

INDEX TO EXHIBITS

Docket No. F-2025-3056619

Hearing Date: November 4, 2025

<u>NUMBER</u>	<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
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# **PPL ELECTRIC EXHIBIT NO. 1**

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

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

Account Number: [REDACTED]  
 Mail To: ROBERTA ZENMON  
 325 COLLEGE AVE  
 FACTORYVILLE PA 18419  
 Requested By: ROBERTA ZENMON  
 [REDACTED]  
 Extension: [REDACTED]

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
04/14/2023	ELECTRIC SERVICE		\$119.35								
04/14/2023	Regular Bill	05/08	\$119.35				0118/0024	64020A	11	594	
05/11/2023	Payment		\$-119.35								
05/15/2023	ELECTRIC SERVICE		\$346.32								
05/15/2023	Regular Bill	06/26	\$346.32				0332/0020	65749A	31	1729	
06/14/2023	ELECTRIC SERVICE		\$166.70								
06/14/2023	Regular Bill	07/05	\$513.02				0124/0042	66590A	30	841	
06/23/2023	Payment		\$-346.32								
07/14/2023	ELECTRIC SERVICE		\$87.42								
07/14/2023	Late Payment Charge		\$2.08								
07/14/2023	Regular Bill	08/07	\$256.20	\$166.70			0009/0202	67022A	30	432	
07/31/2023	Payment		\$-250.20								
08/14/2023	ELECTRIC SERVICE		\$84.92								
08/14/2023	Regular Bill	09/05	\$90.92	\$6.00			0000/0215	67435A	31	413	
08/15/2023	Late Payment Charge		\$0.08								
08/31/2023	Payment		\$-91.00								
09/13/2023	ELECTRIC SERVICE		\$148.95								
09/13/2023	Regular Bill	10/04	\$148.95				0004/0169	68219A	30	784	
10/10/2023	Late Payment Charge		\$1.86								
10/12/2023	ELECTRIC SERVICE		\$218.43								
10/12/2023	Regular Bill	11/02	\$369.24	\$148.95			0180/0014	69411A	29	1192	
10/20/2023	Payment		\$-148.95								
11/08/2023	Late Payment Charge		\$0.02								
11/08/2023	Late Payment Charge		\$2.73								
11/10/2023	ELECTRIC SERVICE		\$304.28								
11/10/2023	Regular Bill	12/04	\$527.32	\$220.29			0432/0001	71107A	29	1696	
12/13/2023	ELECTRIC SERVICE		\$550.84								
12/13/2023	Regular Bill	01/03	\$1078.16	\$527.32			0874/0000	74332A	33	3225	
12/15/2023	Credit		\$-400.00								
01/17/2024	ELECTRIC SERVICE		\$659.58								

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	BILLED KW
01/17/2024	Regular Bill	02/07	\$1337.74	\$678.16			1053/0000	78402A	35	4070
01/29/2024	Payment		\$-100.00							
02/14/2024	BUDGET BILLING		\$296.00							
02/14/2024	Regular Bill	03/06	\$1533.74	\$1237.74	\$543.56	\$247.56	0909/0000	81769A	28	3367
02/27/2024	Payment		\$-100.00							
03/15/2024	BUDGET BILLING		\$296.00							
03/15/2024	Regular Bill	04/08	\$1729.74	\$1433.74	\$521.43	\$472.99	0766/0000	84995A	30	3226
03/22/2024	Payment		\$-300.00							
04/16/2024	Payment		\$-300.00							
04/16/2024	BUDGET BILLING		\$296.00							
04/16/2024	Regular Bill	05/07	\$1425.74	\$1129.74	\$492.62	\$669.61	0626/0000	88037A	32	3042
04/26/2024	Payment		\$-211.00							
05/15/2024	BUDGET BILLING		\$360.00							
05/15/2024	Regular Bill	06/05	\$1574.74	\$1214.74	\$288.57	\$598.18	0255/0026	89778A	29	1741
06/14/2024	AR Budget Billing		\$598.18							
06/14/2024	BUDGET BILLING		\$128.64							
06/14/2024	Regular Bill	07/08	\$2301.56	\$1574.74	\$128.64		0030/0103	90521A	30	743
07/16/2024	ELECTRIC SERVICE		\$93.55							
07/16/2024	Regular Bill	08/06	\$2395.11	\$2301.56			0000/0357	91052A	32	531
07/17/2024	Payment		\$-2301.56							
08/13/2024	OTRK Arrearage Credit		\$-93.55							
08/14/2024	ELECTRIC SERVICE		\$78.35							
08/14/2024	Regular Bill	09/04	\$78.35				0000/0245	91480A	29	428
09/13/2024	ELECTRIC SERVICE		\$98.77							
09/13/2024	Regular Bill	10/07	\$177.12	\$78.35			0043/0104	92047A	30	567
10/14/2024	OnTrack Credit		\$-39.98							
10/14/2024	ELECTRIC SERVICE		\$170.98							
10/14/2024	Regular Bill	11/04	\$308.12	\$137.14			0127/0037	93105A	31	1058
10/15/2024	Payment		\$-131.00							
11/12/2024	OnTrack Credit		\$-152.64							
11/12/2024	ELECTRIC SERVICE		\$283.64							
11/12/2024	Regular Bill	12/03	\$308.12	\$24.48			0375/0008	94929A	29	1824
11/13/2024	Payment		\$-150.00							
12/02/2024	Payment		\$-158.00							
12/13/2024	OnTrack Credit		\$-358.19							
12/13/2024	ELECTRIC SERVICE		\$489.19							
12/13/2024	Regular Bill	01/06	\$131.12				0896/0000	98085A	31	3156

Bill Account: [REDACTED]

Account Activity Statement

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12/31/2024	Payment		\$-131.12								
01/15/2025	OnTrack Credit		\$-539.25								
01/15/2025	ELECTRIC SERVICE		\$670.25								
01/15/2025	Regular Bill	02/05	\$131.00				1246/0000	02297A	33	4212	
01/31/2025	Payment		\$-131.00								
02/14/2025	OnTrack Credit		\$-547.64								
02/14/2025	ELECTRIC SERVICE		\$678.64								
02/14/2025	Regular Bill	03/07	\$131.00				1236/0000	06523A	30	4226	
02/28/2025	Payment		\$-131.00								
03/17/2025	OnTrack Credit		\$-469.50								
03/17/2025	ELECTRIC SERVICE		\$600.50								
03/17/2025	Regular Bill	04/07	\$131.00				0930/0000	10222A	31	3699	
04/02/2025	Payment		\$-131.00								
04/15/2025	OnTrack Credit		\$-315.27								
04/15/2025	ELECTRIC SERVICE		\$446.27								
04/15/2025	Regular Bill	05/06	\$131.00				0602/0000	12945A	29	2723	
04/30/2025	Payment		\$-131.00								
05/15/2025	OnTrack Credit		\$-1.34								
05/15/2025	ELECTRIC SERVICE		\$337.34								
05/15/2025	Regular Bill	06/05	\$336.00				0200/0016	14979A	30	2034	
06/16/2025	Payment		\$-131.00								
06/16/2025	ELECTRIC SERVICE		\$315.19								
06/16/2025	Regular Bill	07/07	\$520.19	\$205.00			0178/0048	16772A	32	1793	
06/24/2025	Credit		\$-100.00								
06/25/2025	Credit		\$-105.00								
07/16/2025	ELECTRIC SERVICE		\$204.57								
07/16/2025	Regular Bill	08/06	\$519.76	\$315.19			0006/0284	17846A	30	1074	
07/30/2025	Payment		\$-319.00								
07/31/2025	Payment		\$-205.00								
08/14/2025	ELECTRIC SERVICE		\$132.72								
08/14/2025	Regular Bill	09/04	\$128.48				0002/0233	18512A	29	666	
09/02/2025	Payment		\$-128.48								
09/15/2025	ELECTRIC SERVICE		\$184.46								
09/15/2025	Regular Bill	10/06	\$184.46				0061/0081	19472A	32	960	
10/02/2025	Payment		\$-184.46								
10/14/2025	ELECTRIC SERVICE		\$197.61								

Bill Account: XXXXXXXXXX

Account Activity Statement

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# **PPL ELECTRIC EXHIBIT NO. 2**

**Account Contact History**  
**Account:** ██████████ **Customer Name: ROBERTA ZENMON**  
 From 10/1/2021 to 10/23/2025

Contact Date	Contact Type	Remarks	User
2025-10-01	Special Situation	PAYMENTUS_IVR paid 184.46	SELF SERVICE USER
2025-09-02	Special Situation	PAYMENTUS_IVR paid 128.48	SELF SERVICE USER
2025-08-15	Miscellaneous	WATT_CSS - PUC Payment Agreement Residential Work Item 4523081 Completed	MATHEW CASEY
2025-08-15	Miscellaneous	WATT ID 4523081 Closing WATT. Customer paid previous balance in full.	MATHEW CASEY
2025-08-15	SC - PUC Mediation	Caller Back Office Ratepayer. SC Status from Open to Closed Cust Rights Given Y Cust Satisfied Y Comments LEVEL 2 BB 365.00 15.00 380.00 BEGINNING SEPTEMBER 2025.	CUCL143
2025-08-01	SC - PUC Formal Complaint	Received notice from the PUC that the customer filed Formal Complaint Docket No. F-2025-3056619	E02623
2025-08-01	Miscellaneous	WATT_CCC Formal Complaint - Ability to Pay Bill Dispute Work Item 4528886 Created	CARMEN P URBAN
2025-07-30	Special Situation	PAYMENTUS_IVR paid 205.00	SELF SERVICE USER
2025-07-30	Call Transfer	Caller ROBERTA ZENMON Ratepayer User Comments cci to make a payment via card. transferred to paymentus	GLORIAN GONZALES
2025-07-30	WUR Assessment	ROBERTA ZENMON Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	GLORIAN GONZALES
2025-07-29	Miscellaneous	WATT ID 4523081 On hold. Due with Sept DD.	RYAN DENEFRIO
2025-07-29	Miscellaneous	WATT ID 4523081 LEVEL 2 BB 365.00 15.00 380.00 BEGINNING SEPTEMBER 2025.	RYAN DENEFRIO
2025-07-25	Miscellaneous	WATT_CSS - PUC Payment Agreement Residential Work Item 4523081 Created	PUCMED
2025-07-24	Credit	Caller Name Karris Harvey- Interface Friends Agency. Name of Agency Interfaith Friends Dollar Amount Guaranteed 319.00 Source of Funding Other Agency promised payment. Collection activity will continue until payment required to stop collections is received. Cx will be guarantee 319 for acct.	NICOLE PESANTES
2025-07-24	Credit	Caller harisssa Other User Comments harisssa Othe agency she wanted to pledge 319.00 on acct transfer to billing	SHACONA WASHINGTON
2025-07-17	SC - PUC Mediation	PUC MDIA BCS 4078287	CUCL143
2025-07-07	Credit	Caller ROBERTA ZENMON Ratepayer User Comments cci to get pag to pay her amt due of 315.19 due 7 7 2025 adv cx that she has to pay that amt and prov puc adv of PAHAF but cx said they dont exist anymore cx alrdy went through ontrk sat not assessed as cx was moody	ALLIYAH MAHASE
2025-07-07	WUR Assessment	ROBERTA ZENMON Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	ALLIYAH MAHASE
2025-07-07	SC - Due Date Extension	Caller ROBERTA ZENMON Ratepayer. cci to get dde	328647
2025-07-07	Miscellaneous	Caller Back Office Ratepayer. Onset on the call cust unable hung up the call	DIANE MAE GAMBOA
2025-06-30	Credit	vm to call back. amt due is current bill. OP Help is posted on acct Submitted by Debbie Swendsen Agency TREHAB	SELF SERVICE USER
2025-06-30	Credit	Caller ROBERTA ZENMON Ratepayer User Comments ROBERTA ZENMON Ratepayer called about bill amt 315.19 i adv her 205.00 was pd by agency she said was disputing bill amt saying she should have a 0 bal after they pd 205.00 . she mention pd a pymt i adv her the pymt was 131.00 on 6 16 new bill was 520.19 before agency pd 205.00 bringing 315.19.trn ontrck	SHACONA WASHINGTON
2025-06-30	Credit	Caller ROBERTA ZENMON Ratepayer User Comments cci about income guideline 2 OT people reviewed critical contacts gave yr max for 2 people OT 31725 cx hung up before clearly assessing sat or und	JULIE GANONG
2025-06-30	WUR Assessment	ROBERTA ZENMON Ratepayer. Caller s Concern OnTrack. Position Stated Yes. Sat No. WUR Required No. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	JULIE GANONG
2025-06-30	WUR Assessment	ROBERTA ZENMON Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC Yes.	SHACONA WASHINGTON
2025-06-24	Request Credit		CYNTHIA M WESOLOWSKI

Contact Date	Contact Type	Remarks	User
2025-06-24	Request Credit	100.00 Operation Help Posted 06 24 25	CYNTHIA M WESOLOWSKI
2025-06-13	Correspondence - General	Template Name OnTrack - OpHelp Guarantee Approval Created By Debbie Swendsen Letter Edited No CS Letters ID 6610999	CSLET
2025-06-13	SC - OPHELP GUARANTEE	Debbie Swendsen from TREHAB submitted OpHELP Guarantee for 205.00	REP
2025-06-13	Special Situation	PAYMENTUS_IVR paid 131.00	SELF SERVICE USER
2025-06-13	Credit	rp will make payment of 131 and I will auth OpHelp 205 Submitted by Debbie Swendsen Agency TREHAB	SELF SERVICE USER
2025-06-10	Credit	Caller ROBERTA ZENMON Ratepayer. CCI to discuss payment assistance available. Provided information to WRAP and phone number. Cx states she will call for assistance.	TAYLOR CHAMBERS
2025-06-10	Credit	Confirmed service is scheduled for termination on 06 23 2025. Amount is 336.00. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	TAYLOR CHAMBERS
2025-06-10	SC - MED CERT - 3 DAY	Caller ROBERTA ZENMON Ratepayer. IVR Med Cert	IVR
2025-06-06	Correspondence - Collections	CUT DATE 2025-06-23 AMOUNT 336.00	
2025-06-06	Correspondence - General	Template Name OnTrack Application Rejection Letter New Created By [REDACTED] Letter Edited No CS Letters ID 6599490	CSLET
2025-06-06	Credit	returned email from rp-over income for OnTrack.. referred to p a Submitted by Debbie Swendsen Agency TREHAB	SELF SERVICE USER
2025-06-06	OnTrack - Ineligible	OT Agreement canceled by [REDACTED] Agency TREHAB. Cancel Reason Income Change	SELF SERVICE USER
2025-06-06	OnTrack - Ineligible	Ontrack application Rejected. Reason Household is over the federal poverty income guidelines for OnTrack and does not meet qualifications for Operation HELP. Agency TREHAB Inc.. Agency user Debbie Swendsen	SELF SERVICE USER
2025-06-06	Financial Statement Added		DSWENDSE
2025-06-05	OnTrack Customer	rp will submit income Submitted by Debbie Swendsen Agency TREHAB	SELF SERVICE USER
2025-06-05	OnTrack Customer	Income verification email reminder sent.	SELF SERVICE USER
2025-05-29	OT Reminder Call		CUBCL026
2025-05-28	OnTrack Customer	OnTrack application submitted by [REDACTED] Source Rep	SELF SERVICE USER
2025-05-28	Special Situation	Caller ROBERTA ZENMON Ratepayer. Email and alerts last verified 5 28 2025. Cx gets alerts by phone	KENNESIA BELL
2025-05-28	OnTrack Customer	Caller ROBERTA ZENMON Ratepayer User Comments cx can t afford OTBB she was adv she is over POV guidelines for program and she was given for OpHelp. She was given inf for asst she can t afford mo bill 336 due 6 5 cx used 100 cred due Switched top papaerless nmread 6 18	KENNESIA BELL
2025-05-28	WUR Assessment	ROBERTA ZENMON Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern OnTrack. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	KENNESIA BELL
2025-05-28	Maintain Bill Account	Caller ROBERTA ZENMON Ratepayer updated Paperless billing from Not Enrolled to Enrolled .	KENNESIA BELL
2025-05-24	myPPL Alerts - CSS WEB	Caller Name ROBERTA ZENMON Relationship Ratepayer Agreed to T Cs-Enrolled	IVR
2025-05-24	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note OMS_CSS.services.contacts.privcontacts.notification_PPL_CUSTOMER_CONTACT_VIEWPublishDocument USER_NAME Call Type 01 AMI Power Down Event Comments none	MTR
2025-05-13	OnTrack Budget Bill Activate	OnTrack Budget Bill Activate	
2025-04-29	OT Reminder Call		CUBCL026
2025-04-29	Special Situation	PAYMENTUS_IVR paid 131.00	SELF SERVICE USER
2025-04-14	OT Rev Shortfall Heat Warning 2	OT Rev Shortfall Heat Warning 2	
2025-04-01	Special Situation	PAYMENTUS_IVR paid 131.00	SELF SERVICE USER
2025-03-31	OT Reminder Call		CUBCL026
2025-03-14	OT Rev Shortfall Heat Warning 1	OT Rev Shortfall Heat Warning 1	
2025-02-27	Special Situation	PAYMENTUS_IVR paid 131.00	SELF SERVICE USER
2025-02-12	OT Rev Shortfall Heat Warning 1	OT Rev Shortfall Heat Warning 1	
2025-01-30	Special Situation	PAYMENTUS_IVR paid 131.00	SELF SERVICE USER
2025-01-29	OT Reminder Call		CUBCL026
2024-12-30	Special Situation	PAYMENTUS_IVR paid 131.12	SELF SERVICE USER
2024-12-27	OT Reminder Call		CUBCL026
2024-12-02	Special Situation	PAYMENTUS_IVR paid 158.00	SELF SERVICE USER

Contact Date	Contact Type	Remarks	User
2024-11-22	Credit	Caller ROBERTA ZENMON Ratepayer. Cci for update on outage advised estimate power to most customers in your area will be back on by 11 00 PM on 11 23 2024. This estimate is based on the best available information at this time.	JOELLA HAYNES
2024-11-22	Miscellaneous	Caller ROBERTA ZENMON Ratepayer User Comments Cci abt power outage in area. adv cx Reason The weather. adv cx Due to a major event affecting the PPL service area an estimated restoration time is not yet available. cx discon before sat und	JOSEPH LIVERPOOL
2024-11-22	WUR Assessment	ROBERTA ZENMON Ratepayer. Caller s Concern Power Outage. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	JOSEPH LIVERPOOL
2024-11-22	Miscellaneous	Caller ROBERTA ZENMON Ratepayer User Comments Cc to know when service will be restore. Adv Due to a major event affecting the PPL service area an estimated restoration time is not yet available. Adv there is a 88 customers affected.	JAZMIN BETANCOURT
2024-11-22	WUR Assessment	ROBERTA ZENMON Ratepayer. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	JAZMIN BETANCOURT
2024-11-22	Miscellaneous	Outage reported via text	IVR
2024-11-22	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note IVR Call Type 10 No Lights Comments none	IVR
2024-11-22	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note e153463 Call Type 10 No Lights Comments none	WCT
2024-11-22	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note OMS_CSS.services.contacts.privcontacts notification_PPL_CUSTOMER_CONTACT_VIEWPublishDocument USER_NAME Call Type 01 AMI Power Down Event Comments none	MTR
2024-11-12	Special Situation	PAYMENTUS_IVR paid 150.00	SELF SERVICE USER
2024-11-08	WRAP - EE	6 month post-wrap usage follow-up	CSLET
2024-11-08	WRAP - EE	6 month post-wrap usage follow-up	CSLET
2024-10-30	OnTrack Customer	Caller ROBERTA ZENMON Ratepayer User Comments cci to see if a amt is needed to be paid i advised the balance is ZERO we got a payment as of 10 15 2024 that covered the bill and the next following bill will be sent on or around 11 14 2024 SAT RECAP	DOUGLAS DEMMING
2024-10-30	WUR Assessment	ROBERTA ZENMON Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern OnTrack. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Billing Payment - WUR will be sent. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	DOUGLAS DEMMING
2024-10-14	Special Situation	PAYMENTUS_IVR paid 131.00	SELF SERVICE USER
2024-10-14	Credit	Caller ROBERTA ZENMON Ratepayer User Comments Roberta Zenmon tried to make a pm on paymentus with a card and it kept asking for a routing number. Adv amount due 131.00 was due 10 7 Cus given ph to paymentus cus svc 1-800-420-1663 Trans to paymentus did not assess sat	KATHLEEN SHIRLEY
2024-10-14	WUR Assessment	ROBERTA ZENMON Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	KATHLEEN SHIRLEY
2024-09-30	OT Reminder Call		CUBCL026
2024-08-27	OT Reminder Call		CUBCL026
2024-07-17	SC - ASST AGENCY PMT GUARANTEE	Caller Back Office Ratepayer. Heather Zyla - PAHAF authorized 2 301.56	E71969
2024-07-08	OnTrack Customer	Email sent to customer with link to OnTrack Enrollment video	CSLET
2024-06-18	Data Repair	REQ10866979 - DATA REPAIR OT INSTALLMENTS.	CSSDR044
2024-06-15	Correspondence - General	Template Name OnTrack Standard Agreement Letter Created By Debbie Swendsen Letter Edited No CS Letters ID 5859580	CSLET
2024-06-15	OnTrack Customer	Customer enrolled in OnTrack Active . Monthly payment is 131.00. Submitted by - Agency TREHAB Inc. Agent Debbie Swendsen	REPBATCH
2024-06-15	OnTrack Customer	OnTrack enrollment - refer questions to OnTrack agency	
2024-06-14	Correspondence - General	Template Name Caseworker Use Only - OT Eligible waiting for BB Removal Created By Debbie Swendsen Letter Edited No CS Letters ID 5858682	CSLET
2024-06-14	ONTRACK ENROLLMENT PENDING	Work submitted by [REDACTED] Agency Name TREHAB Inc.	SELF SERVICE USER
2024-06-14	Stop Budget Bill		CUMBB302
2024-06-14	SC - GRACE EXTENSION	STOPPED BUDGET WITH NEXT BILL AROUND 06-18-2024 FOR ONTRACK ENROLLMENT.	CUCL143

Contact Date	Contact Type	Remarks	User
2024-06-14	Changed Payment Agreement	Canceled Active Non-Catch-Up due to pending OT enrollment	REP USER
2024-06-14	Financial Statement Added		DSWENDSE
2024-06-14	Financial Statement Added		DSWENDSE
2024-06-10	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 5848188	CSLET
2024-06-07	WRAP-PROGRAM - ACTION	CUSTOMER CALLED FOR STATUS ON WRAP FRIDGE AND DEHMUMIDIFIER. PER WRAP CASE - CREW WENT TO INSTALL MEASURES ON 5 10 2024 AND CUSTOMER REFUSED ALL MEASURES - CASE WAS CLOSED AND ALL MEASURES WERE CANCELLED. I CALLED CUSTOMER AND GOT VM. LEFT MESSAGE CASE CLOSED DUE TO CUSTOMER S REFUSAL.	PAMELA YALE
2024-06-07	Miscellaneous	Caller ROBERTA ZENMON Ratepayer User Comments states person from WRAP was at her home approx 1 month ago..states will replace refrigerator and give her a dehumidifier.wanted to know when that would happen adv will send email to that dept and ask someone to contact her	JANICE L IRELAND
2024-06-07	WUR Assessment	ROBERTA ZENMON Ratepayer. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated No. Investigation reqd Yes. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	JANICE L IRELAND
2024-06-07	Customer Maintained	updated phone	JANICE L IRELAND
2024-06-07	Call Transfer	Caller ROBERTA ZENMON Ratepayer User Comments sw roberta pag to pay 410.00 due 6 14 with 23 installments of 50.00 cx agreed applied for OT advd to send in proof of income cx has question abt budget billing and wrap SAT xfer to ee	DANIELLE BROOKS
2024-06-07	WUR Assessment	ROBERTA ZENMON Ratepayer. Caller s Concern OnTrack. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	DANIELLE BROOKS
2024-06-07	OnTrack Customer	OnTrack application submitted by [REDACTED] Source Rep	SELF SERVICE USER
2024-06-07	SC - RECURRING REFERRAL TO OTRK	Referred to Ontrack.	311788
2024-06-07	Added Payment Agreement	ROBERTA ZENMON Ratepayer. Agreement Type NCU. Cust agrees to PAG terms YES. First payment of 410.00 is due 06 14 2024. Future payments beginning with next bill will include installment amount of 50.00. Emailed PAG info to [REDACTED].	DANIELLE BROOKS
2024-06-07	Credit	ROBERTA ZENMON Ratepayer. Offered OnTrack - Yes . .	DANIELLE BROOKS
2024-06-07	Call Transfer	ROBERTA ZENMON Ratepayer. Customer transferred to apply for OnTrack.	DANIELLE BROOKS
2024-06-07	Financial Statement Added		DANIELLE BROOKS
2024-05-23	Correspondence - General	Template Name Master Utility Report Created By MADANA DOOKIERAM Letter Edited No CS Letters ID 5822290	CSLET
2024-05-23	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2024-05-23	Bill Payment Centers	Caller ROBERTA ZENMON Ratepayer User Comments CCI adv she is on BB and has been using more than what she was BB for. She wants to know what happened - 800 sent sent in - adv 3 15 2024 Regular Bill 1 729.74 4 8 2024 - 3 22 2024 Payment - 300.00 - 4 16 2024 Payment - 300.00 4 16 2024 Regular Bill 1 425.74 4 26 2024 Payment - 211.00. Cx disconnected	MADANA DOOKIERAM
2024-05-23	WUR Assessment	ROBERTA ZENMON Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No. Interested in SO Not on Phone.	MADANA DOOKIERAM
2024-05-23	Call Transfer	Caller ROBERTA ZENMON Ratepayer User Comments cx rp roberta zenmon calling abt pymnts she has made over the last few months totaling 800 not reflecting on bal xfer cx to billing dept	VERNESIA GENTLE
2024-05-23	WUR Assessment	ROBERTA ZENMON Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd Yes. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	VERNESIA GENTLE
2024-05-23	Credit	Caller CARISSA HARVEY Caseworker User Comments cci to query if pmt of 300 made on 3 25 was rec d cx adv that pmt of 300 was rec d on 4 16	PHYLLICIA ALLEYNE
2024-05-23	Credit	Caller ROBERTA ZENMON Ratepayer User Comments cci to go over payments on acct advised last payment was salvation army cx understood but then no response call disco	DRAKIANA LENNON
2024-05-23	WUR Assessment	ROBERTA ZENMON Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	DRAKIANA LENNON
2024-04-08	WRAP-PROGRAM - ACTION	Caller Back Office Ratepayer. Customer approved for WRAP. Contractor assigned to case. Please see Orders tab for more information.	RPAPR83
2024-03-25	SC - ASST AGENCY PMT GUARANTEE	Caller Name Kim Ellis Agency. Name of Agency Wyoming County CEO Dollar Amount Guaranteed 211.00 Source of Funding Salvation Army Collection activity suspended due to agency guarantee. Is guarantee funds in amt of 211.00 Requested last 4 payments by client 300.00 on 3 22 24 100.00 on 2 27 24 100.00 on 1 29 24 then 148.95 on 10 20 23	304338

Contact Date	Contact Type	Remarks	User
2024-03-25	LIHEAP	Caller Back Office Ratepayer. s w Kim from Wyoming County Liheap ci stated cust has shutoff and adv to provide funding from Salvation Army 211 for cust. Referred to ppl cust svc 1-800-342-5775 for assistance.	CARLEAN ELLIOTT
2024-03-22	Credit	Caller Name MICHELLE ROZINA Agency. Name of Agency INTERFACE FRIENDS Dollar Amount Guaranteed 300.00 Source of Funding Other Agency promised payment. Collection activity will continue until payment required to stop collections is received. s w MICHELLE ROZINA who contact us from CHARITIES INTER FACE FRIENDS state will send check of 300	JAZMIN BETANCOURT
2024-03-22	LIHEAP	Caller Back Office Ratepayer. s w Michelle from Interfaith non-profit org ci to provide funds in the amt of 300.00 for cust. Referred to ppl cust svc 1-800-342-5775 for assistance.	CARLEAN ELLIOTT
2024-03-22	LIHEAP	Caller Back Office Ratepayer. s w Michelle from Wyoming county Liheap ci reviewed acct actv elec heat cust was sent TN 2 15 2024 1 237.74 and 811.00 needed to reinstate pag avoid shut off. conf cust pymt 300.00 3 21 2024. call dropped. No further action taken.	CARLEAN ELLIOTT
2024-03-21	LIHEAP	Caller Back Office Ratepayer. s w Kim from Wyoming County Liheap ci reviewed cust was sent TN 3 1 2024 with term date 4 1 2024 and 811.00 - pymt 300.00 511.00 needed needed to reinstate pag avoid shutoff. Inquiry Only No funds guaranteed at this time.	CARLEAN ELLIOTT
2024-03-21	Special Situation	PAYMENTUS_IVR paid 300.00	SELF SERVICE USER
2024-03-18	LIHEAP	Caller Back Office Ratepayer. s w Kim from Wyoming County Liheap ci reviewed cust was sent TN 3 14 2024. CW inquired least amt to stop term. Reviewed 811.00 req to reinstate pag avoid shutoff. Inquiry Only No funds guaranteed at this time.	CARLEAN ELLIOTT
2024-03-18	Data Repair	Data Repair DR_IR175865_D2 - UPDATE N A-DT TO 260	CSSDR044
2024-03-14	Winter Collection	Winter Collection Notice	
2024-02-26	Special Situation	PAYMENTUS_IVR paid 100.00	SELF SERVICE USER
2024-02-26	Credit	Caller ROBERTA ZENMON Ratepayer User Comments cci to process pymt with debit card adv of 2.50 fee per every 1K and PPL acc needed transferred to paymentus stated paying 100 adv can review pymt opts cx declined stated she does not want to adv will continue to be affect with c activity which includes lpcs c calls and termination sat	CURTISHA MELVILLE
2024-02-26	WUR Assessment	ROBERTA ZENMON Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	CURTISHA MELVILLE
2024-02-15	Winter Collection	Winter Collection Notice	
2024-01-29	Special Situation	PAYMENTUS_IVR paid 100.00	SELF SERVICE USER
2024-01-24	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 5628907	CSLET
2024-01-23	Budget Billing	Caller ROBERTA ZENMON Ratepayer. attempted to explain that bb will not protect acc and will take effect from next bill cx refuse to let me speak saying dont assume she dont know what is bb fin update dont agree to pag terms cx understood	MCKEEBA MATTHEWS
2024-01-23	OnTrack Customer	Caller ROBERTA ZENMON Ratepayer User Comments cx called in inquiring of income limit for OT app adv cx a family size of 2 income limit is 29580.00 cx income is 34800.00 cx also received OH for 400.00 12 11 2024 provided cx with Agency contact info	NICOLA BLOUNT
2024-01-23	Billing	Caller ROBERTA ZENMON Ratepayer. supply charges will be affected if removed supplier rp calling to see if we receive trehab payment 12 15 2023 Credit- 400.00 bal is 1337.74 due 2 7 24 this is reelected in bal a bill for 659.58 was generated on 1 17 24 cx requested to enroll in bb when attempted to explain what is bb cx said dont assume she is illiterate	MCKEEBA MATTHEWS
2024-01-23	WUR Assessment	ROBERTA ZENMON 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.	NICOLA BLOUNT
2024-01-23	Correspondence - General	Template Name Master Utility Report Created By MCKEEBA MATTHEWS Letter Edited No CS Letters ID 5627300	CSLET
2024-01-23	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2024-01-23	WUR Assessment	ROBERTA ZENMON Ratepayer. Caller s Concern General Information. Position Stated Yes. Sat No. WUR Required Yes. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. WUR Required No. Provided PUC Yes.	MCKEEBA MATTHEWS
2024-01-23	SC - RECURRING REFERRAL TO OTRK	Referred to Ontrack.	312285
2024-01-23	Added Payment Agreement	ROBERTA ZENMON Ratepayer. Agreement Type NCU. Cust agrees to PAG terms NO. First payment of 687.00 is due 02 08 2024. Future payments beginning with next bill will include installment amount of 28.00. Emailed PAG info to [REDACTED]	MCKEEBA MATTHEWS

Contact Date	Contact Type	Remarks	User
2024-01-23	Credit	ROBERTA ZENMON Ratepayer. Offered LIHEAP - Yes Offered OnTrack - Yes . Emailed agency contact info to [REDACTED] .	MCKEEBA MATTHEWS
2024-01-23	Call Transfer	ROBERTA ZENMON Ratepayer. Customer transferred to apply for OnTrack.	MCKEEBA MATTHEWS
2024-01-23	Financial Statement Added		MCKEEBA MATTHEWS
2024-01-23	Correspondence - Budget Billing	bbstcsr.doc	
2024-01-23	Start Budget Billing	Caller ROBERTA ZENMON Ratepayer.Enrolled with Historical Usage amount of 296.00 beginning with next bill. Emailed to [REDACTED]	MCKEEBA MATTHEWS
2024-01-23	Call Transfer	Caller ROBERTA ZENMON Ratepayer. Customer had questions about bill transferred to billing	LISA PERNOT
2024-01-22	Correspondence - General	Template Name WRAP Customer Qualified Created By Yale Pamela Letter Edited No CS Letters ID 5625514	CSLET
2023-12-19	Correspondence - General	Template Name WRAP Referral Created By Yale Pamela Letter Edited No CS Letters ID 5588529	CSLET
2023-12-15	Changed Payment Agreement	PAYMENT AGREEMENT HAS BEEN UPDATED TO KEPT	CUBCL109
2023-12-15	Request Credit		CYNTHIA M WESOLOWSKI
2023-12-11	Correspondence - General	Template Name OnTrack - OpHelp Guarantee Approval Created By Debbie S Letter Edited No CS Letters ID 5578412	CSLET
2023-12-11	SC - OPHELP GUARANTEE	Debbie S from TREHAB submitted OpHELP Guarantee for 400.00	REP
2023-12-11	OnTrack - Ineligible	Ontrack application Rejected. Reason OH Approved-No letter Sent. Agency TREHAB Inc.. Agency user Debbie S	SELF SERVICE USER
2023-12-11	Financial Statement Added		DSWENDSE
2023-12-11	OnTrack Customer	OnTrack application submitted by [REDACTED] Source Rep	SELF SERVICE USER
2023-11-29	Correspondence - General	Template Name OnTrack Application Rejection Letter New Created By [REDACTED] Letter Edited No CS Letters ID 5563107	CSLET
2023-11-29	OnTrack - Ineligible	Over income for OT - Op Help not granted at this time Submitted by Heather F. Agency TREHAB	SELF SERVICE USER
2023-11-29	OnTrack - Ineligible	Ontrack application Rejected. Reason Household is over the federal poverty income guidelines for OnTrack and does not meet qualifications for Operation HELP. Agency TREHAB Inc.. Agency user Heather F.	SELF SERVICE USER
2023-11-29	Financial Statement Added		HFAHNEST
2023-11-28	OnTrack Customer	OnTrack application submitted by EUWEB Source EuWeb	SELF SERVICE USER
2023-11-28	WEB Maintain Bill Account	Updated email address from UnKnown to [REDACTED]	SELF SERVICE USER
2023-11-27	Credit	Caller ROBERTA ZENMON Ratepayer User Comments Looking for Op Help application. Ref customer to PPL web and where to find application. Deleted old profile as email no longer valid. Adv how to set up new profile. Also adv on WRAP program and wait time approx 60 days for contact to set up appt.	DIANE M RYBAK
2023-11-27	WUR Assessment	ROBERTA ZENMON Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	DIANE M RYBAK
2023-11-22	LIHEAP	2023 LIHEAP Application mailed to customer. If customer calls please encourage customer to apply.	CSLET
2023-11-16	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 5545119	CSLET
2023-11-15	Credit	referral on acct. she will try to do app online Submitted by Debbie S Agency TREHAB	SELF SERVICE USER
2023-11-15	WRAP Program Referral	meets requirements for wrap referral	JANICE L IRELAND
2023-11-15	Credit	Caller ROBERTA ZENMON Ratepayer User Comments adv customer to send what she can towards her balance..gets paid 2x per month.sat	JANICE L IRELAND
2023-11-15	WUR Assessment	ROBERTA ZENMON Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	JANICE L IRELAND
2023-11-15	Added Payment Agreement	ROBERTA ZENMON Ratepayer. Agreement Type CU. Cust agrees to PAG terms NO. First payment of 189.00 is due 11 15 2023. Second payment of 322.03 is due on 12 04 2023 . Payment Plan installment amount 15.00. Enrolled in BB NO.	JANICE L IRELAND
2023-11-15	Credit	ROBERTA ZENMON Ratepayer. Offered LIHEAP - Yes Offered Operation HELP - Yes . .	JANICE L IRELAND
2023-11-15	Changed Payment Agreement	ROBERTA ZENMON Ratepayer. Does not agree to PAG terms. Cancelled Agreed payment plan.	JANICE L IRELAND
2023-11-15	Credit	Caller ROBERTA ZENMON Ratepayer User Comments cx don t want to get a PAG she just asking about the agencies that can help her to pay her bills CX Also asking for a weatherization program . cx transfer to EE .	JOSEPH IBARRA
2023-11-15	WUR Assessment	ROBERTA ZENMON Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Call Transfer. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	JOSEPH IBARRA

Contact Date	Contact Type	Remarks	User
2023-11-15	SC - RECURRING REFERRAL TO OTRK	Referred to Ontrack.	313374
2023-11-15	Added Payment Agreement	ROBERTA ZENMON Ratepayer. Agreement Type CU. Cust agrees to PAG terms NO. First payment of 189.00 is due 11 15 2023. Second payment of 322.03 is due on 12 04 2023 . Payment Plan installment amount 15.00. Enrolled in BB NO. Emailed PAG info to [REDACTED]	JOSEPH IBARRA
2023-11-15	Credit	ROBERTA ZENMON Ratepayer. Offered LIHEAP - Yes Offered Operation HELP - Yes Offered OnTrack - Yes . Emailed agency contact info to [REDACTED]	JOSEPH IBARRA
2023-11-15	Credit	ROBERTA ZENMON Ratepayer. Customer indicated there was no change to financial information.	JOSEPH IBARRA
2023-11-15	Financial Statement Added		JOSEPH IBARRA
2023-10-19	Special Situation	PAYMENTUS IVR paid 148.95	SELF SERVICE USER
2023-09-27	WAM	Caller Back Office Ratepayer. sw roberta zenmon called regarding near by ppl property being sold with out ppl auth sent email to [REDACTED] PPL Property Real Estate for follow up	ENID GONZALEZ
2023-09-26	Credit	Caller ROBERTA ZENMON Ratepayer. cust stated someone is trying to sell PPL property near her address she mentioned location previously had esmed located on it this is property of PPL person selling already had someone servay area and is looking to sell PPL property with out PPL consent	GUADALUPE ESPINOSA
2023-09-26	Call Transfer	Caller ROBERTA ZENMON Ratepayer User Comments ROBERTA ZENMON Ratepayer called in about property boundaries and she would like to speak with someone about it so I transferred her to the EE dept for further assistance.	TAWANNA NEWSON
2023-09-26	WUR Assessment	ROBERTA ZENMON Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO Not on Phone.	TAWANNA NEWSON
2023-09-13	Credit	Caller ROBERTA ZENMON Ratepayer User Comments cci asking what is her current bill. Prov no bill as of the moment bc reading date will be on 9 15 23. Has not assess sat bc cx hang up.	ROCHEL FLORES
2023-09-13	WUR Assessment	ROBERTA ZENMON Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	ROCHEL FLORES
2023-08-30	Special Situation	PAYMENTUS IVR paid 91.00	SELF SERVICE USER
2023-08-30	Credit	Caller Back Office Ratepayer. Cx stated she wanted to pay her bill stated the fee 2.50 then transferred her her to paymentus for pmt	JESSICA BROWN
2023-08-30	Correspondence - General	Template Name Statement of Account - No Dispute Created By Glosson Anthony A Letter Edited No CS Letters ID 5405560	CSLET
2023-08-30	Billing	Caller ROBERTA ZENMON Ratepayer User Comments spoke with customer wanted an email of there total usage offered statement of acc and would be sent via mail customer understood sent out statement of acc customer asked about total balance due advised its 91 which indues prior balance of 6 and 8 cent lpc customer understood was SAT	ANTHONY GLOSSON
2023-08-30	WUR Assessment	ROBERTA ZENMON Ratepayer. Caller s Concern Billed Amounts. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	ANTHONY GLOSSON
2023-08-30	Correspondence - General	Template Name Master Utility Report Created By STEVEN WALKER Letter Edited No CS Letters ID 5405552	CSLET
2023-08-30	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2023-08-30	Billing	Caller ROBERTA ZENMON Ratepayer User Comments cx calli9ng needing statements from the past 4 months sent to her as she needs to keep track of bills.	STEVEN WALKER
2023-08-30	WUR Assessment	ROBERTA ZENMON Ratepayer. Caller s Concern Billed Amounts. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No. Interested in SO Not on Phone.	STEVEN WALKER
2023-07-31	Special Situation	PAYMENTUS IVR paid 250.20	SELF SERVICE USER
2023-07-24	Credit	Caller ROBERTA ZENMON Ratepayer User Comments wanted to know if outage in area today. adv nothing showing. adv Amount Due 256.20	WILLIAM PICKERING
2023-07-24	WUR Assessment	ROBERTA ZENMON 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.	WILLIAM PICKERING
2023-06-26	Credit	Caller ROBERTA ZENMON Ratepayer. Not trained in resi EE trans to EE cx sat	DAVID SOTO
2023-06-26	Billing	Caller ROBERTA ZENMON Ratepayer User Comments CCI sw r p called to verify if VFW made payment on account advised last payment 0346.32 06 23 cb 166.70 due 07 05 we discussed usage from last bill to this bill discussed PTC change recently started Ontrack app and cancelled gave number to agency she wanted to then review usage to date	DAVID SOTO
2023-06-26	Billing	Caller Back Office Ratepayer. horrible delay had to clear cache and cookies call dropped	SABRINA SPINKS

Contact Date	Contact Type	Remarks	User
2023-06-26	WUR Assessment	... igation reqd No. . 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 Not on Phone.	DAVID SOTO
2023-06-26	WUR Assessment	ROBERTA ZENMON Ratepayer. Caller s Concern Billed Amounts. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Account Balance. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Suppliers - General Inquiries. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Call Transfer. Position Stated No. Invest ...	DAVID SOTO
2023-06-21	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 5225587	CSLET
2023-06-20	OnTrack Customer	Caller ROBERTA ZENMON Ratepayer User Comments Customer ci to apply for OT customer decided to cancel applying for OT due to not wanting the OT agency of Trehab INC. Rev 06 20 2023 10 59 Income limit per year for a 2 person home 29 580 for OT.	CHANTEE TONDEE
2023-06-20	WUR Assessment	ROBERTA ZENMON Ratepayer. Caller s Concern OnTrack. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	CHANTEE TONDEE
2023-06-20	WUR Assessment	ROBERTA ZENMON Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC Yes.	SANDRA YATES
2023-06-20	SC - REFERRAL TO ONTRACK	Referred to Ontrack.	312533
2023-06-20	Added Payment Agreement	ROBERTA ZENMON Ratepayer. Agreement Type NCU. Cust agrees to PAG terms NO. First payment of 513.02 is due 07 06 2023. Future payments beginning with next bill will include installment amount of 0.00. Interested in BB est NO. Emailed PAG info to [REDACTED]	SANDRA YATES
2023-06-20	Credit	ROBERTA ZENMON Ratepayer. Offered Operation HELP - Yes Offered OnTrack - Yes . Emailed agency contact info to [REDACTED]	SANDRA YATES
2023-06-20	Call Transfer	ROBERTA ZENMON Ratepayer. Customer transferred to apply for OnTrack.	SANDRA YATES
2023-06-20	Financial Statement Added		SANDRA YATES
2023-06-20	Credit	Caller ROBERTA ZENMON Ratepayer. Cx called wanting to know why her bill is so high adv cx that I would transfer to her to EE cx said what is her last payment adv cx that her last payment is 119.35 made on the 5 11 2023 offer pay assist but cx just wanted to be transfer as she made mail the check but before transfer call disconnected	JOY BAPTISTE
2023-06-20	WUR Assessment	ROBERTA ZENMON Ratepayer. Caller s Concern Account Balance. Position Stated No. Investigation reqd No. . WUR Required No. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO Not on Phone.	JOY BAPTISTE
2023-06-07	Data Repair	DUPLICATE BILL Update dt_due dt_extn_to on bill_info_hdr	CSSDR044
2023-06-05	Credit	Caller ROBERTA ZENMON Ratepayer. s w ROBERTA ZENMON r po requesting new bill being sent out never received email of snap shot of bill. unenrolled from PB sent out duplicate bill call disconnected before SAT assessed	MARIAH BURNETT
2023-06-05	Issued Duplicate Bill With New Date	Caller ROBERTA ZENMON Ratepayer. Issued Duplicate Bill.New Due Date 06 26 2023	MARIAH BURNETT
2023-06-05	Maintain Bill Account	Caller ROBERTA ZENMON Ratepayer updated Paperless billing from Enrolled to Not Enrolled .	MARIAH BURNETT
2023-05-19	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note OMS_CSS.services.contacts.privcontacts notification_PPL_CUSTOMER_CONTACT_VIEWPublishDocument USER_NAME Call Type 01 AMI Power Down Event Comments none	MTR
2023-05-10	Special Situation	PAYMENTUS_IVR paid 119.35	SELF SERVICE USER
2023-04-03	Choice Inquiry	New Connect Privacy Release Default - OK to Release All	SYSTEM SYSTEM
2023-04-03	Connect/Disconnect	Caller ROBERTA ZENMON Ratepayer User Comments CCI to stated that her service were turned off advised the correct SSN and updated the correct name on the acct from Shelby Ammary to Roberta Zenmon Credit score POSID ok satisfied POSID issued same day connect from 04 04 23 to 04 03 23 per cust requested SAT not addressed on call	SHAMIRA SERIGHT
2023-04-03	WUR Assessment	ROBERTA ZENMON Ratepayer. Caller s Concern Application for Service. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	SHAMIRA SERIGHT
2023-04-03	Connect Completed		BATCH
2023-04-03	Connect Maintained	[REDACTED] CTP-Applicant caller shelby ammary CallerRelation Ratepayer date of connect 03 20 2023 new address 325 COLLEGE AVE FACTORYVILLE PA 18419 DepositAmt 0 DepositReq No Pre Bal 0 Pre Bal Req No ID Req Yes Send AddName Letter No Send SecDep Letter Yes no change connect date from 04 04 23 to 04 03 2023 per customer requested and	SHAMIRA SERIGHT
2023-04-03	POSID Received	POSID Satisfied.	SHAMIRA SERIGHT

Contact Date	Contact Type	Remarks	User
2023-04-03	POSID Received	POSID Satisfied.	SHAMIRA SERIGHT
2023-04-03	Customer Maintained	CCI to update the name on the acct changed the name on the acct Roberta Zenmon	SHAMIRA SERIGHT
2023-04-03	UWC Block Completed		CUMSO056
2023-03-31	UWC Block Issued		CUBSO075
2023-03-27	Miscellaneous	WATT Scanned - Pos ID Work Item 3539489 Completed	JANICE L IRELAND
2023-03-27	Miscellaneous	WATT Scanned - Pos ID Work Item 3539489 Created	KOFAX
2023-03-27	Connect/Disconnect	Caller SHELBY AMMARY Ratepayer. Cx called in due to sending ID via fax is not working provide the other fax.	JULIUS VITUG
2023-03-27	Post UWC Notice Completed	Action Taken Delivered 3 Day Notice	MDT
2023-03-24	Post UWC Notice Issued		CUBSO075
2023-03-19	Miscellaneous	Caller Back Office Ratepayer. return call to Shelby Ammary left a message that acct will be noted w info I would ve provided verbally new service will connect on the next business day from time of connect request service is also held due to positive ID obligation.	MONA HARRY
2023-03-17	Connect/Disconnect	Caller SHELBY AMMARY Ratepayer User Comments start service	JANET HAZEL DE CASTRO
2023-03-17	WUR Assessment	SHELBY AMMARY Ratepayer. Caller s Concern Account Activation Date. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Application for Service. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	JANET HAZEL DE CASTRO
2023-03-17	Maintain Bill Account	Caller SHELBY AMMARY Ratepayer updated Paperless billing from Not Enrolled to Enrolled .	JANET HAZEL DE CASTRO
2023-03-17	WEB Maintain Bill Account	Caller EUSS ADMIN requested online password reset for [REDACTED]	JANET HAZEL DE CASTRO
2023-03-17	Maintain Bill Account	Caller SHELBY AMMARY Ratepayer updated primary phone from [REDACTED] to primary phone [REDACTED] Consent Attained	JANET HAZEL DE CASTRO
2023-03-17	Maintain Bill Account	Caller SHELBY AMMARY Ratepayer added - as alternate phone Does Not Have	JANET HAZEL DE CASTRO
2023-03-17	Service Off - Positive ID - Satisfied No	Service Off - Positive ID - Satisfied No	
2023-03-17	Connect Questions	TYPE OF CONNECT REQUEST METERED RATEPAYER OWNS THE PROPERTY Y RATEPAYER WILL OCCUPY THE PROPERTY Y NON-RESIDENTIAL USE ASSOCIATED WITH THE PROPERTY NONE TYPE OF PROPERTY RESIDENTIAL ELECTRIC HEAT Y RESIDENTIAL USE ASSOCIATED WITH THE PROPERTY RESIDENTIAL USE WILL BE FOR THE RATEPAYERS SOLE BENEFIT	JANET HAZEL DE CASTRO
2023-03-17	Connect Issued	Electric CTP-Applicant caller shelby ammary CallerRelation Ratepayer date of connect 03 20 2023 new address 325 COLLEGE AVE FACTORYVILLE PA 18419 DepositAmt 0 DepositReq No Pre Bal 0 Pre Bal Req No ID Req Yes Send AddName Letter No Send SecDep Letter Yes	JANET HAZEL DE CASTRO

# **PPL ELECTRIC EXHIBIT NO. 3**

View Payment Agreement for Account [REDACTED]

Edit Help

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

<b>Current Billing Information</b>	<b>Budget Billing Details</b>
Bill Due Date: 11/04/25	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$197.61	Setup BB Amount: \$378.00
<b>Agreement Details</b>	<b>Installment Details</b>
Start Date: 06/07/24	Installment Amount: \$50.00
Agreement Amount: \$1,574.74	Number Of Installments: 23
<b>Initial Payment Details</b>	Remaining Installments: 23
Due Date: 06/14/24	Final Installment Amount: \$64.74
Payment Amount: \$410.00	<b>Customer Offer</b>
Restore Amount: \$410.00	Downpayment Amount: \$0.00
<b>Task List</b>	Downpayment Due Date: 11
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: 11

OK Cancel

Outstanding Money... ?

**Special Situation Details**

Special Circumstance: [REDACTED]

Supervisor Discretion: [REDACTED]

View Payment Agreement for Account [REDACTED]

Edit Help

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

<b>Current Billing Information</b>	<b>Budget Billing Details</b>
Bill Due Date: 11/04/25	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$197.61	Setup BB Amount: \$378.00
<b>Agreement Details</b>	<b>Installment Details</b>
Start Date: 01/23/24	Installment Amount: \$28.00
Agreement Amount: \$1,337.74	Number Of Installments: 23
<b>Initial Payment Details</b>	Remaining Installments: 23
Due Date: 02/08/24	Final Installment Amount: \$34.74
Payment Amount: \$687.00	<b>Customer Offer</b>
Restore Amount: \$687.00	Downpayment Amount: \$0.00
<b>Task List</b>	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //

OK Cancel

Outstanding Money... ?

**Special Situation Details**

Special Circumstance: [REDACTED]

Supervisor Discretion: [REDACTED]

View Payment Agreement for Account [REDACTED]

Edit Help

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

<b>Current Billing Information</b>	<b>Budget Billing Details</b>
Bill Due Date: 11/04/25	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$197.61	Setup BB Amount: \$378.00
<b>Agreement Details</b>	<b>Installment Details</b>
Start Date: 11/15/23	Installment Amount: \$15.00
Agreement Amount: \$220.29	Number Of Installments: 3
<b>Initial Payment Details</b>	Remaining Installments: 3
Due Date: 11/15/23	Final Installment Amount: \$1.29
Payment Amount: \$189.00	<b>Customer Offer</b>
Restore Amount: \$189.00	Downpayment Amount: \$0.00
<b>Task List</b>	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //

OK Cancel

Outstanding Money...

**Special Situation Details**

Special Circumstance: [REDACTED]

Supervisor Discretion: [REDACTED]

View Payment Agreement for Account [REDACTED]

Edit Help

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

<b>Current Billing Information</b>	<b>Budget Billing Details</b>
Bill Due Date: 11/04/25	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$197.61	Setup BB Amount: \$378.00
<b>Agreement Details</b>	<b>Installment Details</b>
Start Date: 11/15/23	Installment Amount: \$15.00
Agreement Amount: \$220.29	Number Of Installments: 3
<b>Initial Payment Details</b>	Remaining Installments: 3
Due Date: 11/15/23	Final Installment Amount: \$1.29
Payment Amount: \$189.00	<b>Customer Offer</b>
Restore Amount: \$189.00	Downpayment Amount: \$0.00
<b>Task List</b>	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //

OK Cancel

Outstanding Money... ?

**Special Situation Details**

Special Circumstance: [REDACTED]

Supervisor Discretion: [REDACTED]

View Payment Agreement for Account [REDACTED]

Edit Help

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

<b>Current Billing Information</b>	<b>Budget Billing Details</b>
Bill Due Date: 11/04/25	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$197.61	Setup BB Amount: \$378.00
<b>Agreement Details</b>	<b>Installment Details</b>
Start Date: 06/20/23	Installment Amount: \$0.00
Agreement Amount: \$513.02	Number Of Installments: [REDACTED]
<b>Initial Payment Details</b>	Remaining Installments: [REDACTED]
Due Date: 07/06/23	Final Installment Amount: \$0.00
Payment Amount: \$513.02	<b>Customer Offer</b>
Restore Amount: \$513.02	Downpayment Amount: \$0.00
<b>Task List</b>	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //

OK Cancel

Outstanding Money... ?

**Special Situation Details**

Special Circumstance: [REDACTED]

Supervisor Discretion: [REDACTED]

# **PPL ELECTRIC EXHIBIT NO. 4**

Informals    Formals

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## Mediation Case View

Case Search

Reports

Final Review

<a href="#">General</a>			
BCS Case No.	4078287	Case Notes	Count : 1 <a href="#">Detail...</a>
CSS Account No.	[REDACTED]	Received Date	07/17/2025
CSS Name	ROBERTA ZENMON	Due Date	08/15/2025
PUC Name	ROBERTA ZENMON	Investigator Name	CASE POOL, BCS
Service Address 1	325 COLLEGE AVE	Mailing Address 1	
Service Address 2		Mailing Address 2	
Service City, State Zip	FACTORYVILLE, PA 18419-	Mailing City, State Zip	, -
PUC Address	325 COLLEGE AVE,,FACTORYVILLE,PA,18411-		
Service Class	RESIDENTIAL	Case Origin	TELEPHONE
Phone Number		Prior Case Number	0
Income Level	2	On Track	No
Reason For Contact	ON - PAR NEEDED (# 61)		
Customer Position			
Company Position	07/07/2025 CUSTOMER IS ELIGIBLE FOR THE CARES PROGRAM AND CALL THE PUC. PAY \$300 TO BRING ACCOUNT CURRENT.		
Related Information	61 & PAYMENT ARRANGEMENT REQUEST. - RELIEF SOUGHT - PAR REQUESTED. 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	08/06/2025	Total Account Balance	519.76
Budget Bill Amount	365.00	Termination Date	
Arrearage	500.00	Reported Income Amount	0.00
Date of Last Customer Contact prior to Complaint			

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

Mediation Type	Abbreviated
----------------	-------------

Ownership

Contact Person	313216 - 313216
----------------	-----------------

Income Fields

Total Gross Income	3104.04	Employment Income	0.00
DPW	0.00	Social Security	2002.00
Unemployment Comp	0.00	Disability	0.00
Pension		Other	1102.04
Date Info Obtained	06/06/2025		

Other Information

Adults	2	Children	0
Amount Needed to Update Most Recent Payment Arrangement		Universal Service Program	No

Final Report

Did the customer accurately state the company position?	Yes
What did the company tell the customer?	
Dispute Information	NONE
Company Final Position	
CAP Amount (OnTrack)	

Prior Agreement Information

<b>No prior agreements found</b>
----------------------------------

Payment Information

Date	Amount	Payment Method/Status
6/16/2025	131.00	
4/30/2025	131.00	
4/2/2025	131.00	
2/28/2025	131.00	
1/31/2025	131.00	

12/31/2024	131.12	
12/2/2024	158.00	
11/13/2024	150.00	
10/15/2024	131.00	
7/17/2024	2301.56	
4/26/2024	211.00	
4/16/2024	300.00	
3/22/2024	300.00	
2/27/2024	100.00	
1/29/2024	100.00	
10/20/2023	148.95	
8/31/2023	91.00	
7/31/2023	250.20	

[Analysis Information](#)

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

Return To Search	Case History	Attachments
Print	Decision	Change State
Dismiss		

Informals    Formals

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## Decision Detail

Case Search

Reports

Final Review

General			
BCS Case No.	4078287	CSS Account No.	██████████
Customer Name	ROBERTA ZENMON	Investigator Name	CASE POOL, BCS
Address 1	325 COLLEGE AVE	Service Class	RESIDENTIAL
Address 2		Case Origin	TELEPHONE
City, State Zip	FACTORYVILLE , PA 18419	Head Date	07/25/2025
Service Restore Amount		Current Monthly Payment	
Service Continue Amount		Service Continue Date	
Decision Issue	Yes	Ending Monthly Payment	
Chapter		Oral/Written	Written
Section Rule		Violation	NO
Total Balance	519.76	Closed Date	07/24/2025
Reconnect Amount	0.00	Balance Date	07/24/2025
Special Budget Amount	380.00	Regular Budget Amount	365.00
Arrears Payment Plus	15.00	Final Monthly Payment	
Resolution	LEVEL 2, BB 365.00 + 15.00 = 380.00 BEGINNING SEPTEMBER 2025.		
Terms	SEPTEMBER 2025 BILL DUE DATE		
Letter Description			

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

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	7/24/2025 2:00:16 PM

[Return to Case](#)

# **PPL ELECTRIC EXHIBIT NO. 8**

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



PPL Electric Utilities

Name & Address

January 13, 2025

## SERVICE TERMINATION NOTICE (Aviso DE Terminación DE Servicio)

Address & Account Number

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

Dear Customer & Occupants of Address

We don't want you to lose service. If you are able, pay the past due amount of Balance of the amount due on your agreement immediately. If you can't pay your bill in full, we offer payment arrangements and programs that may help lower your bill and prevent service interruption.

**Please contact us immediately to prevent service interruption.** You can reach a friendly PPL customer service representative at [800-358-6623](tel:800-358-6623), or you can visit [ppl electric.com](http://ppl electric.com) for payment agreement information, applications to customer assistance programs, and other easy self-service options. *Servicio disponible en español.*

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

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

- |  |  |
|--|--|
| ◆ Past Due Bill  | <span style="background-color: black; color: white; padding: 2px;">Balance</span>  |
| ◆ Security Deposit   | <span style="background-color: black; color: white; padding: 2px;">&amp; SD</span> |
| ◆ Reconnection Fee   | \$14.00  |
| ◆ Any other bills that have gone past due since this notice was mailed |  |

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

**LIHEAP/CRISIS GRANTS ARE AVAILABLE:**

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

**Special Protections:**

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

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

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

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

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

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

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

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

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

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

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

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

We look forward to working with you.

Your PPL Customer Service Team,

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

THIS NOTICE IS VALID FOR 60 DAYS.