

| | | |
|------------------------|--|----------------|
| ----- | | |
| Beth Ford, | | |
| v. | | Docket No.: |
| PPL Electric Utilities | | C-2025-3056714 |
| Corporation, | | |
| | | |
| Initial Call-In | | |
| Telephonic Hearing | | |
| ----- | | |

Pages 1 - 56

Judge's Chambers
Commonwealth Keystone
Building - Plaza Level
400 North Street
Harrisburg, PA

October 23, 2025
Commencing at 1:05 p.m.

INDEX TO EXHIBITS

Docket No. C-2025-3056714

Hearing Date: October 23, 2025

| <u>NUMBER</u> | <u>FOR IDENTIFICATION</u> | <u>IN EVIDENCE</u> |
|------------------|---------------------------|--------------------|
| PPL Exhibit 1 | 21 | 22 |
| Account Activity | | |
| Report | | |

| | | |
|--------------------------|----|----|
| PPL Exhibit 2 | 24 | 26 |
| Account Contact | | |
| PPL Exhibit 3 | 36 | 37 |
| History of Payment | | |
| Agreements | | |
| PPL Exhibit 4 | 38 | 39 |
| BCS Cast # 4068565 | | |
| PPL Exhibit 5 | 40 | 41 |
| BCS Case # 3869537 | | |
| PPL Exhibit 6 | 32 | 34 |
| OnTrack Letters | | |
| PPL Exhibit 7 | 42 | 44 |
| Medical Certification | | |
| Denial | | |
| PPL Exhibit 8 | 27 | 29 |
| Winter Collection Notice | | |
| PPL Exhibit 9 | 30 | 31 |
| Termination Notice | | |

PPL ELECTRIC

EXHIBIT 1

*** Account Information ***

*** Current Account Status ***

Account Number: [REDACTED]
 Mail To: BETH FORD
 4017 RAWLEIGH ST
 HARRISBURG PA 17109
 Requested By: BETH FORD
 (717) [REDACTED] Extension:

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

| DATE | TRANSACTION TYPE | DUE DATE | TRANSACTION AMOUNT | BALANCE FORWARD | ACTUAL BILLED | DEFERRED BALANCE | DEG DAY H/C | RDG/TYPE | DAYS USED | KWH | BILLED KW |
|------------|---------------------|----------|--------------------|-----------------|---------------|------------------|-------------|----------|-----------|------|-----------|
| 10/18/2021 | BUDGET BILLING | | \$217.00 | | | | | | | | |
| 10/18/2021 | Regular Bill | 11/08 | \$4265.75 | \$4048.75 | \$125.04 | \$-113.36 | 0049/0079 | 88852A | 31 | 930 | |
| 10/27/2021 | Payment | | \$-2394.72 | | | | | | | | |
| 10/29/2021 | Payment | | \$-756.00 | | | | | | | | |
| 11/16/2021 | BUDGET BILLING | | \$217.00 | | | | | | | | |
| 11/16/2021 | Regular Bill | 12/07 | \$1332.03 | \$1115.03 | \$127.53 | \$-202.83 | 0414/0000 | 89808A | 29 | 956 | |
| 12/16/2021 | BUDGET BILLING | | \$217.00 | | | | | | | | |
| 12/16/2021 | Regular Bill | 01/06 | \$1549.03 | \$1332.03 | \$236.48 | \$-183.35 | 0739/0000 | 91545A | 30 | 1737 | |
| 01/19/2022 | BUDGET BILLING | | \$217.00 | | | | | | | | |
| 01/19/2022 | Regular Bill | 02/09 | \$1766.03 | \$1549.03 | \$393.93 | \$-6.42 | 1032/0000 | 94398A | 34 | 2853 | |
| 02/16/2022 | BUDGET BILLING | | \$217.00 | | | | | | | | |
| 02/16/2022 | Regular Bill | 03/09 | \$1983.03 | \$1766.03 | \$309.60 | \$86.18 | 1027/0000 | 96659A | 28 | 2261 | |
| 03/17/2022 | BUDGET BILLING | | \$217.00 | | | | | | | | |
| 03/17/2022 | Regular Bill | 04/07 | \$2200.03 | \$1983.03 | \$253.84 | \$123.02 | 0702/0000 | 98491A | 29 | 1832 | |
| 04/07/2022 | Payment | | \$-278.00 | | | | | | | | |
| 04/18/2022 | BUDGET BILLING | | \$217.00 | | | | | | | | |
| 04/18/2022 | Regular Bill | 05/09 | \$2139.03 | \$1922.03 | \$187.37 | \$93.39 | 0540/0002 | 99813A | 32 | 1322 | |
| 05/17/2022 | BUDGET BILLING | | \$217.00 | | | | | | | | |
| 05/17/2022 | Regular Bill | 06/07 | \$2356.03 | \$2139.03 | \$167.09 | \$43.48 | 0266/0021 | 00980A | 29 | 1167 | |
| 06/16/2022 | BUDGET BILLING | | \$217.00 | | | | | | | | |
| 06/16/2022 | Regular Bill | 07/07 | \$2573.03 | \$2356.03 | \$252.78 | \$79.26 | 0004/0191 | 02582A | 30 | 1602 | |
| 07/18/2022 | BUDGET BILLING | | \$217.00 | | | | | | | | |
| 07/18/2022 | Regular Bill | 08/08 | \$2790.03 | \$2573.03 | \$320.46 | \$182.72 | 0000/0348 | 04442A | 32 | 1860 | |
| 08/16/2022 | Special Agreement | | \$-293.22 | | | | | | | | |
| 08/16/2022 | BUDGET BILLING | | \$510.22 | | | | | | | | |
| 08/16/2022 | Late Payment Charge | | \$2.40 | | | | | | | | |
| 08/16/2022 | Late Payment Charge | | \$32.36 | | | | | | | | |
| 08/16/2022 | Regular Bill | 09/06 | \$3041.79 | \$2790.03 | \$327.50 | | 0000/0432 | 06346A | 29 | 1904 | |
| 08/29/2022 | Payment | | \$-107.00 | | | | | | | | |
| 09/14/2022 | Late Payment Charge | | \$0.43 | | | | | | | | |
| 09/14/2022 | Late Payment Charge | | \$33.82 | | | | | | | | |
| 09/14/2022 | Late Payment Charge | | \$2.40 | | | | | | | | |

| DATE | TRANSACTION TYPE | DUE DATE | TRANSACTION AMOUNT | BALANCE FORWARD | ACTUAL BILLED | DEFERRED BALANCE | DEG DAY H/C | RDG/TYPE | DAYS USED | KWH |
|------------|-------------------------------|----------|--------------------|-----------------|---------------|------------------|-------------|----------|-----------|------|
| 09/15/2022 | BUDGET BILLING | | \$241.00 | | | | | | | |
| 09/15/2022 | SPECIAL AGREEMENT - BB SETTLE | | \$48.87 | | | | | | | |
| 09/15/2022 | Regular Bill | 10/06 | \$3261.31 | \$2934.79 | \$289.92 | \$48.92 | 0000/0302 | 08003A | 30 | 1657 |
| 10/14/2022 | BUDGET BILLING | | \$241.00 | | | | | | | |
| 10/14/2022 | SPECIAL AGREEMENT - BB SETTLE | | \$48.87 | | | | | | | |
| 10/14/2022 | Regular Bill | 11/07 | \$3551.18 | \$3261.31 | \$154.85 | \$-37.23 | 0181/0036 | 08837A | 29 | 834 |
| 11/14/2022 | BUDGET BILLING | | \$241.00 | | | | | | | |
| 11/14/2022 | SPECIAL AGREEMENT - BB SETTLE | | \$48.87 | | | | | | | |
| 11/14/2022 | Regular Bill | 12/05 | \$3841.05 | \$3551.18 | \$179.59 | \$-98.64 | 0351/0009 | 09819A | 31 | 982 |
| 12/14/2022 | BUDGET BILLING | | \$261.00 | | | | | | | |
| 12/14/2022 | SPECIAL AGREEMENT - BB SETTLE | | \$48.87 | | | | | | | |
| 12/14/2022 | Regular Bill | 01/04 | \$4150.92 | \$3841.05 | \$387.98 | \$28.34 | 0824/0000 | 11913A | 30 | 2094 |
| 01/17/2023 | BUDGET BILLING | | \$261.00 | | | | | | | |
| 01/17/2023 | SPECIAL AGREEMENT - BB SETTLE | | \$48.87 | | | | | | | |
| 01/17/2023 | Regular Bill | 02/07 | \$4460.79 | \$4150.92 | \$553.21 | \$320.55 | 1022/0000 | 14717A | 34 | 2804 |
| 02/14/2023 | BUDGET BILLING | | \$261.00 | | | | | | | |
| 02/14/2023 | SPECIAL AGREEMENT - BB SETTLE | | \$48.87 | | | | | | | |
| 02/14/2023 | Regular Bill | 03/07 | \$4770.66 | \$4460.79 | \$378.22 | \$437.77 | 0777/0000 | 16612A | 28 | 1895 |
| 03/16/2023 | BUDGET BILLING | | \$324.00 | | | | | | | |
| 03/16/2023 | Regular Bill | 04/06 | \$5094.66 | \$4770.66 | \$348.35 | \$462.12 | 0706/0000 | 18351A | 30 | 1739 |
| 04/17/2023 | BUDGET BILLING | | \$324.00 | | | | | | | |
| 04/17/2023 | Regular Bill | 05/08 | \$5418.66 | \$5094.66 | \$256.44 | \$394.56 | 0429/0019 | 19610A | 32 | 1259 |
| 05/16/2023 | BUDGET BILLING | | \$324.00 | | | | | | | |
| 05/16/2023 | Regular Bill | 06/06 | \$5742.66 | \$5418.66 | \$206.23 | \$276.79 | 0241/0009 | 20607A | 29 | 997 |
| 06/15/2023 | BUDGET BILLING | | \$393.00 | | | | | | | |
| 06/15/2023 | Regular Bill | 07/06 | \$6135.66 | \$5742.66 | \$187.33 | \$71.12 | 0027/0088 | 21567A | 30 | 960 |
| 07/17/2023 | BUDGET BILLING | | \$393.00 | | | | | | | |
| 07/17/2023 | Regular Bill | 08/07 | \$6528.66 | \$6135.66 | \$297.88 | \$-24.00 | 0003/0328 | 23261A | 32 | 1694 |
| 08/15/2023 | BUDGET BILLING | | \$281.06 | | | | | | | |
| 08/15/2023 | Regular Bill | 09/05 | \$6809.72 | \$6528.66 | \$305.06 | | 0000/0344 | 24979A | 29 | 1718 |
| 09/14/2023 | BUDGET BILLING | | \$295.00 | | | | | | | |
| 09/14/2023 | Regular Bill | 10/05 | \$7104.72 | \$6809.72 | \$356.63 | \$61.63 | 0000/0311 | 26982A | 30 | 2003 |
| 10/13/2023 | BUDGET BILLING | | \$295.00 | | | | | | | |
| 10/13/2023 | Regular Bill | 11/06 | \$7399.72 | \$7104.72 | \$193.04 | \$-40.33 | 0103/0029 | 28025A | 29 | 1043 |
| 11/13/2023 | BUDGET BILLING | | \$295.00 | | | | | | | |
| 11/13/2023 | Regular Bill | 12/04 | \$7694.72 | \$7399.72 | \$236.82 | \$-98.51 | 0406/0004 | 29325A | 31 | 1300 |
| 12/14/2023 | BUDGET BILLING | | \$314.00 | | | | | | | |
| 12/14/2023 | Regular Bill | 01/04 | \$8008.72 | \$7694.72 | \$330.77 | \$-81.74 | 0759/0000 | 31232A | 31 | 1907 |
| 01/18/2024 | BUDGET BILLING | | \$314.00 | | | | | | | |
| 01/18/2024 | Regular Bill | 02/08 | \$8322.72 | \$8008.72 | \$394.59 | \$-1.15 | 0947/0000 | 33629A | 35 | 2397 |

| DATE | TRANSACTION TYPE | DUE DATE | TRANSACTION AMOUNT | BALANCE FORWARD | ACTUAL BILLED | DEFERRED BALANCE | DEG DAY H/C | RDG/TYPE | DAYS USED | KWH | BILLED KW |
|------------|---------------------|----------|--------------------|-----------------|---------------|------------------|-------------|----------|-----------|-----|-----------|
| 02/15/2024 | BUDGET BILLING | | \$314.00 | | | | | | | | |
| 02/15/2024 | Regular Bill | 03/07 | \$8636.72 | \$8322.72 | \$330.37 | \$15.22 | 0812/0000 | 35637A | 28 | | 2008 |
| 03/18/2024 | BUDGET BILLING | | \$269.00 | | | | | | | | |
| 03/18/2024 | Regular Bill | 04/08 | \$8905.72 | \$8636.72 | \$301.36 | \$47.58 | 0696/0000 | 37460A | 32 | | 1823 |
| 04/17/2024 | BUDGET BILLING | | \$269.00 | | | | | | | | |
| 04/17/2024 | Regular Bill | 05/08 | \$9174.72 | \$8905.72 | \$247.61 | \$26.19 | 0476/0003 | 38940A | 30 | | 1480 |
| 05/16/2024 | BUDGET BILLING | | \$269.00 | | | | | | | | |
| 05/16/2024 | Regular Bill | 06/06 | \$9443.72 | \$9174.72 | \$175.49 | \$-67.32 | 0201/0044 | 39960A | 29 | | 1020 |
| 06/12/2024 | Late Payment Charge | | \$111.05 | | | | | | | | |
| 06/12/2024 | Late Payment Charge | | \$2.40 | | | | | | | | |
| 06/12/2024 | Late Payment Charge | | \$0.89 | | | | | | | | |
| 06/17/2024 | BUDGET BILLING | | \$241.00 | | | | | | | | |
| 06/17/2024 | Regular Bill | 07/08 | \$9799.06 | \$9443.72 | \$209.01 | \$-99.31 | 0006/0209 | 41236A | 32 | | 1276 |
| 07/17/2024 | BUDGET BILLING | | \$241.00 | | | | | | | | |
| 07/17/2024 | Regular Bill | 08/07 | \$10040.06 | \$9799.06 | \$280.19 | \$-60.12 | 0000/0500 | 43036A | 30 | | 1800 |
| 08/13/2024 | Late Payment Charge | | \$2.40 | | | | | | | | |
| 08/13/2024 | Late Payment Charge | | \$117.07 | | | | | | | | |
| 08/13/2024 | Late Payment Charge | | \$2.32 | | | | | | | | |
| 08/15/2024 | BUDGET BILLING | | \$196.18 | | | | | | | | |
| 08/15/2024 | Regular Bill | 09/05 | \$10358.03 | \$10040.06 | \$256.30 | | 0000/0363 | 44674A | 29 | | 1638 |
| 09/11/2024 | Late Payment Charge | | \$3.84 | | | | | | | | |
| 09/11/2024 | Late Payment Charge | | \$2.40 | | | | | | | | |
| 09/11/2024 | Late Payment Charge | | \$119.52 | | | | | | | | |
| 09/16/2024 | BUDGET BILLING | | \$276.00 | | | | | | | | |
| 09/16/2024 | Regular Bill | 10/07 | \$10759.79 | \$10358.03 | \$221.74 | \$-54.26 | 0008/0184 | 46077A | 32 | | 1403 |
| 10/15/2024 | BUDGET BILLING | | \$276.00 | | | | | | | | |
| 10/15/2024 | Regular Bill | 11/05 | \$11035.79 | \$10759.79 | \$142.71 | \$-187.55 | 0088/0048 | 46943A | 29 | | 866 |
| 11/12/2024 | Late Payment Charge | | \$2.40 | | | | | | | | |
| 11/12/2024 | Late Payment Charge | | \$5.41 | | | | | | | | |
| 11/12/2024 | Late Payment Charge | | \$126.42 | | | | | | | | |
| 11/13/2024 | BUDGET BILLING | | \$276.00 | | | | | | | | |
| 11/13/2024 | Regular Bill | 12/04 | \$11446.02 | \$11035.79 | \$129.75 | \$-333.80 | 0328/0008 | 47721A | 29 | | 778 |
| 12/10/2024 | Late Payment Charge | | \$2.40 | | | | | | | | |
| 12/10/2024 | Late Payment Charge | | \$7.09 | | | | | | | | |
| 12/10/2024 | Late Payment Charge | | \$129.87 | | | | | | | | |
| 12/16/2024 | BUDGET BILLING | | \$244.00 | | | | | | | | |
| 12/16/2024 | Regular Bill | 01/06 | \$11829.38 | \$11446.02 | \$301.97 | \$-275.83 | 0864/0000 | 49624A | 33 | | 1903 |
| 01/14/2025 | Late Payment Charge | | \$8.83 | | | | | | | | |
| 01/14/2025 | Late Payment Charge | | \$2.40 | | | | | | | | |
| 01/14/2025 | Late Payment Charge | | \$132.92 | | | | | | | | |

FORD - PPL EXHIBIT 1
3 of 4

Bill Account: XXXXXXXXXX

Account Activity Statement

Date: 10/09/25
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 |
|------|------------------|----------|--------------------|-----------------|---------------|------------------|-------------|----------|-----------|-----|-----------|
|------|------------------|----------|--------------------|-----------------|---------------|------------------|-------------|----------|-----------|-----|-----------|

| Date | Description | Amount | Balance | Payment | Interest | Code | Account | Days | Balance |
|------------|---------------------------|-----------|------------|----------|-----------|-----------|---------|------|---------|
| 01/16/2025 | BUDGET BILLING | \$244.00 | | | | | | | |
| 01/16/2025 | Regular Bill | | \$12217.53 | \$405.98 | \$-113.85 | 1057/0000 | 52134A | 30 | 12588 |
| 02/18/2025 | BUDGET BILLING | \$244.00 | | | | | | | |
| 02/18/2025 | Regular Bill | | \$12461.53 | \$437.19 | \$79.34 | 1250/0000 | 54822A | 33 | 2688 |
| 03/18/2025 | BUDGET BILLING | \$258.00 | | | | | | | |
| 03/18/2025 | Late Payment Charge | \$139.02 | | | | | | | |
| 03/18/2025 | Late Payment Charge | \$2.40 | | | | | | | |
| 03/18/2025 | Late Payment Charge | \$10.63 | | | | | | | |
| 03/18/2025 | Regular Bill | | \$12871.58 | \$379.39 | \$200.73 | 0723/0000 | 57123A | 28 | 2301 |
| 04/16/2025 | BUDGET BILLING | \$258.00 | | | | | | | |
| 04/16/2025 | Regular Bill | | \$13129.58 | \$313.10 | \$255.83 | 0464/0000 | 59004A | 29 | 1881 |
| 05/13/2025 | Late Payment Charge | \$2.40 | | | | | | | |
| 05/13/2025 | Late Payment Charge | \$12.53 | | | | | | | |
| 05/13/2025 | Late Payment Charge | \$145.48 | | | | | | | |
| 05/16/2025 | BUDGET BILLING | \$258.00 | | | | | | | |
| 05/16/2025 | Regular Bill | | \$13547.99 | \$117.48 | \$115.31 | 0086/0031 | 59648A | 30 | 644 |
| 06/04/2025 | AR Budget Billing | \$115.31 | | | | | | | |
| 06/17/2025 | BUDGET BILLING | \$145.22 | | | | | | | |
| 06/17/2025 | Regular Bill | | \$13808.52 | \$145.22 | | 0097/0101 | 60421A | 32 | 773 |
| 07/15/2025 | Late Payment Charge | \$151.97 | | | | | | | |
| 07/15/2025 | Late Payment Charge | \$14.54 | | | | | | | |
| 07/15/2025 | Late Payment Charge | \$2.40 | | | | | | | |
| 07/17/2025 | ELECTRIC SERVICE | \$235.55 | | | | | | | |
| 07/17/2025 | Regular Bill | | \$14212.98 | | | 0000/0423 | 61671A | 30 | 1250 |
| 08/07/2025 | Payment | \$-466.00 | | | | | | | |
| 08/11/2025 | Returned Check | \$466.00 | | | | | | | |
| 08/11/2025 | RETURNED CHECK NSF CHARGE | \$20.00 | | | | | | | |
| 08/15/2025 | BUDGET BILLING | \$257.00 | | | | | | | |
| 08/15/2025 | Regular Bill | | \$14489.98 | \$237.43 | \$-19.57 | 0000/0362 | 62932A | 29 | 1261 |
| 09/16/2025 | BUDGET BILLING | \$257.00 | | | | | | | |
| 09/16/2025 | Regular Bill | | \$14746.98 | \$159.47 | \$-117.10 | 0006/0169 | 63750A | 32 | 818 |

PPL ELECTRIC

EXHIBIT 2

Account Contact History
Account: [REDACTED] **Customer Name:** BETH FORD
 From 10/1/2021 to 10/9/2025

| Contact Date | Contact Type | Remarks | User |
|--------------|---------------------------------|---|--------------------|
| 2025-09-15 | OnTrack - Ineligible | Assistance Program application rejected for Ontrack and Operation. Reason Household is over the federal poverty income guidelines. Agency Tri County Community Action. Agency user Jamilette Quinones | SELF SERVICE USER |
| 2025-09-15 | Financial Statement Added | | JQUINONE |
| 2025-09-15 | OnTrack Customer | OnTrack application submitted by [REDACTED] Source Rep | SELF SERVICE USER |
| 2025-08-28 | Correspondence - General | Template Name OnTrack Application Rejection Letter New Created By [REDACTED] Letter Edited No CS Letters ID 6767366 | CSLET |
| 2025-08-28 | 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. Employment Pay stubs covering the last 30 days for | SELF SERVICE USER |
| 2025-08-11 | Returned Item | RETURNED ITEM AMOUNT 466.00 DATE OF RETURNED ITEM 2025-08-11 REASON R01 INSUFFICIENT FUNDS | CUBAR080 |
| 2025-08-11 | Correspondence - Returned Item | Return Item - Friendly | |
| 2025-08-08 | Miscellaneous | WATT ID 4532245 attached a copy of the response form sent to the OGC | WENDY M MERKEL |
| 2025-08-06 | WEB Customer Initiated Payment | Scheduled date 8 7 2025 Amount 466.00 User [REDACTED] Owner YES. Confirmation Number 25080722 | SELF SERVICE USER |
| 2025-08-06 | Miscellaneous | WATT CCC Formal Complaint - Ability To Pay Work Item 4532245 Created | ALLISON ARMBRUSTER |
| 2025-08-06 | SC - PUC Formal Complaint | Received notice from the PUC that the customer filed Formal Complaint Docket No. C-2025-3056714. | E02623 |
| 2025-08-06 | Credit | [REDACTED] Link to Assistance Programs page presented. | SELF SERVICE USER |
| 2025-08-06 | Financial Statement Added | | SELF SERVICE USER |
| 2025-08-05 | Credit | [REDACTED] Link to Assistance Programs page presented. | SELF SERVICE USER |
| 2025-08-05 | OnTrack Customer | OnTrack application submitted by [REDACTED] EUWEB Source EuWeb | SELF SERVICE USER |
| 2025-08-05 | Credit | [REDACTED] Link to Assistance Programs page presented. | SELF SERVICE USER |
| 2025-08-05 | Credit | [REDACTED] Link to Assistance Programs page presented. | SELF SERVICE USER |
| 2025-08-05 | Credit | [REDACTED] Link to Assistance Programs page presented. | SELF SERVICE USER |
| 2025-08-05 | Financial Statement Added | | SELF SERVICE USER |
| 2025-08-05 | Correspondence - General | Template Name Medical Certification Denial Created By Ransome Jenna Letter Edited No CS Letters ID 6717336 | CSLET |
| 2025-08-05 | SC - GRACE EXTENSION | Suspend Charge automatically added by CSLET | CSLET |
| 2025-08-05 | Miscellaneous | WATT Scanned - Med Cert Work Item [REDACTED] Completed | JENNA RANSOME |
| 2025-08-05 | Miscellaneous | WATT ID [REDACTED] CX HAS REACHED THE LIMIT OF MED CERTS | JENNA RANSOME |
| 2025-08-05 | Miscellaneous | WATT Scanned - Med Cert Work Item [REDACTED] Created | KOFAX |
| 2025-08-04 | Credit | Caller Back Office Ratepayer. cx didn t answer hang up | ADRIAN CARRERO |
| 2025-08-04 | Credit | [REDACTED] Link to Assistance Programs page presented. | SELF SERVICE USER |
| 2025-08-03 | Credit | [REDACTED] Link to Assistance Programs page presented. | SELF SERVICE USER |
| 2025-08-03 | Credit | [REDACTED] Link to Assistance Programs page presented. | SELF SERVICE USER |
| 2025-08-03 | Credit | [REDACTED] Link to Assistance Programs page presented. | SELF SERVICE USER |
| 2025-08-03 | Credit | Text sent to [REDACTED] for web offer. Customer response YES | IVR |
| 2025-08-02 | Credit | [REDACTED] Link to Assistance Programs page presented. | SELF SERVICE USER |
| 2025-08-02 | Credit | [REDACTED] Link to Assistance Programs page presented. | SELF SERVICE USER |
| 2025-08-04 | Correspondence - Budget Billing | bbstcsr.doc | |
| 2025-08-04 | WEB Cust Enrollment Budget Bill | CUSTOMER ENROLLED IN BB ON THE WEB. AMOUNT IS 257.00 | WEBSS |
| 2025-08-02 | Credit | [REDACTED] Link to Assistance Programs page presented. | SELF SERVICE USER |
| 2025-08-04 | Financial Statement Added | | SELF SERVICE USER |

| Contact Date | Contact Type | Remarks | User |
|--------------|------------------------------|---|--------------------|
| 2025-08-01 | Credit | Caller BETH FORD Ratepayer. continuation... will make her qualify for extra 30days to maintain her service on. Provided fax [REDACTED] | LOVELY ROSARIO |
| 2025-08-01 | Contact Rep - Interim | Caller BETH FORD Ratepayer. Asked if she try to reach out as well to any local agencies in their area like places of worship. Customer said she did reach out to salvation army and they cannot help customer as well. She stated that she have medical condition. Informed that she can contact her doctor so that they can send valid medcert | LOVELY ROSARIO |
| 2025-08-01 | Credit | Caller BETH FORD Ratepayer User Comments Asking if we have other options for her to stop the termination. Provided option of paying balance 13 808.52 or 13 257 to reinstate PAG. Cust can t afford. Cust mention that her application for OT Liheap and OpHelp are all rejected. | LOVELY ROSARIO |
| 2025-08-01 | WUR Assessment | BETH FORD Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No. | LOVELY ROSARIO |
| 2025-08-01 | Credit - Payment Agreement | BETH FORD Ratepayer. Reviewed disputed payment plan terms. Confirmed 13 257.00 is due by 08 04 2025 to bring payment plan current before dispute expires. Next payment of 465.46 is due on 08 07 2025. | LOVELY ROSARIO |
| 2025-08-01 | Credit | Confirmed termination activity resumes after 08 04 2025. | LOVELY ROSARIO |
| 2025-08-01 | Credit | Caller BETH FORD Ratepayer User Comments CALLED IN CX ASKING MAKE LOWER THE FIRST PAYMENT AMOUNT TO VOID ADV THAT THE OPTION FOR MINIMUM AMOUNT NEED CX ASKING SUP ABOUT IT ADV I FORWARD THE INFO TO REQUEST CALL BACK CX AGREE | ALLAN BELLA |
| 2025-08-01 | WUR Assessment | BETH FORD Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No. | ALLAN BELLA |
| 2025-08-01 | Credit - Payment Agreement | BETH FORD Ratepayer. Reviewed disputed payment plan terms. Confirmed 13 257.00 is due by 08 04 2025 to bring payment plan current before dispute expires. Next payment of 465.46 is due on 08 07 2025. | ALLAN BELLA |
| 2025-08-01 | Credit | Confirmed termination activity resumes after 08 04 2025. | ALLAN BELLA |
| 2025-07-25 | OB Call - Outreach | Caller Back Office Ratepayer User Comments CALLED CX AND LET HER KNOW HER OPTIONS TO PAY BILL IS 13808.52 OR PAY 13 257.00 TO REINSTATE PAG CX CANT PAY ADN UNABLE TO GET NEW PAG AS INCOME VER IS NEEDED COLL ACT STOPPED FOR 10 DAYS ADV CX 13 257.00-8 3 2025 2ND PMT 465.46-8 7 2025 N MTHLY INSTL OF 61.00 CX SAT | ALLIYAH MAHASE |
| 2025-07-25 | WUR Assessment | Back Office Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC Yes. | ALLIYAH MAHASE |
| 2025-07-25 | SC - Income Verification | Income verification required. | 328647 |
| 2025-07-25 | Disputed Payment Agreement | Back Office Ratepayer. Agreement Type CU. Cust agrees to PAG terms NO. OUR Provided. Total payment due 08 04 2025 13 257.00. First payment of 13 257.00 is due 08 03 2025. Second payment of 465.46 is due on 08 07 2025 . Payment Plan installment amount 61.00. Enrolled in BB NO. Emailed PAG info to [REDACTED] | ALLIYAH MAHASE |
| 2025-07-25 | SC - GRACE EXTENSION | Caller Back Office Ratepayer. Customer not eligible for medical certification renewal due to exceeding renewal limit for past due balance owed. PUC rights provided | 328647 |
| 2025-07-25 | Credit | Confirmed service is scheduled for termination on 08 04 2025. Amount is 13 808.52. Customer has exceeded the number of medical certification renewals permitted. PUC rights provided. | ALLIYAH MAHASE |
| 2025-07-21 | Correspondence - Collections | CUT DATE 2025-08-04 AMOUNT 13 808.52 | |
| 2025-07-03 | Credit | Caller BETH FORD Ratepayer. CCI ADV INC OBER OT LIMIT. 12396.00 NEEDED TO REINSTATE PAG. CX UNDERSTTOD | JOEL FOSBROOK |
| 2025-07-03 | WUR Assessment | BETH FORD Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No. | JOEL FOSBROOK |
| 2025-07-03 | Call Transfer | Caller BETH FORD Ratepayer. ADV CX TO REV PAG ADV CX OF REINSTATEMENT OF THE PAG AS WELL CX HAS PREV A PAG WITH THE PUC AS WELL CAN OFFER TO BE TRANS TO OTRK TO APPLY FOR A PAG ADV CX NONGUARANTEED ANY NEW FUTURE PAG WITH PPL MAY DIFFER ADV CX OTRL CLOSES AT 5PM ADV TO CALL BACK MONDAY IF CX DOES NOT GET A CALL IN CX TRANS TO OTRK | THOMAS HENRIQUEZ |
| 2025-07-03 | Credit | Caller BETH FORD Ratepayer User Comments CCI TO REV PAG FOR THE ACC ADV CX OF BAL Previous Balance 13 547.99 Current Bill 260.53 Amount Due 13 808.52 Balance Due 13 808.52 | THOMAS HENRIQUEZ |
| 2025-07-03 | WUR Assessment | BETH FORD Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. | THOMAS HENRIQUEZ |
| 2025-07-03 | Credit | Caller BETH FORD Ratepayer. cci adv me that she got a term notice adv she doesn t have nay term notice however she has a large bal due an she is under BB call trans to BB | ANGILIE RAGOONANAN |

| Contact Date | Contact Type | Remarks | User |
|--------------|------------------------------|--|--------------------|
| 2025-07-03 | WUR Assessment | BETH FORD Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. | ANGILIE RAGOONANAN |
| 2025-07-03 | Special Situation | Caller BETH FORD Ratepayer. EMAIL VERIFIED ON 7 3 | ANGILIE RAGOONANAN |
| 2025-06-16 | Miscellaneous | WATT CSS - PUC Payment Agreement Residential Work Item 4495612 Completed | RPAPR16 |
| 2025-06-16 | SC - GRACE EXTENSION | Caller Back Office Ratepayer. Complaint dismissed. Refer to WATT 4495612 for dismissal details. | RPAPR16 |
| 2025-06-16 | SC - PUC Mediation | Caller Back Office Ratepayer. SC Status from Open to Closed Cust Rights Given Y Cust Satisfied Y Comments Complaint dismissed. Refer to WATT 4495612 for dismissal details. | CUCL143 |
| 2025-06-13 | Miscellaneous | WATT CSS - PUC Payment Agreement Residential Work Item 4495612 Created | PUCMED |
| 2025-06-05 | Credit | Caller Back Office Ratepayer. contacted cx to adv she has reached the limit on med certs has open PUC case has to pay current bill 418.41 due 06 06 25 no answer left vm | AJADA DOUGLAS |
| 2025-06-05 | Miscellaneous | WATT Scanned - Med Cert Work Item [REDACTED] Completed | AJADA DOUGLAS |
| 2025-06-05 | Miscellaneous | WATT ID [REDACTED] cx has reached limit on med certs | AJADA DOUGLAS |
| 2025-06-05 | Miscellaneous | WATT Scanned - Med Cert Work Item [REDACTED] Created | KOFAX |
| 2025-06-04 | Stop Budget Bill | | CUMBB302 |
| 2025-06-04 | SC - PUC Mediation | PUC MDIA BCS 4068565 | CUCL143 |
| 2025-05-28 | Leave Door Hanger Issued | DELIVER 3 DAY NOTICE | CUMCL024 |
| 2025-05-20 | Correspondence - Collections | CUT DATE 2025-06-04 AMOUNT 13 129.58 | |
| 2025-05-19 | Budget Billing | Caller Back Office Ratepayer. is on budget at 258 per month | LORI DRIES |
| 2025-05-19 | Credit | Caller BETH FORD Ratepayer User Comments claims pays her daughters rent in pittsburgh. updated income. level 3. used med cert options. understood | LORI DRIES |
| 2025-05-19 | WUR Assessment | BETH FORD Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC Yes. | LORI DRIES |
| 2025-05-19 | Added Payment Agreement | BETH FORD Ratepayer. Agreement Type CU. Cust agrees to PAG terms NO. First payment of 12 457.00 is due 05 19 2025. Second payment of 479.41 is due on 06 06 2025 . Payment Plan installment amount 61.00. Emailed PAG info to [REDACTED] | LORI DRIES |
| 2025-05-19 | Financial Statement Added | | LORI DRIES |
| 2025-03-31 | Miscellaneous | WATT Scanned - Med Cert Work Item [REDACTED] Completed | JENNA RANSOME |
| 2025-03-31 | Miscellaneous | WATT ID [REDACTED] VALID MED CERT SUBMITTED ... SUSPEND CHARGE ADDED MANUALLY REMOVED FROM COLL | JENNA RANSOME |
| 2025-03-31 | SC - MED CERT - 30 DAY | Caller Back Office Ratepayer. VALID MED CERT SUBMITTED | 312287 |
| 2025-03-31 | Miscellaneous | WATT Scanned - Med Cert Work Item [REDACTED] Created | KOFAX |
| 2025-03-27 | Leave Door Hanger Issued | DELIVER 3 DAY NOTICE | CUMCL024 |
| 2025-03-19 | Correspondence - Collections | CUT DATE 2025-04-02 AMOUNT 12 461.53 | |
| 2025-03-18 | Data Repair | Data Repair DR [REDACTED] UPDATE N A TO 671 | CSSDR044 |
| 2025-02-06 | Correspondence - General | Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 6298067 | CSLET |
| 2025-02-05 | SC - REFERRAL TO ONTRACK | Caller CAC Agency. Referred to OnTrack. | SLOWE@CA |
| 2025-02-03 | Credit | [REDACTED] Link to Assistance Programs page presented. | SELF SERVICE USER |
| 2025-01-14 | Winter Collection | Winter Collection Notice | |
| 2024-12-12 | Winter Collection | Winter Collection Notice | |
| 2024-09-27 | Miscellaneous | WATT Scanned - Med Cert Work Item 4340055 Completed | JENNA RANSOME |
| 2024-09-27 | Miscellaneous | WATT ID 4340055 VALID MED CERT SUBMITTED ... SUSPEND CHARGE ADDED MANUALLY | JENNA RANSOME |
| 2024-09-27 | SC - MED CERT - 30 DAY | Caller Back Office Ratepayer. VALID MED CERT SUBMITTED | 312287 |
| 2024-09-27 | Miscellaneous | WATT Scanned - Med Cert Work Item 4340055 Created | KOFAX |
| 2024-09-25 | SC - MED CERT - 3 DAY | Caller BETH FORD Ratepayer. IVR Med Cert | IVR |
| 2024-09-18 | Correspondence - Collections | CUT DATE 2024-10-02 AMOUNT 10 358.03 | |
| 2024-07-05 | Miscellaneous | WATT Scanned - Med Cert Work Item 4278406 Completed | JENNA RANSOME |
| 2024-07-05 | SC - MED CERT - 30 DAY | KOFAX initiated MedCert 30 Day Suspend Charges | ORAMP1 |
| 2024-07-05 | Miscellaneous | WATT Scanned - Med Cert Work Item 4278406 Created | KOFAX |
| 2024-07-05 | Miscellaneous | Caller BETH FORD Ratepayer User Comments Sw the rp Beth Ford caller was looking to see if we received the Med cert advised nothing has been received yet and provided the Fax number where the doctors office can submit the form to. While reading SOP caller disco call. SAT | DESTINY GARNETT |

| Contact Date | Contact Type | Remarks | User |
|--------------|------------------------------|--|-------------------|
| 2024-07-05 | WUR Assessment | BETH FORD Ratepayer. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO Not on Phone. | DESTINY GARNETT |
| 2024-06-27 | 3-day call - Ratepayer | CUBCL024 | CUBCL024 |
| 2024-06-27 | Credit | Caller BETH FORD Ratepayer User Comments cci re pag for acct also couldnt access web deleted old email and helped cx create new profile cx was successful also went thru pag wih cx cant agree to terms of 8101 by 7 7 disputed agreement cx understood cx doesnt qualify for agency help but cx was sat | DRAKIANA LENNON |
| 2024-06-27 | WUR Assessment | BETH FORD Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No. | DRAKIANA LENNON |
| 2024-06-27 | WUR Assessment | BETH FORD Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC Yes. Interested in SO No. | DRAKIANA LENNON |
| 2024-06-27 | Disputed Payment Agreement | BETH FORD Ratepayer. Agreement Type CU. Cust agrees to PAG terms NO. OUR Provided. Total payment due 07 07 2024 8 101.00. First payment of 8 101.00 is due 07 07 2024. Second payment of 416.34 is due on 07 08 2024 . Payment Plan installment amount 61.00. Emailed PAG info to [REDACTED] | DRAKIANA LENNON |
| 2024-06-27 | Credit | Confirmed service is scheduled for termination on 07 08 2024. Amount is 9 443.72. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification. | DRAKIANA LENNON |
| 2024-06-27 | Maintain Bill Account | Caller Self Serve Ratepayer updated Paperless billing from Not Enrolled to Enrolled . | SELF SERVICE USER |
| 2024-06-27 | WEB Maintain Bill Account | Updated email address from UnKnown to [REDACTED] | SELF SERVICE USER |
| 2024-06-27 | Maintain Bill Account | Caller BETH FORD Ratepayer updated Paperless billing from Enrolled to Not Enrolled . | DRAKIANA LENNON |
| 2024-06-21 | SC - MED CERT - 3 DAY | Caller BETH FORD Ratepayer. IVR Med Cert | IVR |
| 2024-06-20 | Correspondence - Collections | CUT DATE 2024-07-08 AMOUNT 9 443.72 | |
| 2024-06-19 | OB Call - Outreach | Caller Back Office Ratepayer. called to offer pay assist no answer left message | MELANIE MERTIS |
| 2024-06-12 | Credit | [REDACTED] Link to Assistance Programs page presented. | SELF SERVICE USER |
| 2024-06-12 | Credit | [REDACTED] Ratepayer. Customer indicated there was no change to financial information. | SELF SERVICE USER |
| 2024-06-12 | Financial Statement Added | | SELF SERVICE USER |
| 2024-06-06 | Credit | [REDACTED] Link to Assistance Programs page presented. | SELF SERVICE USER |
| 2024-06-06 | Credit | [REDACTED] Link to Assistance Programs page presented. | SELF SERVICE USER |
| 2024-06-06 | Credit | [REDACTED] Link to Assistance Programs page presented. | SELF SERVICE USER |
| 2024-06-06 | Credit | [REDACTED] Link to Assistance Programs page presented. | SELF SERVICE USER |
| 2024-06-06 | Credit | [REDACTED] Link to Assistance Programs page presented. | SELF SERVICE USER |
| 2024-06-06 | Credit | [REDACTED] Link to Assistance Programs page presented. | SELF SERVICE USER |
| 2024-06-06 | Credit | [REDACTED] Link to Assistance Programs page presented. | SELF SERVICE USER |
| 2024-06-06 | Credit | [REDACTED] Link to Assistance Programs page presented. | SELF SERVICE USER |
| 2024-06-06 | Added Payment Agreement | Ratepayer. Agreement Type CU. Cust agrees to PAG terms YES. First payment of 7 771.00 is due 06 06 2024. Second payment of 330.00 is due on 06 06 2024 . Payment Plan installment amount 61.00. Emailed PAG info to [REDACTED] | SELF SERVICE USER |
| 2024-06-06 | Credit | [REDACTED] Link to Assistance Programs page presented. | SELF SERVICE USER |
| 2024-06-06 | Credit | [REDACTED] Ratepayer. Customer indicated there was no change to financial information. | SELF SERVICE USER |
| 2024-06-06 | Financial Statement Added | | SELF SERVICE USER |
| 2024-06-03 | Credit | [REDACTED] Link to Assistance Programs page presented. | SELF SERVICE USER |
| 2024-06-03 | Credit | [REDACTED] Link to Assistance Programs page presented. | SELF SERVICE USER |
| 2024-06-03 | Credit | [REDACTED] Link to Assistance Programs page presented. | SELF SERVICE USER |
| 2024-06-03 | Credit | [REDACTED] Link to Assistance Programs page presented. | SELF SERVICE USER |
| 2024-06-03 | Financial Statement Added | | SELF SERVICE USER |
| 2023-01-18 | Data Repair | [REDACTED] - Reads Workaround | CSSDR044 |
| 2022-11-15 | Data Repair | [REDACTED] DR FOR WINTER COLLECTIONS | CSSDR044 |
| | | Cond 1 Cond 2 Cond 3 Cond 4 Note OMS_CSS.services.contacts.privcontacts.notification_PPL_CUSTOMER_CONTACT_VIEWPublishDocument USER_NAME | |
| 2022-11-08 | Electric Outage - Issuance | Call Type 01 AMI Power Down Event Comments none | MTR |
| 2022-10-04 | SC - PUC Informal Complaint | PUC MDIA BCS 3869537 | CUCL143 |

| Contact Date | Contact Type | Remarks | User |
|--------------|------------------------------|---|-------------------|
| 2022-10-04 | Credit | Caller BETH FORD Ratepayer User Comments cci stating that she has a term notice. adv cust that there is nothing more we can do because she already received the 10 day hold. | NATALYA ADAMS |
| 2022-10-04 | WUR Assessment | BETH FORD Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No. | NATALYA ADAMS |
| 2022-10-04 | Credit - Payment Agreement | BETH FORD Ratepayer. Reviewed disputed payment plan terms. Confirmed 699.52 is due by 10 06 2022 to bring payment plan current before dispute expires. Next payment amount and due date will appear on next bill. | NATALYA ADAMS |
| 2022-10-04 | Credit | Confirmed termination activity resumes after 10 06 2022. | NATALYA ADAMS |
| 2022-10-04 | Financial Statement Added | | IVR |
| 2022-09-26 | Credit | Caller BETH FORD Ratepayer. ADV CX TERM ACTIVITY RESUMES AFTER 10 06. | RIANNA GILDHARRY |
| 2022-09-26 | Credit | Caller BETH FORD Ratepayer. Adv term activity resumes after 10 06. Cx stated that she does not understand the plan since she already told us she cannot pay the first amt and now we are requesting two payments. Explained to cx. Stated she will call back in and speak w someone else. Cx disco call before sat can be assessed. | RIANNA GILDHARRY |
| 2022-09-26 | WUR Assessment | BETH FORD Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No. | RIANNA GILDHARRY |
| 2022-09-26 | Credit | Caller BETH FORD Ratepayer User Comments Spoke w Beth Ford who called in to verify if 10 day suspension was accurate. A payment of 699.52 is due by 10 06 2022 to bring your payment plan current and protect your service. First payment of 312.00 is due 09 27. Second payment of 387.52 is due on 10 06. | RIANNA GILDHARRY |
| 2022-09-26 | Credit - Payment Agreement | BETH FORD Ratepayer. Reviewed disputed payment plan terms. Confirmed 699.52 is due by 10 06 2022 to bring payment plan current before dispute expires. Next payment amount and due date will appear on next bill. | RIANNA GILDHARRY |
| 2022-09-26 | Credit | Confirmed termination activity resumes after 10 06 2022. | RIANNA GILDHARRY |
| 2022-09-26 | Disputed Payment Agreement | ██████████ RatePayer. Agreement Type CU. Cust agrees to PAG terms NO. OUR Provided. Total payment due 10 06 2022 699.52. First payment of 312.00 is due 09 27 2022. Second payment of 387.52 is due on 10 06 2022 . Payment Plan installment amount 61.00. Emailed PAG info to ██████████ | SELF SERVICE USER |
| 2022-09-26 | Credit | Confirmed service is scheduled for termination on 09 28 2022. Amount is 2 934.79. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition. | SELF SERVICE USER |
| 2022-09-26 | Credit | ██████████ Link to Assistance Programs page presented. | SELF SERVICE USER |
| 2022-09-26 | Credit | ██████████ Ratepayer. Customer indicated there was no change to financial information. | SELF SERVICE USER |
| 2022-09-26 | Financial Statement Added | | SELF SERVICE USER |
| 2022-09-20 | 3-day call - Ratepayer | CUBCL024 | CUBCL024 |
| 2022-09-14 | Credit - Outbound Call | Caller Back Office Ratepayer. called ██████████ left vm | MARCUS LEE |
| 2022-09-13 | Correspondence - Collections | CUT DATE 2022-09-27 AMOUNT 2 934.79 | |
| 2022-08-29 | Changed Payment Agreement | Self Serve Ratepayer agrees to payment terms of 107.00 due by 08 28 2022 to reinstate the payment plan. The second payment of 312.76 due on 09 06 2022. Installments of 61.00 are added to each monthly bill until the previous balance is paid in full. | SELF SERVICE USER |
| 2022-08-29 | CSS WEB Interface Payment | Caller Self Serve Ratepayer. Comments Made Payment in the amount of 107.00. Confirmation number was Read. Confirmation Number 22082746 | SELF SERVICE USER |
| 2022-08-16 | OB Call - Outreach | Caller BETH FORD Ratepayer User Comments Gave term info no to med cert. RP agreed to reinstate PAG. Adv nxt pmt should be due around 9 8. RP can pay online. Adv email associated with the web must be changed on the web. Emailed info to ██████████ SAT | TRACIE LENNOX |
| 2022-08-16 | WUR Assessment | BETH FORD Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. | TRACIE LENNOX |
| 2022-08-16 | Added Payment Agreement | BETH FORD Ratepayer. Agreement Type CU. Cust agrees to PAG terms YES. First payment of 107.00 is due 08 28 2022. Second payment amount and due date will appear on next bill . Payment Plan installment amount 61.00. Emailed PAG info to ██████████ | TRACIE LENNOX |
| 2022-08-16 | Credit | Confirmed service is scheduled for termination on 08 29 2022. Amount is 2 790.03. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition. | TRACIE LENNOX |
| 2022-08-16 | Credit | ██████████ Link to Assistance Programs page presented. | SELF SERVICE USER |
| 2022-08-16 | Credit | Confirmed service is scheduled for termination on 08 29 2022. Amount is 2 790.03. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition. | SELF SERVICE USER |
| 2022-08-16 | Credit | ██████████ Ratepayer. Customer indicated there was no change to financial information. | SELF SERVICE USER |
| 2022-08-16 | Financial Statement Added | | SELF SERVICE USER |

| Contact Date | Contact Type | Remarks | User |
|--------------|---------------------------------|---|-------------------|
| 2022-08-15 | Correspondence - Collections | CUT DATE 2022-08-29 AMOUNT 2 790.03 | |
| 2022-07-14 | Payment Arrangement Letter Sent | Catch-Up Activation PAG | |
| 2022-07-14 | PAG Reactivated | PAYMENT AGREEMENT HAS BEEN REACTIVATED | CUBCL105 |
| 2022-06-14 | Payment Arrangement Letter Sent | Catch-Up Activation PAG | |
| 2022-06-14 | PAG Reactivated | PAYMENT AGREEMENT HAS BEEN REACTIVATED | CUBCL105 |
| 2022-05-16 | Payment Arrangement Letter Sent | Catch-Up Activation PAG | |
| 2022-05-16 | PAG Reactivated | PAYMENT AGREEMENT HAS BEEN REACTIVATED | CUBCL105 |
| 2022-04-21 | Credit | Link to Assistance Programs page presented. | SELF SERVICE USER |
| 2022-04-21 | Credit | Link to Assistance Programs page presented. | SELF SERVICE USER |
| 2022-04-21 | Credit | Ratepayer. Customer indicated there was no change to financial information. | SELF SERVICE USER |
| 2022-04-21 | Financial Statement Added | | SELF SERVICE USER |
| 2022-04-07 | WEB Customer Initiated Payment | Scheduled date 4 7 2022 Amount 278.00 User [REDACTED] Owner YES. Confirmation Number 22040715 | SELF SERVICE USER |
| 2022-03-24 | Billing | Caller BETH FORD Ratepayer. total bal of acct is 2200.03. adv cx to just pay her bill of 278 on time to continue following pag in place and protect service. offered sop. | JEREMY TALLEY |
| 2022-03-24 | Billing | Caller BETH FORD Ratepayer User Comments cci to conf her acct summary. cx unsure if acct is protected. conf cx has an active pag. no detailed info about recent changes to pag adv since bill includes an installment for her pag to just pay bal owed of 278 to continue following plan that due 4 7. | JEREMY TALLEY |
| 2022-03-24 | WUR Assessment | BETH FORD Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No. | JEREMY TALLEY |
| 2022-03-16 | Payment Arrangement Letter Sent | Catch-Up Activation PAG | |
| 2022-03-16 | PAG Reactivated | PAYMENT AGREEMENT HAS BEEN REACTIVATED | CUBCL105 |
| 2022-03-11 | Credit | Link to Assistance Programs page presented. | SELF SERVICE USER |
| 2022-03-11 | Credit | Ratepayer. Customer indicated there was no change to financial information. | SELF SERVICE USER |
| 2022-03-11 | Financial Statement Added | | SELF SERVICE USER |
| 2022-02-16 | Payment Arrangement Letter Sent | Catch-Up Activation PAG | |
| 2022-02-16 | PAG Reactivated | PAYMENT AGREEMENT HAS BEEN REACTIVATED | CUBCL105 |
| 2022-01-13 | Payment Arrangement Letter Sent | Catch-Up Activation PAG | |
| 2022-01-13 | PAG Reactivated | PAYMENT AGREEMENT HAS BEEN REACTIVATED | CUBCL105 |
| 2021-11-18 | OnTrack - Ineligible | OnTrack application Rejected. Reason Household is over the federal poverty income guidelines. Agency Tri County Community Action. Agency user Annette Sanchez | SELF SERVICE USER |
| 2021-11-18 | Financial Statement Added | | ASANCHEZ |
| 2021-11-16 | OnTrack Customer | Income verification email reminder sent. | SELF SERVICE USER |
| 2021-11-08 | OnTrack Customer | OnTrack application submitted by [REDACTED] Source Rep | SELF SERVICE USER |
| 2021-11-04 | Correspondence - General | Template Name OnTrack Application Rejection Letter New Created By [REDACTED] Letter Edited No CS Letters ID 4394652 | CSLET |
| 2021-11-04 | 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. Employment Pay stubs covering the last 30 days for | SELF SERVICE USER |
| 2021-11-02 | OnTrack Customer | Income verification email reminder sent. | SELF SERVICE USER |
| 2021-10-29 | Changed Payment Agreement | Self Serve Ratepayer agrees to payment terms of 0.00 due by 10 31 2021 to reinstate the payment plan. The second payment of 278.00 due on 11 08 2021. Installments of 61.00 are added to each monthly bill until the previous balance is paid in full. | SELF SERVICE USER |
| 2021-10-29 | CSS WEB Interface Payment | Caller Self Serve Ratepayer. Comments Made Payment in the amount of 756.00. Confirmation number was Read. Confirmation Number 21102988 | SELF SERVICE USER |
| 2021-10-27 | SC - ASST AGENCY PMT GUARANTEE | Caller Back Office Ratepayer. Updated amount ERAP approved 2394.72 Dauphin Co Assistance Program | 305551 |
| 2021-10-26 | Correspondence - General | Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 4372026 | CSLET |
| 2021-10-25 | Credit | Caller BETH FORD Ratepayer User Comments CCI to apply for Ot sent applic per cust req. SAT | ELAINE AIKENS |
| 2021-10-25 | WUR Assessment | BETH FORD Ratepayer. Caller s Concern OnTrack. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. | ELAINE AIKENS |
| 2021-10-25 | OnTrack Customer | OnTrack application submitted by [REDACTED] Source Rep | SELF SERVICE USER |

| Contact Date | Contact Type | Remarks | User |
|--------------|---------------------------------|---|-------------------|
| 2021-10-25 | Credit | Caller BETH FORD Ratepayer User Comments cx beth called she just seen she have a termination notice she went online and seen her options informed First payment of 756.00 is due 10 31 2021. Second payment of 278.00 is due on 11 08 2021 installment 61.00 she cannot pay first payment on date ot offered call transferred to ot | ZOCKELL SHADE |
| 2021-10-25 | WUR Assessment | BETH FORD Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC Yes. | ZOCKELL SHADE |
| 2021-10-25 | SC - RECURRING REFERRAL TO OTRK | Referred to Ontrack. | 305833 |
| 2021-10-25 | Added Payment Agreement | BETH FORD Ratepayer. Agreement Type CU. Cust agrees to PAG terms NO. First payment of 756.00 is due 10 31 2021. Second payment of 278.00 is due on 11 08 2021 . Payment Plan installment amount 61.00. Emailed PAG info to [REDACTED] | ZOCKELL SHADE |
| 2021-10-25 | Credit | BETH FORD Ratepayer. Offered LIHEAP - Yes Offered OnTrack - Yes . Emailed agency contact info to [REDACTED]. | ZOCKELL SHADE |
| 2021-10-25 | Call Transfer | BETH FORD Ratepayer. Customer transferred to apply for OnTrack. | ZOCKELL SHADE |
| 2021-10-25 | Credit | Confirmed service is scheduled for termination on 11 01 2021. Amount is 3 831.75. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition. | ZOCKELL SHADE |
| 2021-10-25 | Credit | Self Serve Ratepayer. Offered LIHEAP - Yes Offered OnTrack - Yes . . | SELF SERVICE USER |
| 2021-10-25 | Credit | Confirmed service is scheduled for termination on 11 01 2021. Amount is 3 831.75. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition. | SELF SERVICE USER |
| 2021-10-25 | Credit | [REDACTED] Link to Assistance Programs page presented. | SELF SERVICE USER |
| 2021-10-25 | Credit | [REDACTED] Ratepayer. Customer indicated there was no change to financial information. | SELF SERVICE USER |
| 2021-10-25 | Financial Statement Added | | SELF SERVICE USER |
| 2021-10-20 | LIHEAP | LIHEAP application mailed to customer | CSLET |

PPL ELECTRIC

EXHIBIT 3

View Payment Agreement for Account [REDACTED]

Edit Help

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

| | |
|------------------------------------|---|
| Current Billing Information | Budget Billing Details |
| Bill Due Date: 10/07/25 | Enroll in Budget Bill: <input type="checkbox"/> |
| Bill Amount: \$14,746.98 | Current BB Amount: \$257.00 |
| Agreement Details | Installment Details |
| Start Date: 07/25/25 | Installment Amount: \$61.00 |
| Agreement Amount: \$13,808.52 | Number Of Installments: 10 |
| Initial Payment Details | Remaining Installments: 10 |
| Due Date: 08/03/25 | Final Installment Amount: \$2.52 |
| Payment Amount: \$13,257.00 | Customer Offer |
| Restore Amount: \$13,257.00 | Downpayment Amount: \$0.00 |
| Task List | Downpayment Due Date: / / |
| Customer Contact... | Installment Amount: \$0.00 |
| | Installment Due Date: / / |

OK Cancel

Outstanding Money... ?

Special Situation Details

Special Circumstance: [REDACTED]

Supervisor Discretion: [REDACTED]

View Payment Agreement for Account [REDACTED]

Edit Help

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

| | |
|------------------------------------|---|
| Current Billing Information | Budget Billing Details |
| Bill Due Date: 10/07/25 | Enroll in Budget Bill: <input type="checkbox"/> |
| Bill Amount: \$14,746.98 | Current BB Amount: \$257.00 |
| Agreement Details | Installment Details |
| Start Date: 05/19/25 | Installment Amount: \$61.00 |
| Agreement Amount: \$13,129.58 | Number Of Installments: 12 |
| Initial Payment Details | Remaining Installments: 12 |
| Due Date: 05/19/25 | Final Installment Amount: \$1.58 |
| Payment Amount: \$12,457.00 | Customer Offer |
| Restore Amount: \$12,457.00 | Downpayment Amount: \$0.00 |
| Task List | Downpayment Due Date: // |
| Customer Contact... | Installment Amount: \$0.00 |
| | Installment Due Date: // |

OK Cancel

Outstanding Money... ?

Special Situation Details

Special Circumstance: [REDACTED]

Supervisor Discretion: [REDACTED]

View Payment Agreement for Account [REDACTED]

Edit Help

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

| Current Billing Information | | Budget Billing Details | |
|-----------------------------|-------------|------------------------|--------------------------|
| Bill Due Date: | 10/07/25 | Enroll in Budget Bill: | <input type="checkbox"/> |
| Bill Amount: | \$14,746.98 | Current BB Amount: | \$257.00 |

| Agreement Details | | Installment Details | |
|-------------------|------------|---------------------------|---------|
| Start Date: | 06/27/24 | Installment Amount: | \$61.00 |
| Agreement Amount: | \$9,443.72 | Number Of Installments: | 23 |
| | | Remaining Installments: | 23 |
| | | Final Installment Amount: | \$0.72 |

| Initial Payment Details | | Customer Offer | |
|-------------------------|------------|-----------------------|--------|
| Due Date: | 07/07/24 | Downpayment Amount: | \$0.00 |
| Payment Amount: | \$8,101.00 | Downpayment Due Date: | // |
| | | Installment Amount: | \$0.00 |
| | | Installment Due Date: | // |

Restore Amount: \$8,101.00

Task List

- Customer Contact...

OK Cancel

Outstanding Money... ?

Special Situation Details

Special Circumstance: [REDACTED]

Supervisor Discretion: [REDACTED]

View Payment Agreement for Account [REDACTED]

Edit Help

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

| Current Billing Information | | Budget Billing Details | |
|-----------------------------|-------------|------------------------|--------------------------|
| Bill Due Date: | 10/07/25 | Enroll in Budget Bill: | <input type="checkbox"/> |
| Bill Amount: | \$14,746.98 | Current BB Amount: | \$257.00 |

| Agreement Details | | Installment Details | |
|-------------------|------------|---------------------------|---------|
| Start Date: | 06/06/24 | Installment Amount: | \$61.00 |
| Agreement Amount: | \$9,174.72 | Number Of Installments: | 24 |
| | | Remaining Installments: | 24 |
| | | Final Installment Amount: | \$0.72 |

| Initial Payment Details | | Customer Offer | |
|-------------------------|------------|-----------------------|--------|
| Due Date: | 06/06/24 | Downpayment Amount: | \$0.00 |
| Payment Amount: | \$7,771.00 | Downpayment Due Date: | // |
| | | Installment Amount: | \$0.00 |
| | | Installment Due Date: | // |

Restore Amount: \$7,771.00

| 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: 10/07/25 | Enroll in Budget Bill: <input type="checkbox"/> |
| Bill Amount: \$14,746.98 | Current BB Amount: \$257.00 |
| Agreement Details | Installment Details |
| Start Date: 09/26/22 | Installment Amount: \$61.00 |
| Agreement Amount: \$2,934.79 | Number Of Installments: 43 |
| Initial Payment Details | Remaining Installments: 43 |
| Due Date: 09/27/22 | Final Installment Amount: \$60.79 |
| Payment Amount: \$312.00 | Customer Offer |
| Restore Amount: \$312.00 | Downpayment Amount: \$0.00 |
| Task List | Downpayment Due Date: / / |
| Customer Contact... | Installment Amount: \$0.00 |
| | Installment Due Date: / / |

OK Cancel

Outstanding Money... ?

Special Situation Details

Special Circumstance: [REDACTED]

Supervisor Discretion: [REDACTED]

View Payment Agreement for Account [REDACTED]

Edit Help

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

| Current Billing Information | | Budget Billing Details | |
|-----------------------------|-------------|------------------------|--------------------------|
| Bill Due Date: | 10/07/25 | Enroll in Budget Bill: | <input type="checkbox"/> |
| Bill Amount: | \$14,746.98 | Current BB Amount: | \$257.00 |

| Agreement Details | | Installment Details | |
|-------------------|------------|---------------------------|---------|
| Start Date: | 08/16/22 | Installment Amount: | \$61.00 |
| Agreement Amount: | \$2,790.03 | Number Of Installments: | 44 |
| | | Remaining Installments: | 44 |
| | | Final Installment Amount: | \$60.03 |

| Initial Payment Details | | Customer Offer | |
|-------------------------|----------|-----------------------|--------|
| Due Date: | 08/28/22 | Downpayment Amount: | \$0.00 |
| Payment Amount: | \$107.00 | Downpayment Due Date: | // |
| | | Installment Amount: | \$0.00 |
| | | Installment Due Date: | // |

Restore Amount: \$107.00

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: | 10/07/25 | Enroll in Budget Bill: | <input type="checkbox"/> |
| Bill Amount: | \$14,746.98 | Current BB Amount: | \$257.00 |

| Agreement Details | | Installment Details | |
|-------------------|------------|---------------------------|---------|
| Start Date: | 10/25/21 | Installment Amount: | \$61.00 |
| Agreement Amount: | \$4,048.75 | Number Of Installments: | 54 |
| | | Remaining Installments: | 43 |
| | | Final Installment Amount: | \$11.03 |

| Initial Payment Details | | Customer Offer | |
|-------------------------|----------|-----------------------|--------|
| Due Date: | 10/31/21 | Downpayment Amount: | \$0.00 |
| Payment Amount: | \$756.00 | Downpayment Due Date: | // |
| | | Installment Amount: | \$0.00 |
| | | Installment Due Date: | // |

Restore Amount: \$756.00

Task List

- Customer Contact...

OK Cancel

Outstanding Money... ?

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

PPL ELECTRIC

EXHIBIT 4

Informals Formals

Home

Mediation Case View

Case Search

Reports

Final Review

| General | | | |
|--|--|-------------------------|--|
| BCS Case No. | 4068565 | Case Notes | Count : 1 Detail... |
| CSS Account No. | [REDACTED] | Received Date | 06/04/2025 |
| CSS Name | BETH FORD | Due Date | 07/03/2025 |
| PUC Name | BETH FORD | Investigator Name | CASE POOL, BCS |
| Service Address 1 | 4017 RAWLEIGH ST | Mailing Address 1 | |
| Service Address 2 | | Mailing Address 2 | |
| Service City, State Zip | HARRISBURG, PA 17109- | Mailing City, State Zip | , - |
| PUC Address | 4017 RAWLEIGH ST,,HARRISBURG,PA,17109- | | |
| Service Class | RESIDENTIAL | Case Origin | TELEPHONE |
| Phone Number | | Prior Case Number | 0 |
| Income Level | 3 | On Track | No |
| Reason For Contact | ON - PAR NEEDED (# 61) | | |
| Customer Position | | | |
| Company Position | 05/19/2025 PPL ELECTRIC WANTS HER TO PAY 8000 TO KEEP SERVICES ON. | | |
| Related Information | 61 & PAYMENT ARRANGEMENT REQUEST. - RELIEF SOUGHT - CUSTOMER WOULD LIKE THE PAYMENT ARRANGEMENT TO STOP THE TERM NOTICE. - RELIEF SOUGHT - 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 | 07/06/2025 | Total Account Balance | 13663.30 |
| Budget Bill Amount | 267.00 | Termination Date | 06/04/2025 |
| Arrearage | 12000.00 | Reported Income Amount | 0.00 |
| Date of Last Customer Contact prior to Complaint | | | |

| Type Assignment | |
|---------------------------------|-----------|
| Case Type | Mediation |

| | |
|----------------|------|
| Mediation Type | Long |
|----------------|------|

Ownership

| | |
|----------------|-----------------|
| Contact Person | 318084 - 318084 |
|----------------|-----------------|

Income Fields

| | | | |
|--------------------|------------|-------------------|---------|
| Total Gross Income | 3768.08 | Employment Income | 3768.08 |
| DPW | 0.00 | Social Security | 0.00 |
| Unemployment Comp | 0.00 | Disability | 0.00 |
| Pension | | Other | 0.00 |
| Date Info Obtained | 05/19/2025 | | |

Other Information

| | | | |
|---|------|---------------------------|----|
| Adults | 1 | Children | 0 |
| Amount Needed to Update Most Recent Payment Arrangement | 0.00 | Universal Service Program | No |

Final Report

| | |
|---|--|
| Did the customer accurately state the company position? | No |
| What did the company tell the customer? | The Company has no record of the customer discussing the concern of a payment agreement. Please dismiss this element of the complaint, based on the regulations found at 56.166(1). |
| Dispute Information | |
| Company Final Position | <p>The Company has no record of the customer discussing the concern of a payment agreement. Please dismiss this element of the complaint, based on the regulations found at 56.166(1).</p> <p>The Company records show that the customer had not eliminated the arrearages from a PUC payment agreement (BCS case number 3795541). Therefore, the regulations found at 1405D apply. For customers who allege a change in circumstances, the Company requests that the PUC verify the customer's household income before considering offering a new payment agreement.</p> <p>While the Company report details payment agreements that are associated with the customer balance, all other data is relative to transactions that occurred on this</p> |

| | |
|----------------------|---|
| | particular account. The investigator can obtain account activity statements, as well as other information from current and prior accounts, including up to 48 months of payment history, by visiting the BCS Portal. If the investigator needs access rights, or has questions regarding this report, he or she could contact the Company at EUComplianceTeam@pplweb.com. |
| CAP Amount (OnTrack) | 0.00 |

[Prior Agreement Information](#)

| Type | Date | Balance | Income Level | Terms |
|----------|------------|-------------|--------------|--|
| Catch Up | 5/19/2025 | \$13,129.58 | 3 | \$12,457.00 by 5/19/2025, then monthly bills + \$61.00 beg next bill due date. Adults 1, Children 0. |
| Catch Up | 6/27/2024 | \$9,443.72 | 2 | \$8,101.00 by 7/7/2024, then monthly bills + \$61.00 beg next bill due date. Adults 1, Children 0. |
| Catch Up | 6/6/2024 | \$9,174.72 | 2 | \$7,771.00 by 6/6/2024, then monthly bills + \$61.00 beg next bill due date. Adults 1, Children 0. |
| Catch Up | 9/26/2022 | \$2,934.79 | 3 | \$312.00 by 9/27/2022, then monthly bills + \$61.00 beg next bill due date. Adults 1, Children 0. |
| Catch Up | 8/16/2022 | \$2,790.03 | 3 | \$107.00 by 8/28/2022, then monthly bills + \$61.00 beg next bill due date. Adults 1, Children 0. |
| Catch Up | 10/25/2021 | \$4,048.75 | 1 | \$756.00 by 10/31/2021, then monthly bills + \$61.00 beg next bill due date. Adults 1, Children 1. |
| Catch Up | 9/17/2021 | \$3,831.75 | 1 | \$478.00 by 9/29/2021, then monthly bills + \$61.00 beg next bill due date. Adults 1, Children 1. |
| PUC | 8/5/2021 | \$3,639.64 | 1 | THIS CUSTOMER QUALIFIES FOR NEW PUC PAYMENT TERMS IN ACCORDANCE WITH THE COMMISSION'S PUBLIC UTILITY SERVICE TERMINATION MORATORIUM PROCLAMATION OF DISASTER EMERGENCY-COVID-19, DOCKET NO. M-2020-3019244 (EMERGENCY ORDER REVISED AND RATIFIED ON MARCH 18, 2021, EFFECTIVE APRIL 1, 2021). PAR DECISION ISSUED - LEVEL 1, |

| | | | | |
|------------|------------|------------|---|---|
| | | | | BUDGET 225.00 + 61.00 = 286.00 BEGINNING SEP 2021 DUE DATE. WAIVE LPCS. |
| Catch Up | 7/20/2021 | \$3,557.41 | 1 | \$302.00 by 8/1/2021, then monthly bills + \$50.00 beg next bill due date. Adults 1, Children 1. |
| Settlement | 5/3/2021 | \$3,412.78 | 2 | \$304.00 by 5/12/2021, then monthly bills + \$52.00 beg next bill due date. Adults 1, Children 1. |
| Catch Up | 4/27/2021 | \$3,160.47 | 1 | \$373.00 by 5/3/2021, then monthly bills + \$121.00 beg next bill due date. Adults 1, Children 1. |
| Catch Up | 7/13/2020 | \$2,116.16 | 1 | \$811.00 by 7/13/2020, then monthly bills + \$68.00 beg next bill due date. Adults 1, Children 1. |
| Catch Up | 6/17/2020 | \$1,913.16 | 1 | \$540.00 by 6/17/2020, then monthly bills + \$68.00 beg next bill due date. Adults 1, Children 1. |
| Settlement | 2/28/2020 | \$1,930.16 | 1 | \$353.00 by 3/10/2020, then monthly bills + \$68.00 beg next bill due date. Adults 1, Children 1. |
| Catch Up | 11/5/2019 | \$1,330.23 | 1 | \$436.00 by 11/12/2019, then monthly bills + \$32.00 beg next bill due date. Adults 1, Children 1. |
| Catch Up | 10/15/2019 | \$1,135.23 | 1 | \$241.00 by 10/27/2019, then monthly bills + \$32.00 beg next bill due date. Adults 1, Children 1. |
| Catch Up | 9/20/2019 | \$1,166.64 | 1 | \$241.00 by 9/29/2019, then monthly bills + \$32.00 beg next bill due date. Adults 1, Children 1. |
| Catch Up | 8/23/2019 | \$1,183.84 | 1 | \$227.00 by 9/2/2019, then monthly bills + \$32.00 beg next bill due date. Adults 1, Children 1. |
| Catch Up | 5/31/2019 | \$1,260.84 | 1 | \$240.00 by 6/9/2019, then monthly bills + \$32.00 beg next bill due date. Adults 1, Children 1. |
| Catch Up | 4/16/2019 | \$1,092.19 | 1 | \$261.00 by 4/28/2019, then monthly bills + \$32.00 beg next bill due date. Adults 1, Children 1. |
| Catch Up | 3/19/2019 | \$1,910.28 | 1 | \$1,048.00 by 3/31/2019, then monthly bills + \$32.00 beg next bill due date. Adults 1, Children 1. |
| Catch Up | 9/18/2018 | \$703.33 | 2 | \$532.00 by 9/24/2018, then monthly bills + |

| | | | | |
|----------|------------|------------|---|--|
| | | | | \$15.00 beg next bill due date. Adults 1, Children 1. |
| Catch Up | 7/13/2018 | \$433.82 | 2 | \$233.00 by 7/25/2018, then monthly bills + \$15.00 beg next bill due date. Adults 1, Children 1. |
| Catch Up | 6/15/2018 | \$448.22 | 2 | \$233.00 by 6/25/2018, then monthly bills + \$15.00 beg next bill due date. Adults 1, Children 1. |
| Catch Up | 5/18/2018 | \$462.45 | 2 | \$233.00 by 5/28/2018, then monthly bills + \$15.00 beg next bill due date. Adults 1, Children 1. |
| Catch Up | 4/23/2018 | \$451.82 | 2 | \$208.00 by 4/29/2018, then monthly bills + \$15.00 beg next bill due date. Adults 1, Children 1. |
| Catch Up | 3/19/2018 | \$476.87 | 2 | \$219.00 by 3/26/2018, then monthly bills + \$15.00 beg next bill due date. Adults 1, Children 1. |
| Catch Up | 2/22/2018 | \$1,246.31 | 2 | \$974.00 by 2/28/2018, then monthly bills + \$15.00 beg next bill due date. Adults 1, Children 1. |
| Catch Up | 11/28/2017 | \$647.63 | 2 | \$331.00 by 11/28/2017, then monthly bills + \$15.00 beg next bill due date. Adults 1, Children 1. |
| Catch Up | 7/17/2017 | \$591.70 | 2 | \$216.00 by 7/26/2017, then monthly bills + \$15.00 beg next bill due date. Adults 1, Children 1. |
| Catch Up | 6/20/2017 | \$580.43 | 2 | \$190.00 by 6/26/2017, then monthly bills + \$15.00 beg next bill due date. Adults 1, Children 1. |
| Catch Up | 7/21/2016 | \$495.13 | 2 | \$420.00 by 7/27/2016, then monthly bills + \$20.00 beg next bill due date. Adults 1, Children 1. |
| Catch Up | 2/10/2016 | \$939.13 | 2 | \$764.00 by 2/10/2016, then monthly bills + \$20.00 beg next bill due date. Adults 1, Children 0. |
| Catch Up | 9/25/2015 | \$495.54 | 2 | \$221.00 by 9/30/2015, then monthly bills + \$20.00 beg next bill due date. Adults 1, Children 0. |
| Catch Up | 8/28/2015 | \$716.54 | 2 | \$221.00 by 9/7/2015, then monthly bills + \$20.00 beg next bill due date. Adults 1, Children 0. |
| Catch Up | 6/23/2015 | \$562.54 | 2 | \$228.00 by 6/28/2015, then monthly bills + \$20.00 beg next bill due date. Adults 1, Children 0. |

| | | | | |
|------------|-----------|----------|---|---|
| Catch Up | 5/22/2015 | \$574.37 | 2 | \$220.00 by 5/26/2015, then monthly bills + \$20.00 beg next bill due date. Adults 1, Children 0. |
| Catch Up | 3/24/2015 | \$735.92 | 2 | \$342.00 by 3/24/2015, then monthly bills + \$20.00 beg next bill due date. Adults 1, Children 0. |
| Catch Up | 3/2/2015 | \$772.67 | 2 | \$359.00 by 3/5/2015, then monthly bills + \$20.00 beg next bill due date. Adults 1, Children 0. |
| Settlement | 1/26/2015 | \$772.67 | 2 | \$359.00 by 2/15/2015, then monthly bills + \$20.00 beg next bill due date. Adults 1, Children 0. |

[Payment Information](#)

No payment arrangements found

[Analysis Information](#)

Justified Not Analyzed

No Analysis Items Found

| | | |
|------------------|--------------|--------------|
| 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. | 4068565 | CSS Account No. | ██████████ |
| Customer Name | BETH FORD | Investigator Name | CASE POOL, BCS |
| Address 1 | 4017 RAWLEIGH ST | Service Class | RESIDENTIAL |
| Address 2 | | Case Origin | TELEPHONE |
| City, State Zip | HARRISBURG , PA 17109 | Head Date | 06/13/2025 |
| Service Restore Amount | 0.00 | Current Monthly Payment | 0.00 |
| Service Continue Amount | 0.00 | Service Continue Date | |
| Decision Issue | No | Ending Monthly Payment | 0.00 |
| Chapter | | Oral/Written | Written |
| Section Rule | | Violation | NO |
| Total Balance | 13663.30 | Closed Date | 06/12/2025 |
| Reconnect Amount | 0.00 | Balance Date | 06/11/2025 |
| Special Budget Amount | 0.00 | Regular Budget Amount | 267.00 |
| Arrears Payment Plus | 0.00 | Final Monthly Payment | 0.00 |
| Resolution | DISMISSAL LETTER ISSUED: THE CUSTOMER HAS A PRIOR PUC PAR, BCS# 3795541, THAT HAS NOT BEEN SATISFIED. THEREFORE, THIS INFORMAL COMPLAINT IS DISMISSED. | | |
| Terms | | | |
| Letter Description | | | |

| Action Required Options | | | |
|-------------------------|---|-------------------|----------------------|
| Action Required | <input type="radio"/> Yes <input type="radio"/> No | | |
| WorkQ Category | <input type="text"/> ▼ | | |
| Sub Category | <input type="text"/> ▼ | | |
| Up Front Amount | <input type="text"/> | Up Front Due Date | <input type="text"/> |
| Bill Type | <input type="text"/> ▼ | | |

| | | | |
|------------------|--|----------------|----------------------|
| 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 | 6/12/2025 4:00:11 PM |

[Return to Case](#)

PPL ELECTRIC

EXHIBIT 5

Informals Formals

Home

Informal Case View

Case Search

Reports

Final Review

| General | | | |
|-------------------------|---|-------------------------|--|
| BCS Case No. | 3869537 | Case Notes | Count : 1 Detail... |
| CSS Account No. | [REDACTED] | Received Date | 10/04/2022 |
| CSS Name | BETH FORD | Due Date | 11/02/2022 |
| Name | BETH FORD | Investigator Name | CASE POOL, BCS |
| Service Address 1 | 4017 RAWLEIGH ST | Mailing Address 1 | |
| Service Address 2 | | Mailing Address 2 | |
| Service City, State Zip | HARRISBURG, PA 17109- | Mailing City, State Zip | , - |
| PUC Address | 4017 RAWLEIGH ST,,HARRISBURG,PA,17109- | | |
| Service Class | RESIDENTIAL | Case Origin | TELEPHONE |
| Phone Number | | Prior Case Number | 3795541 |
| Income Level | 4 | On Track | No |
| Reason For Contact | PEOPLE-DELIVERED SERVICE (I.E., SCHEDULING DELAYS, PERSONNEL, DAMAGES) (# 58) | | |
| Customer Position | CUSTOMER ATTEMPTED TO CONTACT PPL TO REVIEW OPTIONS FOR PAYMENT ARRANGEMENT AND TO REVIEW BILL. CUSTOMER BELIEVE COMBINATION OF INEXPERIENCE AND LANGUAGE BARRIER CREATED AN ENVIRONMENT OF INADEQUATE SERVICE THAT WILL POSSIBLY RESULT IN SERVICE BEING TERMINATED WITHOUT RECEIVING THE BEST OF OPTION FOR PREVENTING SHUT OFF. - RELIEF SOUGHT - CUSTOMER NEED A CUSTOMER SERVICE REP WITH EXPERIENCE AND ADEQUATE COMMUNICATION SKILLS TO REVIEW HER PAYMENT ARRANGEMENTS AND OPTIONS IN PREVENTING SHUT OFF , AND TO IMPLEMENT BEST PRACTICES FOR QUALITY ASSURANCE AMONG CUSTOMER SERVICE REPS. THE CELL PHONE NUMBER [REDACTED] HAS BEEN ALLOWED [REDACTED] [REDACTED] HAS BEEN ALLOWED TO BE SHARED. | | |
| Company Position | 10/04/2022 COMPANY NEEDS 312.00 TO PREVENT SHUT OFF | | |
| Related Information | | | |
| Misc Info | | | |
| Heating | Yes | Service | On |
| Acct Bal Due Date | 10/06/2022 | Total Account Balance | 3709.43 |
| Budget Bill Amount | 250.00 | | |

| | | | |
|--|------|------------------------|------|
| Arrearage | 0.00 | Reported Income Amount | 0.00 |
| Date of Last Customer Contact prior to Complaint | | 10/04/2022 | |

[Type Assignment](#)

| | |
|-----------|----------|
| Case Type | Informal |
|-----------|----------|

[Category and Section](#)

| | |
|--------------------|---------------------|
| Primary Category | Customer Experience |
| Secondary Category | |
| Tertiary Category | |
| Assign To Section | CCC- |

[Ownership](#)

| | |
|-----------------|---------------------------|
| Contact Person | E169190 - Young, Jennifer |
| Written By | Young, Jennifer |
| Written By Date | 11/02/2022 |

[Other Information](#)

| | | | |
|---|---|---------------------------|----|
| Adults | 0 | Children | 0 |
| Amount Needed to Update Most Recent Payment Arrangement | | Universal Service Program | No |

[Informal Final Report](#)

Details of the Company's Original Investigation

09/13/2022 - The Company rendered a residential service termination for \$2,934.79, with a proposed service termination on or after 09/27/2022.

09/26/2022 - The Company records indicate the customer used its self-serve website to address the pending service termination. The website provided the reason for the proposed service termination and provided all available options to prevent it, including the medical emergency procedures. The Company requested \$312 by 09/27/2022. An additional payment of \$387.52 was due on 10/06/2022. The repayment terms were to pay \$61 plus the monthly bill until the account balance was paid in full. The website provided information on how to obtain energy assistance. The customer was not in agreement with the payment agreement terms. The website suspended the customer's account for 10 days and provided the customer with information on how to contact the PUC. The Company records indicate Beth Ford then spoke to a Customer Service Representative (CSR) who confirmed the information provided by the website, \$312 by 09/27/2022, then \$387.52 by 10/06/2022. Ms. Ford indicated she could not understand the payment plan when she explained she could not pay the initial payment or the second payment requested. The Company records indicate Ms. Ford told the CSR she would call back to speak with someone else.

10/04/2022(date of last contact) - The Company records indicate Beth Ford contacted it in regard to the pending service termination. The Company explained \$699.52 is due to bring the payment agreement

current. The Company records indicate a 10-day hold was placed on Ms. Ford's account on 09/26/2022. The Company explained there were no additional holds available.

Company's Final Position to the Customer

The Company records indicate Beth Ford contacted it on 10/04/2022 in regard to the pending service termination.

The Company explained \$699.52 is due to bring the payment agreement current.

The Company records indicate a 10-day hold was placed on Ms. Ford's account on 09/26/2022.

The Company explained there were no additional holds available.

Details of Company's Investigation after BCS Contact

No additional investigation is necessary.

Company's Final Position to BCS

The Company records indicate the customer used its self-serve website on 09/26/2022 which presented the available options to avoid service termination. The customer then spoke to a CSR.

The Company records indicate the customer spoke to another CSR on 10/04/2022.

The Company has no records to support the customer raising concern about the quality of service she was provided.

The Company prides itself on the level of service it provides its customers.

The customer's account balance is \$3,709.43. This amount includes the deferred budget credit of -\$37.23 and the remaining balance from last year's settlement of \$195.48. This amount is billed in installments of \$48.87.

The customer should pay \$699.52 to bring the Company agreement current. An additional payment of \$215.85 is due on 11/07/2022.

The Company included the necessary attachments with this report.

[Analysis Information](#)

Justified No

No Analysis Items Found

Return To Search

Case History

Print

Change State

Dismiss

PPL ELECTRIC

EXHIBIT 6

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



BETH FORD
4017 RAWLEIGH ST
HARRISBURG, PA 17109

August 28, 2025

Bill Account Number: [REDACTED]

Dear BETH FORD:

Thank you for applying to PPL's OnTrack program. We reviewed your OnTrack application. This letter is to inform you that you do not meet the OnTrack guidelines based on the following 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.

* Employment: Pay stubs covering the last 30 days for all household members

If you have any questions, you may contact us at the agency listed below.

Tri County Community Action
1514 Derry Street
Harrisburg, PA 17104
717-232-9757
PPLONTRACK@cactricounty.org

If you are not enrolled in OnTrack, you have the option of entering into a payment agreement. Please call PPL at 1-800-342-5775.

Sincerely,
OnTrack Representative

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



BETH FORD
4017 RAWLEIGH ST
HARRISBURG, PA 17109

February 6, 2025

Bill Account Number: [REDACTED]

Dear BETH FORD,

We have referred you to our OnTrack program, which offers lower monthly payments and referrals to energy saving programs. If you have a past due balance, you'll also receive debt forgiveness. It's quick and easy to apply online at ppllectric.com/ontrack.

If you'd prefer, you may complete the enclosed application. Be sure to:

- Include proof of income for every household member
- Return your application to the OnTrack agency in the enclosed envelope

If you're eligible, the OnTrack agency will notify you of your monthly payment amount. Your first OnTrack payment will be due by the date shown on your first OnTrack bill. While we review your application, please continue to make your monthly payments to prevent any collection activity on your account.

If you have any questions, please contact the OnTrack agency listed on the back of the application.

Sincerely,

PPL Electric Utilities

Esta carta está disponible en español. Llame por favor a su representante de la agencia si usted prefiere una carta en español.

| Instructions for Completing Application PPL OnTrack Payment Program | |
|--|---|
| 1. | List your name as it appears on your electric bill. Enter your PPL Electric bill account number, daytime phone number(s), and email address. Indicate how you would like to receive information regarding your OnTrack application. |
| 2. | Check the box for the employment status for head of household member. |
| 3. | <p>Provide name, age, type of income and amount for each household member, including yourself and all children. If a member has no income, please check the box.</p> <p>Attach copies of all household members' proof of income (examples: pay stub, benefit eligibility letter, income tax return)</p> <p>You may submit the most recent 30 days' income or the full past 12 months' income; whichever best represents your household's true annual income.</p> |
| 4. | Provide basic information about the property so we can determine if you qualify for free weatherization. |
| 5. | List the amount you pay for mortgage, rent, or subsidized/Section 8 housing. Select type and amount paid for primary heat source and list amount of other monthly expenses. |
| 6. | Read and agree to the terms and conditions. |
| 7. | Select your security deposit preference. |
| 8. | Sign and date your application. Return your application to the OnTrack agency in the enclosed envelope |

PPL Electric Payment Assistance Application



PPL Electric Utilities

| 1. Customer Information | 2. Employment Status for head of household |
|--|--|
| Customer Name <u>BETH FORD</u> Bill Account # <u>[REDACTED]</u> Daytime Phone () _____ Alternate Phone () _____ | <input type="checkbox"/> Full-Time (35 or more hours/week) <input type="checkbox"/> Part-Time (34 or less hours/week) <input type="checkbox"/> Unemployed (currently not employed) <input type="checkbox"/> Retired <input type="checkbox"/> Homemaker <input type="checkbox"/> Student <input type="checkbox"/> Other |
| Send my enrollment information to: <input type="checkbox"/> My U.S. Mailbox <input type="checkbox"/> My Email → | |

3. Members in Household- Please list all household members, including yourself and all children. List all types of income for each person. If a member has no income, please check the box. You may submit the most recent 30 days' income or the full past 12 months' income; whichever best represents your household's true annual income. Example: If you do not work year-round, it may be beneficial to provide your income for the last 12 months. You can also complete your application online at ppllectric.com/ontrack.

| |
|---|
| Full Name _____ Age _____ <input type="checkbox"/> No Income Gross Salary \$ _____ Public Assistance \$ _____ Pension/SS \$ _____ SSI/SSD \$ _____ Unemployment \$ _____ Worker's Comp/Disability \$ _____ Other \$ _____ |
| Full Name _____ Age _____ <input type="checkbox"/> No Income Gross Salary \$ _____ Public Assistance \$ _____ Pension/SS \$ _____ SSI/SSD \$ _____ Unemployment \$ _____ Worker's Comp/Disability \$ _____ Other \$ _____ |
| Full Name _____ Age _____ <input type="checkbox"/> No Income Gross Salary \$ _____ Public Assistance \$ _____ Pension/SS \$ _____ SSI/SSD \$ _____ Unemployment \$ _____ Worker's Comp/Disability \$ _____ Other \$ _____ |
| Full Name _____ Age _____ <input type="checkbox"/> No Income Gross Salary \$ _____ Public Assistance \$ _____ Pension/SS \$ _____ SSI/SSD \$ _____ Unemployment \$ _____ Worker's Comp/Disability \$ _____ Other \$ _____ |
| Full Name _____ Age _____ <input type="checkbox"/> No Income Gross Salary \$ _____ Public Assistance \$ _____ Pension/SS \$ _____ SSI/SSD \$ _____ Unemployment \$ _____ Worker's Comp/Disability \$ _____ Other \$ _____ |

If there are additional members in your household, please list their name, age and income sources on a separate sheet of paper.

| 4. Premise Information - all fields required for free weatherization | 5. Monthly Expenses |
|--|---|
| Type of Structure <input type="checkbox"/> Apartment <input type="checkbox"/> Row Home <input type="checkbox"/> Single <input type="checkbox"/> Mobile Home <input type="checkbox"/> Townhouse Year Home was Built _____ <input type="checkbox"/> I don't know Electric Water Heater <input type="checkbox"/> Yes <input type="checkbox"/> No <i>If you rent, provide the following</i> Landlord Name _____ Landlord Address _____ Landlord Phone () _____ Landlord Email _____ | <input type="checkbox"/> Mortgage or <input type="checkbox"/> Rent \$ _____ Section 8 /Subsidized <input type="checkbox"/> Yes <input type="checkbox"/> No Water / Sewer \$ _____ Food \$ _____ Basic Phone \$ _____ PPL Electric \$ _____ <i>Only check the box if the expense is the primary heat source:</i> Gas - <input type="checkbox"/> \$ _____ Coal - <input type="checkbox"/> \$ _____ Oil - <input type="checkbox"/> \$ _____ Wood - <input type="checkbox"/> \$ _____ Propane - <input type="checkbox"/> \$ _____ Electric Heat - <input type="checkbox"/> \$ _____ |

6. Review the terms of the OnTrack Program

As a participant in PPL Electric Utilities' OnTrack Program, I agree to the Program conditions as listed below. Failure to agree or follow through on any of the accepted conditions may result in removal from the Program. If you currently have an electric supplier, you will be required to cancel your contract with the supplier to qualify for OnTrack.

- Provide my household gross income at time of submitting my OnTrack application and recertify this information at least once yearly, unless I receive an energy assistance grant which is posted to PPL Electric.
- Notify PPL Electric immediately of any changes to my household size or income.
- If eligible, apply for any free weatherization service including PPL Electric's WRAP Program and my local county weatherization program.
- I confirm that the facts set forth in my OnTrack application are true and complete to the best of my knowledge. I also hereby authorize PPL Electric to further verify my household income, as it deems appropriate. I understand, agree, and accept that false or knowingly incomplete statements on my OnTrack application will be cause for rejecting my application or removal from the Program.

7. Security deposit refund consent request

Once we confirm you are income-eligible, if you have paid some or all of a security deposit billed to your account, you may choose to have it refunded to you or apply it to your account balance.

If you apply the deposit to your balance, it will not change the way we calculate your monthly OnTrack payment (if you are approved). Your decision does not affect your eligibility for our assistance programs.

- Apply amount paid to balance
- Refund amount paid by check

8. Submit Your Application

1. Sign and date this application.
2. Mail application and **all items listed on envelope flap** in the enclosed self-addressed envelope.

I affirm that all information on this application is true and complete. I am aware that I can be penalized for making false statements.

Sign Here (in ink) _____ Date _____

Please fold to ensure the return address below is visible in envelope window

Mail to: Tri County Community Action
Attention - OnTrack program
1514 Derry Street
Harrisburg, PA 17104

Phone: 717-232-9757
Fax: 717-234-2227
Email: PPLONTRACK@cactricounty.org

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



BETH FORD
4017 RAWLEIGH ST
HARRISBURG, PA 17109

November 4, 2021

Bill Account Number: [REDACTED]

Dear BETH FORD:

Thank you for applying to PPL's OnTrack program. We reviewed your OnTrack application. This letter is to inform you that you do not meet the OnTrack guidelines based on the following 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.

* Employment: Pay stubs covering the last 30 days for all household members

If you have any questions, you may contact us at the agency listed below.

Tri County Community Action
1514 Derry Street
Harrisburg, PA 17104
717-232-9757
PPLONTRACK@cactricounty.org

If you are not enrolled in OnTrack, you have the option of entering into a payment agreement. Please call PPL at 1-800-342-5775.

Sincerely,
OnTrack Representative

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



BETH FORD
4017 RAWLEIGH ST
HARRISBURG, PA 17109

October 26, 2021

Bill Account Number: [REDACTED]

Dear BETH FORD:

PPL has referred you for possible enrollment in OnTrack, which is a special payment program. Please act promptly! Apply online today at www.pplelectric.com/ontrack.

Or you may answer all the questions on the enclosed application that apply to your household and be sure to:

- Include proof of income for everyone in your home;
- Return the application within 14 days of the date of this letter; and
- Use the enclosed envelope to return your application.

In the meantime, you will need to make your PPL payments to avoid a shut-off.

If you are eligible, an OnTrack agency will contact you about your OnTrack payment amount. Your OnTrack payment is due by the date on the first OnTrack bill. Please keep your OnTrack agreement in a safe place for future reference.

Your proof of income for everyone in your home is very important! You must submit your most recent pay stubs for the last 30 days or eligibility letters (from Social Security, unemployment, etc.). If you are self-employed, submit your most recent tax return information. You cannot be enrolled in OnTrack without this information.

If you have any questions, please contact the OnTrack agency listed on the back of the application.

Sincerely,

PPL Electric Utilities

Esta carta está disponible en español. Llame por favor a su representante de la agencia si usted prefiere una carta en español.

| Instructions for Completing Application PPL OnTrack Payment Program | |
|--|---|
| 1. | List your name as it appears on your electric bill. Enter your PPL bill account number, daytime phone number and alternate phone number (if applicable). Include an email address (if applicable). Tell us how you would like to receive information regarding this OnTrack application |
| 2. | Check the box for the Employment Status for head of household member. |
| 3. | Provide Name, Age, Source of Income and Amount for each household member. If a household member does not have income, please check the No Income box. Attach copies of all household proof of income to this application. (Example: pay stub, eligibility letter, income tax return) |
| 4. | Free weatherization may be available for you! Provide basic information about your property and we will review for eligibility. |
| 5. | List the amount you pay for mortgage, rent, or subsidized/Section 8 housing. Select type and amount paid for primary source of heat and list amount of monthly expenses. |
| 6. | Sign and date application. |
| Remember to attach copies of all household proof of income to this application. | |

If you currently have an electric supplier, you will be required to cancel your contract with the supplier to qualify for OnTrack.

| | |
|---|--|
| 1. Customer Information | 2. Employment Status for head of household |
| Customer Name BETH FORD | <input type="checkbox"/> Full-Time (35 or more hours/week) |
| Bill Account # XXXXXXXXXX | <input type="checkbox"/> Part-Time (34 or less hours/week) |
| Daytime Phone () | <input type="checkbox"/> Unemployed (currently not employed) |
| Alternate Phone () | <input type="checkbox"/> Retired |
| | <input type="checkbox"/> Homemaker |
| | <input type="checkbox"/> Student |
| | <input type="checkbox"/> Other |

Send my enrollment information to: My U.S. Mailbox My Email →

3. Members in Household - List and include copies of **all** monthly sources of household income

| | | | |
|-----------------------|-----------------------------------|------------------------|------------------------------------|
| First Name _____ | Last Name _____ | Age _____ | <input type="checkbox"/> No Income |
| Gross Salary \$ _____ | Public Assistance \$ _____ | Pension/SS \$ _____ | SSI/SSD \$ _____ |
| Unemployment \$ _____ | Worker's Comp/Disability \$ _____ | Child Support \$ _____ | Other \$ _____ |
| First Name _____ | Last Name _____ | Age _____ | <input type="checkbox"/> No Income |
| Gross Salary \$ _____ | Public Assistance \$ _____ | Pension/SS \$ _____ | SSI/SSD \$ _____ |
| Unemployment \$ _____ | Worker's Comp/Disability \$ _____ | Child Support \$ _____ | Other \$ _____ |
| First Name _____ | Last Name _____ | Age _____ | <input type="checkbox"/> No Income |
| Gross Salary \$ _____ | Public Assistance \$ _____ | Pension/SS \$ _____ | SSI/SSD \$ _____ |
| Unemployment \$ _____ | Worker's Comp/Disability \$ _____ | Child Support \$ _____ | Other \$ _____ |
| First Name _____ | Last Name _____ | Age _____ | <input type="checkbox"/> No Income |
| Gross Salary \$ _____ | Public Assistance \$ _____ | Pension/SS \$ _____ | SSI/SSD \$ _____ |
| Unemployment \$ _____ | Worker's Comp/Disability \$ _____ | Child Support \$ _____ | Other \$ _____ |

If there are additional members in your household, please list their name, age and income sources on a separate sheet of paper.

4. Premise Information - all fields required for free weatherization

Type of Structure Apartment Row Home Single
 Mobile Home Townhouse

Year Home was Built _____ I don't know

Electric Water Heater Yes No

If you rent, provide the following:

Landlord Name _____

Landlord Address _____

Landlord Phone () _____

Landlord Email _____

5. Monthly Expenses

Mortgage or Rent \$ _____

Section 8 / Subsidized Yes No

Water / Sewer \$ _____

Food \$ _____

Basic Phone \$ _____

PPL Electric \$ _____

Only check the box if the expense is the primary heat source:

Gas - \$ _____ Coal - \$ _____

Oil - \$ _____ Wood - \$ _____

Propane - \$ _____

Electric Heat -

6. Submit Your Application

- 1. Sign and date this application.
- 2. Mail application and **all items listed on envelope flap** in the enclosed self-addressed envelope.

I affirm that all information on this application is true and complete. I am aware that I can be penalized for making false statements.

Sign Here (in ink) _____

Date _____

_____ cancellation fee.

Please fold to ensure the return address below is visible in envelope window

Mail to:

Tri County Community Action
1514 Derry Street
Harrisburg, PA 17104

Phone: 717-232-9757
Fax: 717-234-2227
Email: PPLONTRACK@cactricounty.org

PPL ELECTRIC

EXHIBIT 7

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



BETH FORD
4017 RAWLEIGH ST
HARRISBURG, PA 17109

August 5, 2025

Bill Account Number: [REDACTED]

Dear BETH FORD:

On 08/05/2025, we received a signed document from AEF SHMICK indicating that an individual residing at this location has a medical condition.

PPL Electric Utilities is sensitive to the needs of its customers, especially those who have medical issues. However, we are required to accept one 30-day medical certificate and two 30-day renewals on the same balance. We have reviewed our records and found that you have exceeded this requirement.

We will not accept any future medical certificates until you satisfy your outstanding balance. As of the date of this letter, the amount you are required to pay is \$13,808.52.

If you need to establish a payment agreement for your past due balance, please contact us 24/7 at 1-800-358-6623.

If you have already established a payment agreement, please pay the required amount by the due date to keep your agreement active and maintain your electric service.

You can mail payments to PPL Electric Utilities, PO Box 419054, St. Louis, MO 63141 or take them to a bill payment center. Please visit www.pplelectric.com for a list of authorized bill payment centers.

Sincerely,

PPL Electric Utilities

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 8

PPL Electric Utilities
827 Hausman Road Allentown, PA 18104-9392
Tel. 800.358.8623 Fax 484.634.3713
ppl electric.com



PPL Electric Utilities

Name & Address

January 13, 2025

Bill Account Number, Balance, & Address

Dear Customer -

We're contacting you regarding your overdue account balance.

Although Pennsylvania Public Utility Commission (PUC) places a hold on service terminations for certain customers during winter months, we want to help you manage your account throughout the year so we can prevent collection activity.

We have several programs that can help you reduce and pay down your balance.

It's easy to make payment arrangements and apply for assistance online at ppl electric.com.

Here's what you need to do:

1. Using your computer or smart phone, go to ppl electric.com.
2. Click on "View my account."
3. Log in to your account - or register for an account in three simple steps.
4. Click on your account summary, choose "Get Help Paying" and answer a few questions to see what assistance programs are available to you.

You can also call us at 1-800-342-5775.

Thank you.

PPL Electric Utilities

PPL ELECTRIC

EXHIBIT 9

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 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 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

THIS NOTICE IS VALID FOR 60 DAYS.