THE CUSTOMER STATED THAT THE RECENT BILLS HAVE BEEN SIGNIFICANTLY HIGHER THAN THE PREVIOUS CYCLE WHEN THERE HAVE BEEN NO CHANGES AND LIFESTYLE ON THE ACCOUNT. THE CUSTOMER IS REQUESTING PUC TO REVIEW THE ACCURACY OF THE BILLS. THE PROPERTY AT 305 HIDDEN SPRINGS DR, SOUDERTON PA IS LISTED AS A RESIDENTIAL HEATING ACCOUNT AND YOUR METER IS EQUIPPED WITH AMR DEVICE. ALL BILLS ISSUED ARE BASED ON ACTUAL METER READINGS OBTAINED AT THE PROPERTY. THE CUSTOMER USAGE IS REFLECTIVE OF A HEATING ACCOUNT,</p>			

Resolution	<p>HIGHER IN THE WINTER AND LOWER IN THE SUMMER. THE USAGE HAS BEEN SIGNIFICANTLY HIGHER IN THE PAST 4-5 MONTHS THAN THE PREVIOUS YEAR'S CYCLE. THE PUC CANNOT DETERMINE THE CAUSE OF THE INCREASE IN USAGE BUT CAN CONFIRM THAT THE USAGE WAS RECORDED AT THE PROPERTY. THE METER WAS TESTED ON 3/21/2025 AND THE TEST RESULT WAS AT 99.5% ACCURACY WHICH IS IN LINE WITH THE PUC REGULATORY REQUIREMENTS. THE BILLS ARE CORRECT AS RENDERED. A COMPANY PAYMENT ARRANGEMENT WAS ESTABLISHED ON 2/2/2025, THE COMPANY REQUESTED \$442.00 BY 3/4/2025 AND THEN TO PAY A BUDGET BILL AMOUNT, BASED ON USAGE, PLUS \$100.00 TOWARD THE ARREARS UNTIL THE PAST DUE BALANCE IS SATISFIED. SPOKE TO THE CUSTOMER ON 5/15/2025 REGARDING HER PUC COMPLAINT. ADVISED CUSTOMER THAT THE REVIEW OF ACCOUNT STATEMENT SHOWS THAT THE USAGE IN THE PAST 4-5 MONTHS IS SIGNIFICANTLY HIGHER THAN THE PREVIOUS YEAR'S CYCLE. I ADVISED THAT ALL BILLS ARE BASED ON ACTUAL METER READINGS AND THE METER TEST RESULT WAS WITHIN THE REGULATORY REQUIREMENT. I ADVISED THAT THE CUSTOMER IS ELIGIBLE FOR A PUC PAR IF NEEDED. REFERRED THE CUSTOMER TO A LICENSED ELECTRICIAN TO AUDIT THE PROPERTY AND CHECK THE HEATING SYSTEM TO SEE IF THEY COULD ASSIST HER IN PINPOINTING THE CAUSE OF HIGH USAGE. THE CUSTOMER STATED THAT SHE INTENDS TO APPEAL THE PUC DECISION AND DOES NOT WANT A PUC PAR AT THIS TIME. THE CUSTOMER WILL CALLBACK FOR A PUC PAR IF NEEDED. CASE DISMISSED.</p>
Terms	
Letter Description	

Action Required Options			
Action Required	<input type="radio"/> Yes <input checked="" type="radio"/> No		
WorkQ Category	<input type="text" value=""/>		
Sub Category	<input type="text" value=""/>		
Up Front Amount	<input type="text" value=""/>	Up Front Due Date	<input type="text" value=""/>
Bill Type	<input type="text" value=""/>		
Plus Amount	<input type="text" value=""/>		
Beginning Date	<input type="text" value=""/>		

Write-Off Amount	<input type="text"/>		
Comments	BCS#4057529 DEC CLOSED05/28/2025 ADVISE CUST RVW OF ACCT SHOW USE IN PAST 4-5MTHS HIGH THAN PREV YRS. BILLS BASE ON AMR. METER TEST W/IN REG REQ. CUST ELIG FOR PUC PAR. REFER TO ELECT TO CK HEAT SYS CUST TO APPEAL PUC DEC AND NO PUC PAR WILL		
Processed By	E169452	Processed Date	5/28/2025 4:26:10 PM

[Return to Case](#)

PPL ELECTRIC EXHIBIT NO. 5

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



JAYNE HODGES
305 HIDDEN SPRINGS DR
SOUDERTON, PA 18964

March 26, 2025

Bill Account Number: [REDACTED]

Dear JAYNE HODGES:

On 03/06/2025, you contacted us about the amount of your bill for electric use through 03/04/2025.

At that time, we asked you questions about the size of your home, the number of residents, heating, air conditioning, and appliances, to better understand your usage.

We also confirmed this bill was based on actual electric use and verified the meter data.

You still had some concerns with the amount of the bill, so we offered to test the accuracy of the electric meter at your home. You accepted and paid \$35 for this service.

We tested your meter on 03/21/2025, and have included the results with this letter. Our test confirmed that your meter was accurately recording your electric use and your bill is correct.

If you'd like to monitor your daily usage, you can do so on our website. Sign into your online account at ppllectric.com or create a new one in three easy steps. This can help you track trends or spikes in your electric use and find ways to save energy.

We have enclosed a statement of your account as a reference. Your account balance is \$375.25 and will become past due on 04/11/2025.

If you're unable to pay your full account balance by the due date, we can set up a payment arrangement to spread the cost out over time. It's easy and quick to set up a payment arrangement online at ppllectric.com/billhelp, over our automated system or by speaking with a representative at 1-800-342-5775.

You can also make payments at ppllectric.com, at an authorized bill payment center, or mail a check to PPL Electric Utilities, P.O. Box 419054, St. Louis, MO 63141.

Thank you for being a valued customer.

Sincerely,

PPL Electric Utilities

Save Energy, Save Money.

Your electric bill is determined by the amount of energy you use in your home, as well as the rate you pay for that energy. **YOU** are in control of your electric bill by conserving energy and shopping for the best rate.

Things to keep in mind...

- Many households have computers, large screen TVs, cell phones, video games and many other appliances that we didn't have even five years ago, which accounts for higher usage
- Usage in every household varies
- When using electric heat or air conditioning, you will see seasonal swings in your usage
- When comparing usage, remember to look at the kilowatt hours used, not the dollars billed

Tips to reduce your energy consumption

General Heating and Cooling:

- Install newer, programmable thermostat
- Set thermostat at 68 in winter and 78 in summer
- Turn your thermostat back when sleeping or away from home for four or more hours
- Reducing thermostat in winter and increasing thermostat in summer will result in a savings on your heating/cooling costs of 2% for each 1 degree change
- Make sure vents, registers and radiators are clean
- Add insulation, caulk and seal drafty areas

Heat Pumps:

- Do not increase temperature more than two degrees at one time
- Clean or replace filters monthly
- Keep outside unit free of snow and ice
- Make sure auxiliary/emergency heat is not on when it is not needed
- Set thermostat fan to 'auto'

Cooling:

- Keep window units out of the sun and unobstructed
- Seal gaps alongside of the window

Baseboard Heaters:

- Must be turned off in the electric panel box to shut down completely when not using

Laundry:

- Dry full loads
- Dry loads consecutively
- Clean the lint filter after each load
- Hang laundry instead of using dryer
- Wash in cold water

Cooking:

- Use smaller electric pans or toaster oven for small meals
- Don't open oven when cooking
- Reheat food in microwave or toaster oven

Lighting:

- Use timers
- Use compact fluorescent bulbs
- Keep fixtures and bulbs clean
- Be sure your dishwasher is full when running it

Refrigeration:

- Refrigerator should be set between 36 and 40 degrees
- Freezer should be set between 0 and 5 degrees
- Make sure door seals are airtight
- Allow one inch of space on each side for good circulation
- Keep your refrigerator out of sunlight not in a hot garage
- Clean the cooling coils in the back of refrigerator often
- Refrigerator and freezers operate more efficiently when full, not overloaded

Water Heating:

- Lower the temperature to 120 degrees
- Insulate the hot water pipes
- Repair leaky faucets
- Install low flow showerheads
- Take a short shower instead of a bath
- Do not let the water run
- Run dishwasher with full loads only

Other:

- Turn off TVs when no one is watching
- Lower the setting on your dehumidifier
- Use sleep mode when computer is not in use
- Buy Energy Star rated appliances
- Use the sleep function on devices when available
- Air dry dishes instead of using cycle in dishwasher

Visit pawpowerswitch.com for options to shop for another generation supplier
Visit ppllectric.com to see your daily and hourly usage to help find ways to conserve

Metering Support Laboratory

Laboratory Test Results

Customer Name: Jayne Hodges
Customer Billing Account: [REDACTED]
Meter Manufacturer: Landis and Gyr
Meter Serial Number: [REDACTED]
Meter Test Date: 3/21/2025

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

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

PPL Electric Utilities

Account Activity Statement

*** Account Information ***

*** Current Account Status ***

Account Number:

[REDACTED]

Mail To:

JAYNE HODGES
305 HIDDEN SPRINGS DR
SOUDERTON, PA 18964

Service Address:

JAYNE HODGES
305 HIDDEN SPRINGS DR
SOUDERTON, PA 18964

Payment Agreement:

Installment: 0 Balance: 0

Budget Bill Amortization:

Installment: 69.82 Balance: 698.29

Date/Time Retrieved:

3/26/2025 2:54 PM

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
3/1/2023	Late Payment Charge		\$2.17	\$0.00	\$0.00	\$0.00			0	0	0
3/2/2023	BUDGET BILLING		\$175.00	\$0.00	\$0.00	\$0.00			0	0	0
3/2/2023	SPECIAL AGREEMENT - BB SETTLE		\$40.52	\$0.00	\$0.00	\$0.00			0	0	0
3/2/2023	Regular Bill	03/23	\$431.94	\$214.25	\$246.63	\$172.30	0871/0000	55282A	30	1282	0
3/7/2023	Payment		\$-300.00	\$0.00	\$0.00	\$0.00			0	0	0
3/29/2023	Late Payment Charge		\$1.14	\$0.00	\$0.00	\$0.00			0	0	0
3/31/2023	BUDGET BILLING		\$175.00	\$0.00	\$0.00	\$0.00			0	0	0
3/31/2023	SPECIAL AGREEMENT - BB SETTLE		\$40.52	\$0.00	\$0.00	\$0.00			0	0	0
3/31/2023	Regular Bill	04/24	\$348.60	\$131.94	\$205.15	\$202.45	0727/0000	56370A	29	1088	0
4/26/2023	Payment		\$-348.60	\$0.00	\$0.00	\$0.00			0	0	0
5/2/2023	BUDGET BILLING		\$194.00	\$0.00	\$0.00	\$0.00			0	0	0
5/2/2023	SPECIAL AGREEMENT - BB SETTLE		\$40.52	\$0.00	\$0.00	\$0.00			0	0	0
5/2/2023	Regular Bill	05/23	\$234.52	\$0.00	\$142.11	\$150.56	0400/0017	57097A	32	727	0
5/31/2023	Late Payment Charge		\$2.43	\$0.00	\$0.00	\$0.00			0	0	0
6/1/2023	BUDGET BILLING		\$194.00	\$0.00	\$0.00	\$0.00			0	0	0
6/1/2023	SPECIAL AGREEMENT - BB SETTLE		\$40.52	\$0.00	\$0.00	\$0.00			0	0	0
6/1/2023	Regular Bill	06/22	\$471.47	\$234.52	\$108.99	\$65.55	0175/0010	57634A	30	537	0
6/6/2023	Payment		\$-300.00	\$0.00	\$0.00	\$0.00			0	0	0
6/28/2023	Late Payment Charge		\$1.64	\$0.00	\$0.00	\$0.00			0	0	0
6/30/2023	BUDGET BILLING		\$194.00	\$0.00	\$0.00	\$0.00			0	0	0
6/30/2023	SPECIAL AGREEMENT - BB SETTLE		\$40.54	\$0.00	\$0.00	\$0.00			0	0	0
6/30/2023	Regular Bill	07/24	\$407.65	\$171.47	\$114.88	\$-13.57	0025/0092	58204A	29	570	0
7/24/2023	Payment		\$-300.00	\$0.00	\$0.00	\$0.00			0	0	0
8/1/2023	BUDGET BILLING		\$194.00	\$0.00	\$0.00	\$0.00			0	0	0
8/1/2023	Late Payment Charge		\$0.84	\$0.00	\$0.00	\$0.00			0	0	0

PPL Electric Utilities

Date	Transaction Type	Due Date	Transaction Amount	Balance Forward	Actual Billed	Deferred Balance	Deg Day H/C	RDG Type	Days Used	KWH	Billed KW
8/1/2023	Regular Bill	08/22	\$302.49	\$107.65	\$198.07	\$-9.50	0000/0343	59251A	32	1047	0
8/29/2023	Late Payment Charge		\$3.27	\$0.00	\$0.00	\$0.00			0	0	0
8/29/2023	Late Payment Charge		\$0.01	\$0.00	\$0.00	\$0.00			0	0	0
8/30/2023	BUDGET BILLING		\$194.00	\$0.00	\$0.00	\$0.00			0	0	0
8/30/2023	Regular Bill	09/20	\$499.77	\$302.49	\$132.05	\$-71.45	0000/0197	59906A	29	655	0
9/26/2023	Late Payment Charge		\$0.05	\$0.00	\$0.00	\$0.00			0	0	0
9/26/2023	Late Payment Charge		\$5.70	\$0.00	\$0.00	\$0.00			0	0	0
9/29/2023	BUDGET BILLING		\$194.00	\$0.00	\$0.00	\$0.00			0	0	0
9/29/2023	Regular Bill	10/23	\$699.52	\$499.77	\$124.58	\$-140.87	0081/0116	60519A	30	613	0
10/2/2023	Payment		\$-350.00	\$0.00	\$0.00	\$0.00			0	0	0
10/30/2023	BUDGET BILLING		\$166.00	\$0.00	\$0.00	\$0.00			0	0	0
10/30/2023	Regular Bill	11/20	\$515.52	\$349.52	\$126.13	\$-180.74	0258/0012	61141A	29	622	0
10/31/2023	Late Payment Charge		\$4.30	\$0.00	\$0.00	\$0.00			0	0	0
10/31/2023	Late Payment Charge		\$0.07	\$0.00	\$0.00	\$0.00			0	0	0
11/6/2023	Payment		\$-250.00	\$0.00	\$0.00	\$0.00			0	0	0
11/28/2023	Late Payment Charge		\$3.32	\$0.00	\$0.00	\$0.00			0	0	0
11/30/2023	BUDGET BILLING		\$166.00	\$0.00	\$0.00	\$0.00			0	0	0
11/30/2023	Regular Bill	12/21	\$439.21	\$265.52	\$222.84	\$-123.90	0742/0000	62306A	33	1165	0
12/27/2023	Late Payment Charge		\$5.40	\$0.00	\$0.00	\$0.00			0	0	0
12/27/2023	Late Payment Charge		\$0.09	\$0.00	\$0.00	\$0.00			0	0	0
1/2/2024	Payment		\$-200.00	\$0.00	\$0.00	\$0.00			0	0	0
1/3/2024	BUDGET BILLING		\$158.93	\$0.00	\$0.00	\$0.00			0	0	0
1/3/2024	Regular Bill	01/24	\$403.63	\$239.21	\$282.83	\$0.00	0911/0000	63807A	34	1501	0
1/30/2024	Late Payment Charge		\$0.16	\$0.00	\$0.00	\$0.00			0	0	0
1/30/2024	Late Payment Charge		\$4.89	\$0.00	\$0.00	\$0.00			0	0	0
2/1/2024	BUDGET BILLING		\$182.00	\$0.00	\$0.00	\$0.00			0	0	0
2/1/2024	Regular Bill	02/22	\$590.68	\$403.63	\$304.59	\$122.59	0971/0000	65454A	29	1647	0
2/20/2024	Payment		\$-250.00	\$0.00	\$0.00	\$0.00			0	0	0
2/28/2024	Late Payment Charge		\$0.06	\$0.00	\$0.00	\$0.00			0	0	0
2/28/2024	Late Payment Charge		\$4.20	\$0.00	\$0.00	\$0.00			0	0	0

PPL Electric Utilities

Date	Transaction Type	Due Date	Transaction Amount	Balance Forward	Actual Billed	Deferred Balance	Deg Day H/C	RDG Type	Days Used	KWH	Billed KW
3/4/2024	BUDGET BILLING		\$182.00	\$0.00	\$0.00	\$0.00			0	0	0
3/4/2024	Regular Bill	03/25	\$526.94	\$340.68	\$266.13	\$206.72	0902/0000	66882A	30	1428	0
3/11/2024	Payment		\$-200.00	\$0.00	\$0.00	\$0.00			0	0	0
4/2/2024	Late Payment Charge		\$4.04	\$0.00	\$0.00	\$0.00			0	0	0
4/2/2024	Late Payment Charge		\$0.05	\$0.00	\$0.00	\$0.00			0	0	0
4/3/2024	BUDGET BILLING		\$182.00	\$0.00	\$0.00	\$0.00			0	0	0
4/3/2024	Regular Bill	04/24	\$513.03	\$326.94	\$223.81	\$248.53	0671/0000	68069A	32	1187	0
4/24/2024	Payment		\$-326.00	\$0.00	\$0.00	\$0.00			0	0	0
4/30/2024	Late Payment Charge		\$0.05	\$0.00	\$0.00	\$0.00			0	0	0
4/30/2024	Late Payment Charge		\$2.29	\$0.00	\$0.00	\$0.00			0	0	0
5/2/2024	BUDGET BILLING		\$182.00	\$0.00	\$0.00	\$0.00			0	0	0
5/2/2024	Regular Bill	05/23	\$371.37	\$187.03	\$151.74	\$218.27	0350/0011	68845A	29	776	0
5/29/2024	Late Payment Charge		\$4.57	\$0.00	\$0.00	\$0.00			0	0	0
5/29/2024	Late Payment Charge		\$0.08	\$0.00	\$0.00	\$0.00			0	0	0
6/3/2024	BUDGET BILLING		\$182.00	\$0.00	\$0.00	\$0.00			0	0	0
6/3/2024	Regular Bill	06/24	\$558.02	\$371.37	\$122.95	\$159.22	0116/0075	69457A	30	612	0
6/24/2024	Payment		\$-371.37	\$0.00	\$0.00	\$0.00			0	0	0
7/2/2024	BUDGET BILLING		\$182.00	\$0.00	\$0.00	\$0.00			0	0	0
7/2/2024	Late Payment Charge		\$0.06	\$0.00	\$0.00	\$0.00			0	0	0
7/2/2024	Late Payment Charge		\$2.28	\$0.00	\$0.00	\$0.00			0	0	0
7/2/2024	Regular Bill	07/23	\$370.99	\$186.65	\$168.33	\$145.55	0005/0259	70327A	31	870	0
7/5/2024	Payment		\$-370.99	\$0.00	\$0.00	\$0.00			0	0	0
8/1/2024	BUDGET BILLING		\$205.00	\$0.00	\$0.00	\$0.00			0	0	0
8/1/2024	Regular Bill	08/22	\$205.00	\$0.00	\$185.26	\$125.81	0000/0372	71294A	30	967	0
8/28/2024	Late Payment Charge		\$2.56	\$0.00	\$0.00	\$0.00			0	0	0
8/30/2024	BUDGET BILLING		\$205.00	\$0.00	\$0.00	\$0.00			0	0	0
8/30/2024	Regular Bill	09/23	\$412.56	\$205.00	\$172.78	\$93.59	0010/0229	72190A	29	896	0
9/17/2024	Payment		\$-412.56	\$0.00	\$0.00	\$0.00			0	0	0
10/1/2024	BUDGET BILLING		\$205.00	\$0.00	\$0.00	\$0.00			0	0	0
10/1/2024	Regular Bill	10/22	\$205.00	\$0.00	\$137.31	\$25.90	0036/0065	72884A	32	694	0

PPL Electric Utilities

Date	Transaction Type	Due Date	Transaction Amount	Balance Forward	Actual Billed	Deferred Balance	Deg Day H/C	RDG Type	Days Used	KWH	Billed KW
10/29/2024	Late Payment Charge		\$2.56	\$0.00	\$0.00	\$0.00			0	0	0
10/30/2024	BUDGET BILLING		\$219.00	\$0.00	\$0.00	\$0.00			0	0	0
10/30/2024	Regular Bill	11/20	\$426.56	\$205.00	\$175.37	\$-17.73	0273/0000	73795A	29	911	0
11/11/2024	Payment		\$-205.00	\$0.00	\$0.00	\$0.00			0	0	0
11/26/2024	Late Payment Charge		\$2.74	\$0.00	\$0.00	\$0.00			0	0	0
11/26/2024	Late Payment Charge		\$0.03	\$0.00	\$0.00	\$0.00			0	0	0
12/2/2024	BUDGET BILLING		\$219.00	\$0.00	\$0.00	\$0.00			0	0	0
12/2/2024	Regular Bill	12/23	\$443.33	\$221.56	\$155.15	\$-81.58	0464/0006	74591A	29	796	0
12/26/2024	Payment		\$-222.00	\$0.00	\$0.00	\$0.00			0	0	0
12/31/2024	Late Payment Charge		\$2.74	\$0.00	\$0.00	\$0.00			0	0	0
1/2/2025	Special Agreement		\$-837.93	\$0.00	\$0.00	\$0.00			0	0	0
1/2/2025	BUDGET BILLING		\$1,056.93	\$0.00	\$0.00	\$0.00			0	0	0
1/2/2025	Regular Bill	01/23	\$443.07	\$221.33	\$1,138.51	\$0.00	1094/0000	80984A	34	6393	0
1/29/2025	Late Payment Charge		\$5.48	\$0.00	\$0.00	\$0.00			0	0	0
1/29/2025	Late Payment Charge		\$0.06	\$0.00	\$0.00	\$0.00			0	0	0
2/3/2025	BUDGET BILLING		\$267.00	\$0.00	\$0.00	\$0.00			0	0	0
2/3/2025	SPECIAL AGREEMENT - BB SETTLE		\$69.82	\$0.00	\$0.00	\$0.00			0	0	0
2/3/2025	Regular Bill	02/24	\$785.43	\$443.07	\$1,655.96	\$1,388.96	1228/0000	90187A	31	9203	0
2/14/2025	Payment		\$-300.00	\$0.00	\$0.00	\$0.00			0	0	0
3/4/2025	BUDGET BILLING		\$267.00	\$0.00	\$0.00	\$0.00			0	0	0
3/4/2025	SPECIAL AGREEMENT - BB SETTLE		\$69.82	\$0.00	\$0.00	\$0.00			0	0	0
3/4/2025	Regular Bill	03/25	\$822.25	\$485.43	\$1,285.30	\$2,407.26	1066/0000	97311A	31	7124	0
3/7/2025	Payment		\$-142.00	\$0.00	\$0.00	\$0.00			0	0	0
3/18/2025	Payment		\$-70.00	\$0.00	\$0.00	\$0.00			0	0	0
3/19/2025	Payment		\$-235.00	\$0.00	\$0.00	\$0.00			0	0	0

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).