

COMMONWEALTH OF PENNSYLVANIA  
(Public Utility Commission)

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DEAUDREA LINIKA FRAN CZAK, :  
Complainant, : Docket No.:  
vs. : C-2025-3055351  
PPL ELECTRIC UTILITIES :  
CORPORATION, :  
Respondent. :  
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Pages 1 through 76 TELEPHONIC HEARING  
Judge's Chambers  
State Office Bldg.  
801 Market Street,  
Suite 4063  
Philadelphia, PA 19107

Friday, November 7, 2025  
Met, pursuant to notice, at 11:02 a.m.

BEFORE: THE HONORABLE F. JOSEPH BRADY  
Administrative Law Judge

INDEX TO EXHIBITS  
Docket No.: C-2025-3055351  
Hearing Date: November 7, 2025

EXHIBITS INDEX

NUMBER		IN EVIDENCE
COMPLAINANT:		
1	(Letters and transcript of call summary from PPL)	12
2	(Lease for service address)	13
3	(Informal Complaint filed January 30, 2023)	14
4	(Timeline)	28
5	(Credit report)	18
6	(Press releases and articles about PPL billing issues)	20
7	(Email with start and end dates of service)	20
8	(Consumer Financial Protection Bureau complaints)	24
9	(Complainant's written direct testimony)	27

EXHIBITS INDEX (CONT'D)

NUMBER		IN EVIDENCE
PPL ELECTRIC UTILITIES CORPORATION:		
1	(Account activity statement)	45
2	(Customer contacts)	45
3	(Payment Arrangement history)	45
4	(BCS 3885181)	45

**PENNSYLVANIA PUBLIC UTILITY COMMISSION  
PUC HEARING**

**Docket No.: C-2025-3055351**

**Complainant:** DeAurdrea Linika Franczak

**Respondent:** PPL Electric Utilities Corporation

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**Exhibit 1** – *PPL's written admission they cannot produce the complete account ledger for my service period.*

**Supporting Documents:**

- **Letter from PPL dated May 16, 2025**, stating that the company cannot produce the complete billing ledger for my service period.
- **Letter from PPL dated May 22, 2025**, providing only partial billing history and omitting substantial portions of the account, confirming incomplete record availability.
- **Recorded call transcript** with a PPL billing supervisor acknowledging limitations in available account history.

**Purpose of Exhibit:**

To establish that PPL Electric Utilities Corporation has admitted in writing that it cannot produce the complete billing ledger for the duration of my service period. This directly supports my claim that the asserted balance is unsubstantiated, and that PPL has failed to meet its obligation under **52 Pa. Code § 56.202** to maintain adequate and accurate billing records.

**Relevance to Case:**

- Shows failure to meet the requirements of 52 Pa. Code § 56.202 to maintain adequate and accurate billing records.
- Proves the balance cannot be verified through complete documentation.
- Establishes a pattern of inadequate recordkeeping and failure to ensure fair collection practices.



Service Address:

6714 LOWER MACUNGIE RD  
APT A6  
TREXLERTOWN, PA 18087

MB 01 000002 30653 H 1 A

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



PPL Electric

DEAURDREA LINIKA LONG  
11405 WARWICK POINTE DRIVE  
APARTMENT 202  
BRANDON, FL 33511

May 16, 2025

Bill Account Number: 

Dear DEAURDREA LINIKA LONG:

Thank you for reaching out about your account. We've enclosed the information you requested. We spoke on 5/16/25 about providing the entire account history since the start of the account on 4/2/2020. We advised that we can only send records of the past two years of an account.

You can also manage your account 24/7, view your bill and track your daily electric use at [pplelectric.com](http://pplelectric.com).

Thank you for being a valued customer.

Sincerely,

PPL Electric Utilities

6563139 : 000

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

To:  
 URDREA LINIKA LONG  
 5 WARWICK POINTE DRIVE  
 RTMENT 202  
 NDON, FL 33511

Service Address:  
 DEAUDREA LINIKA LONG  
 6714 LOWER MACUNGIE RD  
 APT A6  
 TREXLEERTOWN, PA 18087

Payment Agreement:  
 Installment: 0  
 Budget Bill Amortization:  
 Installment: 0

Account Activity Statement

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

Due Date	Transaction Amount	Balance Forward	Actual Billed	Deferred Balance	Deg Day H/C	RDG Type	Days Used	KWH	Billed KW
	\$-210.00	\$0.00	\$0.00	\$0.00			0	0	0
	\$208.00	\$0.00	\$0.00	\$0.00			0	0	0
05/30	\$825.10	\$617.10	\$144.70	\$327.66	0363/0017	55036A	32	788	0
	\$0.88	\$0.00	\$0.00	\$0.00			0	0	0
	\$8.93	\$0.00	\$0.00	\$0.00			0	0	0
	\$208.00	\$0.00	\$0.00	\$0.00			0	0	0
06/29	\$1,042.91	\$825.10	\$90.59	\$210.25	0089/0030	55494A	30	458	0
	\$-250.00	\$0.00	\$0.00	\$0.00			0	0	0
	\$-250.00	\$0.00	\$0.00	\$0.00			0	0	0
	\$208.00	\$0.00	\$0.00	\$0.00			0	0	0
07/31	\$750.91	\$542.91	\$104.30	\$106.55	0020/0167	56035A	30	541	0
	\$219.00	\$0.00	\$0.00	\$0.00			0	0	0
08/29	\$969.91	\$750.91	\$106.20	\$-6.25	0000/0299	56585A	31	553	0
	\$-200.00	\$0.00	\$0.00	\$0.00			0	0	0
	\$-210.00	\$0.00	\$0.00	\$0.00			0	0	0
	\$219.00	\$0.00	\$0.00	\$0.00			0	0	0
	\$7.00	\$0.00	\$0.00	\$0.00			0	0	0
09/28	\$785.91	\$559.91	\$110.59	\$-114.66	0002/0217	57152A	30	567	0
	\$-50.99	\$0.00	\$0.00	\$0.00			0	0	0
	\$-28.32	\$0.00	\$0.00	\$0.00			0	0	0
	\$0.00	\$0.00	\$0.00	\$0.00			0	0	0
10/23	\$706.60	\$706.60	\$86.34	\$0.00	0084/0061	575960	23	444	0
	\$-699.60	\$0.00	\$0.00	\$0.00			0	0	0
	\$-7.00	\$0.00	\$0.00	\$0.00			0	0	0

Current Rate: RS

Balar  
 Balar



Service Address:  
1111111111, 1111111111  
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1111 Service Station  
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addressed

- and a payment of \$30.00 was received September 6, 2020. You asked for a statement of account from that account opened to closing. It will be sent to separate letter with info on our advance system.
- balance sent to agency was \$706.00 and is still due.

Based on our records and review, the balance is correct and is your responsibility.

We hope you found this report helpful.

Your account balance is \$0.00.

You can make payments online at [www.pplenergy.com](http://www.pplenergy.com), take them to a bill payment center, mail payments to PPL Electric Utilities, PO Box 418034, St. Louis, MO 63147, or pay over the phone by calling 1-800-324-3333 PPL (1-800-342-3777).

Sincerely,

PPL Electric Utilities

## **Complete Timestamped Disclosures (PPL Call) on May 22, 2025**

This document provides a complete minute-by-minute summary of the Plaintiff's call with a PPL Electric Utilities representative. Each entry highlights key disclosures, admissions, or procedural limitations raised during the conversation. This document is submitted as part of evidentiary support for ongoing proceedings before the Pennsylvania Public Utility Commission.

**For authenticity purposes the audio recording was produced directly from PPL Counsel of record Alice Wade of Post Schell. In response to my preservation of evidence request sent to PPL Electric Utilities on May 23, 2025.**

### **Timestamp: 00:00 – 01:00**

Plaintiff introduces themselves and asks about billing history retention. PPL manager confirms that only two years of billing history is available.

### **Timestamp: 01:00 – 02:00**

Plaintiff questions how a collection agency could validate the debt if full account data is not retained. Manager acknowledges the concern.

### **Timestamp: 02:00 – 03:00**

Manager states that the account was sold to a debt collector in December 2023. Plaintiff points out this timing followed PPL's billing review.

### **Timestamp: 03:00 – 04:00**

Plaintiff asks about any audits or reviews before the sale. Manager says she is not aware of any and cannot provide further records.

### **Timestamp: 04:00 – 05:00**

General discussion continues with Plaintiff emphasizing the lack of transparency and the impact on dispute resolution.

### **Timestamp: 05:00 – 06:00**

Plaintiff reiterates concern about the timing of the debt sale, suggesting PPL sold the account without due diligence. Manager remains noncommittal.

### **Timestamp: 06:00 – 07:00**

Plaintiff asks if customers were notified about the billing errors. Manager confirms that some customers received notices but does not elaborate.

### **Timestamp: 07:00 – 08:00**

Plaintiff asks whether disputed accounts were flagged before being sold. Manager indicates that she is unsure and that account sale decisions were handled by another department.

**Timestamp: 08:00 – 09:00**

Plaintiff presses for more details about how balances were calculated. Manager reiterates that detailed usage data prior to two years is not retrievable.

**Timestamp: 09:00 – 10:00**

Discussion shifts to regulatory oversight. Plaintiff asks if PPL had to report to the PUC about billing discrepancies. Manager says she cannot speak to legal reporting obligations.

**Timestamp: 10:00 – 11:00**

Plaintiff emphasizes the emotional impact of the unresolved balance and being sent to collections. Manager acknowledges but does not offer resolution.

**Timestamp: 11:00 – 12:00**

Plaintiff requests written confirmation of the limited data availability. Manager states she will speak with legal counsel and follow up.

**Timestamp: 12:00 – 13:00**

Plaintiff clarifies their prior dispute process with PPL and the lack of response. Manager offers to review internal notes but does not confirm anything on the call.

**Timestamp: 13:00 – 14:00**

Plaintiff raises the issue of regulatory findings against PPL. Manager acknowledges the existence of prior findings but says she's not authorized to comment.

**Timestamp: 14:00 – 15:00**

Plaintiff summarizes key concerns about fairness, transparency, and damage caused by inaccurate billing. Manager expresses understanding but remains neutral.

**Timestamp: 15:00 – 16:00**

Plaintiff inquires about how disputes are documented internally. Manager says only active dispute notes are retained and others may have been purged after sale.

**Timestamp: 16:00 – 17:00**

Plaintiff emphasizes confusion over the high balance and lack of detail in billing. Manager reiterates inability to retrieve line-item data.

**Timestamp: 17:00 – 18:00**

Plaintiff asks if PPL conducts any follow-up with debt buyers. Manager explains that once accounts are sold, PPL no longer controls them.

**Timestamp: 18:00 – 19:00**

Plaintiff raises issue of negative credit reporting. Manager says PPL does not report to credit bureaus but third parties might after sale.

**Timestamp: 19:00 – 20:00**

Discussion centers on lack of warning before sale. Plaintiff says no final resolution letter or verification was received. Manager expresses regret.

**Timestamp: 20:00 – 21:00**

Manager confirms PPL had no contact with Plaintiff after the account was transferred. No post-sale verification or dispute process was offered.

**Timestamp: 21:00 – 22:00**

Plaintiff states that regulatory settlement news influenced their decision to contest the bill. Manager cannot confirm exact timing of settlement.

**Timestamp: 22:00 – 23:00**

Plaintiff shares that collection accounts were removed after disputes. Manager takes note but offers no comment on debt collector practices.

**Timestamp: 23:00 – 24:00**

Manager suggests Plaintiff direct complaints about collection to those companies. Plaintiff insists the original error stems from PPL's billing.

**Timestamp: 24:00 – 25:00**

Plaintiff asks if billing system errors were ever corrected. Manager explains some meters and estimates were updated but not retroactively adjusted.

**Timestamp: 25:00 – 26:00**

Plaintiff asks whether the utility offered customer refunds. Manager says some adjustments were made but doesn't know criteria used.

**Timestamp: 26:00 – 27:00**

Manager advises Plaintiff to contact legal department if written statement or further information is required.

**Timestamp: 27:00 – 28:00**

Plaintiff requests formal acknowledgment of limited records and timeline of the sale. Manager says she'll escalate request to legal.

**Timestamp: 28:00 – 29:00**

Call transitions to closing remarks. Manager reiterates that no more documentation is available on her end.

**Timestamp: 29:00 – 30:00**

Plaintiff summarizes harm done and reiterates ongoing hardship. Manager offers sympathy but says she is not authorized to resolve the matter.

**Timestamp: 30:00 – 31:00**

Manager thanks Plaintiff for professionalism and says legal team may follow up with documentation as requested.

**Timestamp: 31:00 – 32:00**

Plaintiff confirms receipt of call recording from legal counsel was requested earlier. Manager acknowledges.

**Timestamp: 32:00 – 33:00**

Plaintiff recaps timeline: dispute, credit damage, litigation. Manager listens and reaffirms limitations of her access.

**Timestamp: 33:00 – 34:00**

Manager again notes PPL no longer services the account and cannot speak to post-sale actions or disputes.

**Timestamp: 34:00 – 35:00**

Plaintiff reiterates that PPL sold an invalid and unverified debt. Manager remains neutral, deferring to records policy.

**Timestamp: 35:00 – 36:00**

Manager reiterates that legal counsel will be the final contact point. Plaintiff thanks her for the time.

**Timestamp: 36:00 – 37:00**

Call ends with mutual polite closure. No new disclosures occur in this portion.

**Timestamp: 37:00 – 38:00**

Silence or generic conversation without evidentiary content.

**Timestamp: 38:00 – 39:00**

Silence or generic conversation without evidentiary content.

**Timestamp: 39:00 – 40:00**

Silence or wrap-up chatter; no new facts disclosed.

**Timestamp: 40:00 – 41:00**

Call fully concludes around this point.

## PRESERVATION OF EVIDENCE AND REQUEST FOR CALL RECORDING

Date: May 23, 2025

To: PPL Electric Utilities

Attn: Legal Department / Records Custodian

827 Hausman Road

Allentown, PA 18104

From: Deaurea Linika Franczak ( Long)

11405 Warwick Pointe Apt 202

Brandon, FL 33511

Email: deaurea0107@yahoo.com

Phone: (813) 650-5953

RE: Preservation of Evidence and Request for Call Recording – 5/23/2025 Call with PPL Billing Manager

Account# 

To Whom It May Concern:

I am writing to formally request the preservation and production of a call recording made on May 23, 2025, at approximately 10:55 a.m. EST. The call was placed by PPL Billing Manager Christine, who returned my prior inquiry regarding my former utility account and the current debt collection status. My residence address at the time of PPL services was **6714 Lower Macungie Road, Apt A6, Trexlertown, Pennsylvania 18087 from April 2020 to October 2023.**

During our conversation, we discussed the status of the account, PPL's billing practices, whether my prior Pennsylvania Public Utility Commission (PUC) complaint was considered

when the account was sold, and details about how the disputed charges were calculated and transferred to collection agencies.

The contents of this call are directly relevant to ongoing federal litigation in the United States District Court for the Middle District of Florida: *Franczak v. I.C. System, Inc. and Torres Credit Services, Inc.*, Case No. 8:25-cv-01226-TPB-CPT. The call included statements regarding PPL's sale of the account, the lack of notification to debt collectors about my prior dispute, and the absence of affirmative verification of the meter's accuracy, all of which are central to my claims under the Fair Credit Reporting Act (FCRA) and Fair Debt Collection Practices Act (FDCPA). I therefore respectfully request that a full copy of the audio recording and any associated notes be preserved and provided.

Accordingly, I formally request that PPL preserve and provide a copy of this call recording or any transcript, internal notes, or metadata associated with the call referenced above. I further request that this record not be deleted, altered, or discarded under any routine retention policies, as it constitutes discoverable material related to active litigation.

If PPL requires a signed release or additional account verification, please contact me immediately using the contact information above. I am asserting my right to this material both as the account holder and as a party to related federal litigation.

**I therefore respectfully request that a full copy of the audio recording and any associated notes be preserved and provided. I understand that PPL only retains customer call recordings for approximately six (6) months, and this request is made in good faith to ensure timely access before the file is purged.**

**Please advise within ten (10) business days whether this information is available and when I may expect to receive a copy.**

Thank you for your attention and timely assistance.

Sincerely,

/s/ Deaudrea Linika Franczak

Deaudrea Linika Franczak

**PENNSYLVANIA PUBLIC UTILITY COMMISSION  
PUC HEARING**

**Docket No.: C-2025-3055351**

**Complainant:** DeAurdrea Linika Franczak

**Respondent:** PPL Electric Utilities Corporation

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**Exhibit 2** – *Lease agreement and supporting documents showing continuous occupancy for over three years.*

**Supporting Documents:**

- Copy of initial Pennsylvania lease agreement for the disputed service address.
- Email from leasing office confirming final bill and termination of tenancy at the property.

**Purpose of Exhibit:**

To establish continuous occupancy at the disputed service address for a period exceeding three years, which directly ties my utility account to the residence in question. This confirms I was the responsible utility account holder during the entire service period relevant to this dispute.

**Relevance to Case:**

- Demonstrates the address was my primary residence for the full-time frame of the disputed billing history.
- Supports my claim that the account ledger should reflect complete records for this entire period.
- Contradicts any implication that usage anomalies were due to occupancy changes or short-term residency.



Pennsylvania Lease Agreement Confirming Prior Pennsylvania Residence and Move-out Date



Submitted by: DeAurdrea Linika Franczak,



Lessee(s): Deaudrea Long  
\_\_\_\_\_

Complex: Valley Ridge

Co-signer \_\_\_\_\_

6714 Lower Macungie Rd A6

Apartment: 6A

Address: Trexlerstown PA 18087

**CERTIFICATION OF OCCUPANTS:**

According to the Rules and Regulations set forth in this lease, the apartment must only be used as residence for the person(s) listed below; other people may share the apartment only with written permission by the landlord. If permission is not obtained, a minimum charge of \$30 per person, per month, [redacted] rent, until said occupant is added to the lease or moves out. Only the person(s) listed below will occupy [redacted] lease agreement. Legal occupants are as follows:

OCCUPANTS: Deaudrea Long \_\_\_\_\_ age \_\_\_\_\_  
\_\_\_\_\_ age \_\_\_\_\_

**LEASE TERM**

Start Date: 04/01/2020 End Date: 03/31/2021

Monthly Rent: \$849.00 x 12 payments

Pro-Rate Rent: \$ \_\_\_\_\_ per day)

Total Yearly Rent: \$10,188.00

Security Deposit: \$849.00 held at Commonwealth Insurance Bank of Philadelphia 555 City Line Rd Bala Cynwyd PA 19004

Last Month's Rent: \$ \_\_\_\_\_ If applicable, to be applied to \_\_\_\_\_ as rent.

**RENTAL PAYMENT:**

Rent is to be paid in full, on or before the first day of each and every month of said lease term. A late charge, equal to 10% of lessee(s) current rent rate, will be applied for all late payments, or any balance of \$149 or more, and shall be considered additional rent. If payment is not received by the close of the tenth (10<sup>th</sup>) day, your account will be turned over to our attorney who will proceed with legal action against you. This action will go on public record and may affect any credit rating you currently have or future credit you apply for. In addition, any and all legal fees shall be paid by said lessee(s).

INITIALS: DL \_\_\_\_\_

**LEASE RENEWAL / EARLY TERMINATION:**

According to this lease, the lease expiration date is 03/31/2021. This lease shall automatically renew, at the rental rate stated on the lease renewal notice, for a one year lease term, if notice of intent to vacate is not received, in writing by certified mail, at PO Box 478, Middlesex NJ 08846 or at the leasing office at least 60 days prior to the lease expiration date.

If renewing the lease, the lease renewal must be signed and returned to the leasing office to avoid mid-term price increases. If the renewal is not signed, the lease will automatically renew; not signing the renewal does not allow you to vacate the unit at any time. If the proper notice to vacate is not given, lessee(s) shall pay a cancellation fee equal to at least three (3) times the rent rate at the time the unit is vacated, and an administrative fee of no less than \$250 will be charged. Said cancellation and administrative fees are due in addition to all rent due from lessee(s). Rent for the month the lease is terminated will not be pro-rated, and must be paid in full, along with all other balances. The cancellation fee is non-refundable, even in the event that the unit is re-rented. The Landlord reserves the right to accelerate all remaining payments due on this lease in the event of early lease termination, and all balances will be due and payable upon termination.

INITIALS: DL \_\_\_\_\_

**CONDITION OF APARTMENT:**

Upon acceptance of unit, lessee(s) understand(s) that they are responsible for any breakage and/or damage to the unit and any contents considered property of the Landlord. Fair wear and tear is acceptable, except where neglect or abusive use is shown. This responsibility extends to any children, guests or agents in lessees employ. By signing, you certify that the unit has been inspected and everything has been found in working order.

INITIALS: DL \_\_\_\_\_

**RENTERS INSURANCE:**

Landlord is not responsible for loss or damage to lessee(s) personal property for any reason whatsoever. Lessee(s) must obtain renters insurance to insure personal property from damage or loss.

INITIALS: DL \_\_\_\_\_

INITIALS: LESSEE DL LESSEE \_\_\_\_\_ LESSEE \_\_\_\_\_ LESSEE \_\_\_\_\_ LESSOR JL

**Lessee(s), Family, Children & Guests WILL NOT:**

1. Litter or leave any debris, trash or personal belongings on the lawn, walkways, driveways, hallways, or common areas. Lessee(s) agree to dispose of garbage in the receptacles provided by the landlord and to separate recyclables. Lessee agrees Landlord may remove, retain, or dispose of same, at cost to lessee(s), if necessary.
2. Leave baby strollers, bicycles, wheelchairs, or other wheeled objects in the hallways, lawns, or any other common area of the property for any extended period of time.
3. Walk on lawns or any other area not designated for walking.
4. Block the fire escapes or place any object so that it might project out of any window.
5. Permit your children to play or ride bicycles on complex grounds, hallways, stairwells, lawns, or other common areas. Lessee(s) will pay all costs for damages to said areas, if damaged by their children, guests or themselves.
6. Loiter, drink, or smoke in common areas of the property. All cigarette butts must be disposed of properly.
7. Go on the roof of any building; obstruct public hallways or other common areas, or any other action that prevents the flow of pedestrian or vehicular traffic.
8. Park or drive vehicles on lawns or grounds of the property marked "NO PARKING".
9. Perform vehicle repair work, oil changes, or empty ashtrays on the streets, driveways or parking areas.
10. Wash vehicles on complex property, except those properties where designated areas are assigned.
11. Use public laundry facilities, where applicable, except on the days and hours designated by management.
12. Park trucks, boats, trailers, commercial vehicles, or any other unauthorized vehicles on Landlord's property. Non-operating vehicles or vehicles without plates/tags are not permitted on the property, and Landlord reserves the right to tow the same at tenant(s) expense.
13. Post signs of any kind, anywhere whatsoever.
14. Do or permit anything to be done in or about premises which shall interfere with the rights of his neighbors and/or other tenants.
15. Engage in any abusive or harassing behavior, either verbal or physical, directed towards other residents, occupants, guests, or management and its agents, employees, or vendors.
16. Sweep or throw, from the apartment, any dirt, garbage, debris, or anything else, into the hallways, stairways or common areas; failure to place such items in the proper receptacles may result in fines.
17. Shake or hang any clothing or other objects from the windows, balcony, patios or doors.
18. Install or use any clothes washing machine, dryer, freezer, garbage disposal or any other gas or electric appliances without written consent of the Landlord.
19. Waste water, electricity, or gas, by running any appliance for an unreasonable amount of time.
20. Install secondary locks, or replace existing locks, without prior written consent of Landlord and in which case a key must be supplied to the Landlord, so that Landlord may gain access to the premises at any time.
21. Will not create any conditions that are dangerous, hazardous, or unsanitary to themselves or other residents.
22. Overload the electric system or use the kitchen sink, bathtub or toilet for disposal of garbage or waste, or use for any other purpose than that for which they were constructed; any damage resulting from misuse shall be borne by tenant by whom or upon whose premises it was damaged.
23. Play loud music, loud television, shout, or make any other loud noises, which disturbs or interferes with the right of neighbors.
24. Erect outdoor radio, TV, CB aerials or install a storm door, window or signs of any kind, whatsoever upon, in or about the apartment without the written consent of the Landlord.
25. Install any shade, awning, or window guard except as approved by Landlord; or mount, hang, install anything to ceilings, patios, balconies; or paint the apartment in any color not approved by the Landlord.
26. Store any highly flammable materials in the apartment or storage areas.
27. Use charcoal, gas or propane grills on complex grounds without expressed written permission.
28. Do anything that will increase the insurance rates of the property.
29. Violate any city or state laws or regulations.
30. Use the apartment for anything other than residential purposes.
31. Apply to any court for rent abatement unless the Landlord is given reasonable notice and time to abate complaints; such notice must be given via certified mail.

**LESSEE(S) AGREES TO THE FOLLOWING TERMS AND CONDITIONS:**

1. Apartment shall be used as a residence for the person(s) listed on Page 1 of this lease; other people may share the apartment with written permission of the Landlord. If permission is not obtained, a minimum of \$30 per person, per month shall be charged as additional rent, until said occupant is added to the lease or moves out.
2. This lease may not be assigned; and the apartment, or any part of it, may not be sublet.
3. In the event that any personal check is returned, for any reason, a \$75.00 RETURNED CHECK FEE will be assessed, and Landlord will no longer accept personal checks from any lessee listed on this rental agreement. All payments thereafter must be made by money order or certified funds.
4. All rents paid after the 15<sup>th</sup> of the month MUST be paid by money order or certified funds ONLY.
5. Third party checks will not be accepted.
6. Lessee(s) are jointly and individually responsible for the entire rental payment and other provisions of the lease. Any arrangement for contributions or payments between lessee(s) does not affect or bind the Landlord.
7. Lessee(s) agree that management has the exclusive right to determine how the lessee(s) payments are applied towards the obligations of this Lease Agreement. (i.e.: rent, unpaid deposits, charges, and/or lease violations.)
8. Security Deposit shall not be applied as rent for any month.

INITIALS: LESSEE DL LESSEE \_\_\_\_\_ LESSEE \_\_\_\_\_ LESSEE \_\_\_\_\_LESSOR JR

9. In the event Landlord and Lessee(s) agree to extend the term of this lease beyond the original expiration date, the extension shall not be considered a new lease, but shall be considered an extension of all terms of the original lease; except where modified by the terms of the extension and all claims that Landlord may have against Lessee(s) which have arisen during the original term. These exceptions, including but not limited to, any rent due, late fees, legal fees and costs, or any damage to the premises caused by Lessee(s) while in their possession, shall be preserved during the term of the extension.
10. At own cost and expense, Lessee(s) is responsible for the following: replacing all batteries in smoke and carbon monoxide detectors, and replacing all light bulbs; making all repairs to walls, ceilings, glass, screens, plumbing, appliance, fixtures, damaged due to misuse or negligence; and at the end or other expiration of lease term, the premises shall be delivered in good order and condition. Landlord reserves the right to charge Lessee(s) for any damages not repaired, or not repaired properly, by Lessee(s) before vacating the premises.
11. Any damage in the development caused by the Lessee(s) or any family member and/or guest may be repaired by the Landlord and the cost may be charged to the Lessee(s) as additional rent to be paid with the next rent payment.
12. Upon termination of the lease, either by Lessee(s) or Landlord, the Lessee(s) is responsible for leaving the apartment, and any contents supplied by the Landlord, in the same condition as it was delivered upon move in. If a Certificate of Occupancy is required, and the city will not approve the condition of the apartment, the Lessee(s) is responsible for all costs associated with obtaining the Certificate of Occupancy.
13. Lessee(s) gives the Landlord the right, without further notice, to sell or otherwise dispose of any personal property left on or about the premises after you have vacated the premises; if Landlord so chooses to store the items, a reasonable daily storage fee will be charged, and must be paid before items may be removed.
14. Lessee(s) shall permit the Landlord or its' agents to enter the apartment during reasonable hours to inspect for or make necessary repairs, show the apartment to future tenants, and exterminate on a preventative and as necessary basis.
15. Landlord reserves the right to enter any apartment at any time without notification during an emergency to inspect, prevent damage to property, and/or mitigate sustained damages.
16. Upon vacating the apartment, Lessee(s) shall make an appointment for an inspection of the apartment, between the hours of 9am and 5pm, Monday thru Friday, and sign a move out inspection report to verify the condition of the premises. Failure to do so waives all future claims and/or disputes of damages. A \$40.00 fee will be charged if keys are not returned upon vacating the unit.
17. Security deposit will be refunded providing that there are no apartment damage fees assessed upon move-out, and that all rents and fees due at the time of move-out are paid, Lessee(s) shall receive a check for the entire security deposit amount, plus any interest accrued, made out to all parties listed on the lease.
18. If evicted, Lessee(s) shall not be permitted on the property for any reason other than to remove possessions, and expressed permission must be obtained from Landlord in order to do so.
19. All City, State or Township fees, including property tax increases, realty surcharges, or annual inspections, assessed to the property will be paid by the Landlord; however, the Landlord reserves the right to charge each resident a fee which will be considered rent.
20. All previous discounts and/or coupons are null and void effective upon lease termination date.
21. Landlord agrees to supply the following, where applicable; Heat at reasonable hours during the cold months, Hot & Cold running water, a refrigerator, oven/range, building and grounds maintenance. Lessee(s) agree to pay all gas and electric costs accrued for said apartment where this agreement does not apply.
22. Landlord reserves the right and Lessee(s) agree to pay any prorated surcharges such as electric, gas, water, which shall be considered rent.
23. There will be no rent reduction or compensation for inconvenience due to repairs or interruption of service to heat, hot water, or appliances unless caused by negligence of the Landlord.
24. In the event of default of payment of rent, or in the event of court proceedings to collect such rent, including dispossession proceedings, Lessee(s) shall pay the following and each shall be considered "Additional Rent": late fees, damage charges, utility charges, lost key fees, attorney fees, court filing fees, and other incidental charges. All charges listed shall be considered Additional Rent and shall be collectable in the County Landlord/Tenant Court, or any other court.
25. In the event Lessee(s) owes Landlord an unpaid balance, Lessee(s) agrees that the Landlord may report said outstanding balance to credit agencies.
26. Lessee(s) expressly authorizes Owner or Owner's agents, including collection agencies, to obtain Lessee(s) consumer credit report, which may be used when attempting to collect past due rent payments, late fees, or other charges owed both during the lease term, and thereafter.
27. Landlord will be recognized, by all lessees, and Lessee(s) shall attorn to any person(s) succeeding the interest of the Landlord in respect to the land and the building on or in which the demised premises is contained, upon any foreclosure of any mortgage or deed of trust upon such land or building or upon the execution of any deed in lieu of such foreclosure in respect to such mortgage or deed. Lessee(s) shall be subordinate to any present or future liens or mortgages on the property. Lessee(s) do not have the first right of refusal to purchase said property.
28. Landlord reserves the right to deny lease renewal to Lessee(s) at Landlord's discretion. Landlord agrees to give a 30-day notice of such.
29. Lessee(s) agrees to waive the 10 or 30 day notice period which is contained in Section 501 of the Landlord and Tenant Act of 1951, as amended 68 P.S. 250.501. Landlord may file suit against lessee(s) to enforce the terms of the lease without notice to lessee(s).
30. Landlord warrants the habitability of the premises. However, Landlord shall be exempt from any and all liability of any damage or injury to person(s) on property caused by or resulting from any cause of happening whatsoever, unless the damage or injury is caused by or due to negligence of the Landlord. Any and all claims against the Landlord must be brought to management's attention via certified mail within 48 hours of the incident; otherwise you waive all rights to sue the Landlord in the future.
31. This lease is subject to the prior tenant vacating the unit. The landlord assumes no responsibility to Lessee(s) listed on this lease for delay in giving possession of said unit due to failure of previous tenant to vacate. Lessee(s) will be given a credit on a pro-rated basis in the event possession is delayed.

INITIALS: LESSEE DL LESSEE \_\_\_\_\_ LESSEE \_\_\_\_\_ LESSEE \_\_\_\_\_LESSOR FR

**CLEANING ADDENDUM:**

To minimize the occurrence and growth of mold in the apartment, Lessee(s) hereby agrees to the following:

1. **MOISTURE ACCUMULATION:** Lessee(s) shall remove any visible moisture accumulation from walls, windows, floors, ceiling, and bathroom & kitchen fixtures; mop up spills and thoroughly dry affected area immediately after occurrence; use exhaust fan in kitchen and bath when possible, and keep climate at a reasonable level.
2. **APARTMENT CLEANLINESS:** Lessee(s) shall clean and dust the unit regularly, and keep all moisture prone areas clean at all times.
3. **NOTIFICATION TO MANAGEMENT:** Resident shall promptly notify management, in writing, of the presence of the following conditions:
  - (A) Water leaks, excessive moisture or standing water inside the apartment or storage area.
  - (B) Water leaks, excessive moisture, or standing water in any common area.
  - (C) Mold growth, in the apartment, storage or common area, that is not removable by household cleaners alone.
  - (D) Malfunction of the heating, air conditioning, or ventilation system, or hot water heater in the unit.
4. Lessee(s) shall be responsible to Landlord for damages and costs sustained due to failure to comply with the terms of this addendum.

**DRUG FREE HOUSING ADDENDUM:**

Owner and Resident agree as follows:

Resident, any member of the resident's household, or a guest or other person under the residents control shall not engage in criminal activity, including drug-related criminal activity, on or near property premises. "Drug-related criminal activity" means the illegal manufacture, sale, distribution, use, or possession with intent to manufacture, sell, distribute, or use of a controlled substance (as defined in section 102 of the Controlled Substances Act (21 U.S.C. 802).

Resident, any member of the resident's household, or a guest or other person under the resident's control shall not engage in any act intended to facilitate criminal activity including drug-related criminal activity, on or near property premises.

Resident or members of the household will not permit the dwelling unit to be used for or to facilitate criminal activity, including drug-related criminal activity, regardless of whether the individual engaging in such activity is a member of the household or a guest.

Resident or member of the household will not engage in the manufacture, sale or distribution of illegal drugs at any location, whether on or near property premises or otherwise.

Resident, any member of the resident's household, or a guest or other person under the resident's control, shall not engage in acts of violence or threats of violence, including, but not limited to, the unlawful discharge of firearms, on or near property premises. VIOLATION OF THE ABOVE PROVISIONS SHALL BE A MATERIAL VIOLATION OF THE LEASE AND GOOD CAUSE FOR TERMINATION OF TENANCY. A single violation of any of the provisions of this addendum shall be deemed a serious violation and a material non-compliance with the lease. It is understood and agreed that a single violation shall be good cause for termination of the lease. Unless otherwise provided by law, proof of violation shall not require criminal conviction, but shall be by a preponderance of the evidence.

In the case of conflict between the provision of this addendum and any other provisions of the lease, the provisions of the addendum shall govern.

This Lease Addendum is incorporated into the lease executed or renewed this day between Owner and Resident.

**PET POLICY:**

Lessee(s) agrees that pets are allowed only with written consent from the Landlord, and all fees, rules, regulations and policies set forth in the Pet Agreement Addendum are enforceable as an extension of this lease.

A non-refundable pet fee equal to \$300 will be charged for each pet occupying the apartment and a charge of \$30 per month, per pet, will be due as additional rent each month. Landlord reserves the right to demand permanent removal of any pet from the premises if the pet should cause destruction, is a nuisance, or is not properly curbed or leashed.

**SATELLITE DISH POLICY:**

Written notice of installation of a Satellite Dish is required. Installation must not damage any part of the apartment, or building and its fixtures in any way. Improperly installed Satellite dishes must be removed and relocated according to the Satellite Dish Installation policy set forth at the Lessee(s) expense.

Lessee agrees that all fees, rules and regulations set forth in the Satellite Dish Addendum and Installation Policy are enforceable as an extension of this lease.

**FOR ALEXANDRIA APARTMENTS ONLY:**

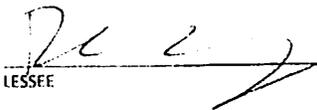
In addition to monthly rent, the bill for all electrical usage for your unit will be mailed to you, and said charges will become an addition to your monthly rent due and payable to Billing Services on the 1<sup>st</sup> of each month.

**FOR RIVERBEND APARTMENTS ONLY:**

In addition to monthly rent, the bill for water usage for your unit will be delivered by mail, and said charges will become an addition to monthly rent due and payable to Emess Management on the 1<sup>st</sup> of each month. Upon move out, the last water bill will be estimated and Lessee(s) is responsible to pay thru the last day of the month that the move out occurs.

*Landlord may, at its discretion, seek termination of Lessee(s) right to possession of the unit due to defaults in the performance of any lease obligation. If Landlord opts to seek termination of possession without terminating the lease, Lessee(s) shall remain responsible for all rent due through the end of the lease term.*

By signing below, you certify that you have read the lease in its entirety and agree to all terms of said lease:

 \_\_\_\_\_ DATE 4/3/20

\_\_\_\_\_  
LESSEE DATE

\_\_\_\_\_  
LESSEE DATE

\_\_\_\_\_  
LESSEE DATE

 \_\_\_\_\_ DATE 3/31/2020

\_\_\_\_\_  
PROPERTY REPRESENTATIVE DATE AR

INITIALS: LESSEE DL LESSEE \_\_\_\_\_ LESSEE \_\_\_\_\_ LESSEE \_\_\_\_\_

LESSOR AR

## ACCOUNT 6988 - VALLEY RIDGE APARTMENTS

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From: John Cap [REDACTED]

To: deaudrea0107@yahoo.com; prettyeyez0724@yahoo.com

Date: Wednesday, October 25, 2023 at 10:35 AM EDT

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Please see the attached final statement. Payment is due upon receipt unless you have an active payment agreement. All payments can be made through our web portal or payable to Emess Management and mailed to the following address:

Emess Management  
C/O: John Cap  
Po Box 478  
Middlesex, NJ 08846

When mailing payments notate your account number to ensure proper credit. Be advised, past due accounts may be forwarded to collections and reported to the credit bureaus.

John Cap  
Accounting Department  
Emess Management  
Phone: [REDACTED]  
Fax: [REDACTED]  
Email: [REDACTED]

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6988.pdf  
275.2 KB

**PENNSYLVANIA PUBLIC UTILITY COMMISSION  
PUC HEARING**

**Docket No.:** C-2025-3055351

**Complainant:** DeAurdrea Linika Franczak

**Respondent:** PPL Electric Utilities Corporation

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**Exhibit 3 – Record of my informal PUC complaint and its conclusion**

**Supporting Documents:**

- Bureau of Consumer Services (BCS) informal complaint form and case record.
- BCS decision letter summarizing the investigation outcome.
- Written confirmation that the BCS review was limited in scope to December 2022 and January 2023 billing periods.

**Purpose of Exhibit:**

To demonstrate that I raised concerns about abnormal billing patterns with the PUC before PPL publicly acknowledged widespread metering or billing errors. The Bureau of Consumer Services' investigation was restricted to a narrow two-month review, leaving the most significant billing anomalies outside the scope of evaluation.

**Relevance to Case:**

- Confirms I acted promptly and in good faith by reporting billing irregularities through official PUC channels.
- Shows the BCS investigation was limited and did not evaluate the full disputed billing history.
- Supports my position that the current dispute involves unresolved issues beyond the scope of the prior informal complaint.



*COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
BUREAU OF CONSUMER SERVICES  
400 NORTH STREET, HARRISBURG, PA 17120*

3/23/2023

**BCS No:** 3885181

Deaurea Long  
6714 Lower Macungie Rd  
Apt A6  
Trexlerstown PA 18087

Dear Deaurea Long,

The Public Utility Commission has completed its investigation into your informal complaint. Our decision is attached. We sent a copy of this decision information to your utility company. You and the company must both follow this decision. Both parties may appeal this decision. If no one appeals, the decision will become final 20 days after the date of this letter.

If you do not agree with this decision you can appeal it by filing a formal complaint. Complete and return the attached Notification of Intent to Appeal within 20 days of the date on the form. The Commission will mail you formal complaint forms. When you complete and return the formal complaint forms, your appeal begins. The Commission will assign your complaint to the Office of Administrative Law Judge. They will contact you about your formal complaint.

You do not need a lawyer to file an appeal.

You must make all of the payments required by this decision. If you do not make these payments the utility company has the right to shut off your utility service.

Do not mail your payments to the Public Utility Commission. Mail your payments directly to your company.

If you have any questions, please call 1-800-692-7380.

Sincerely,

Bryan Kauffman  
Investigator

**INFORMAL COMPLAINT DECISION  
THE PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Deaurea Long  
6714 Lower Macungie Rd  
Apt A6  
Trexlerstown PA 18087

**Date:** 3/23/2023

V.

**BCS:** 3885181

**Acct. No:** [REDACTED]

PPL Utilities

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**DECISION ON INFORMAL COMPLAINT BY THE PUBLIC UTILITY COMMISSION (PUC):**

**STATEMENT OF COMPLAINT:**

We received your informal complaint on 1/30/2023. In the complaint, you state that your December 2022 bill increased dramatically to \$275.00 when normally \$150.00. Your January bill then increased to \$375.00. You dispute this billing amounts as too high and would like meter checked and billing reviewed for accuracy.

**INVESTIGATION BY STAFF OF THE PUBLIC UTILITY COMMISSION FOUND THAT:**

1. The company reported that on 12/9/2022 a bill was issued based on actual meter read for usage of 1332 kWh from 11/4/2022-12/6/2022. Supply charges of \$168.76 included charges from Direct Energy for 175 kWh at rate of \$0.1789 per kWh and charges from Energy Harbor for 1157 kWh at rate of \$0.1188 per kWh. The bill also included delivery charges of \$73.59 and previous unpaid balance of \$179.13 for total amount due \$421.48.
2. The company reported that on 1/12/2023 a bill was issued based on actual meter read for usage of 2035 kWh from 12/6/2022-1/6/2023. Supply charges of \$241.76 from Energy Harbor at rate of \$0.1188 per kWh. The bill also included delivery charges of \$108.84, previous unpaid balance of \$230.49, late payment charges of \$5.27 and returned check fee of \$20.00 for total due \$606.36.
3. According to 52 Pa. Code §56.12(5)(i), a public utility may render a bill on the basis of readings from a remote reading device under the following conditions: When a gas, electric or water public utility uses readings from a remote reading device to render bills, the public utility shall obtain an actual meter reading at least once every 5 years to verify the accuracy of the remote reading device.
4. Per our conversation on 3/22/2023 we discussed your complaint of high usage. I explained the usage was based on actual meter reads which are considered correct. I explained you may contact PPL to request a meter test and pay the \$35.00 fee to have your meter tested for accuracy if you so desire. We discussed historical usage and you stated you disagree with my findings and ended the call.

**BASED ON THESE FINDINGS, WE CONCLUDE THAT:**

1. The company issued billing on actual meter reads which are considered correct as rendered.
2. Historical usage comparison found the potential for the usage billed at the location.
3. You may contact PPL to request a meter test if you wish.
4. The billing issued is correct.

**THEREFORE, IT IS DECIDED THAT:**

1. This informal complaint is dismissed.

If you have questions about the terms of this decision or how to appeal this decision, please call us at 1-800-692-7380.

Bryan Kauffman  
Investigator

**This page left blank intentionally.**

Notification of Intent to Appeal BCS Decision  
and  
**Request for Formal Complaint Forms**

**Send this ONLY if you want to appeal this informal decision.**

If you intend to appeal this decision, you must return this form to the Secretary of the Commission by 4/12/2023. **(You MUST meet this filing deadline).**

This form is NOT your Formal Complaint form. The formal complaint form will be sent to you when the Secretary's Office receives this document. (This form is your *intent* to appeal).

- Your appeal begins when your signed and dated formal complaint form is received by the Secretary, who will then serve your formal complaint on the utility. (Please know the utility may also appeal the BCS decision).
- The utility must file an Answer to your complaint and they must send you a copy. The Complaint and Answer is then sent to the Office of Administrative Law Judge to schedule a hearing and assign a Judge to your case.
- The Judge will then send you directions to follow as your complaint proceeds through the process.
- *You do not need a lawyer to file an appeal or a formal complaint.*
- **You must attend the hearing** and offer evidence to prove your complaint has merit. *Hearings may be held in person or by telephone.*

Even if you appeal the informal decision, **you must continue to pay current bills and undisputed charges from your utility.** Failure to pay your current bill and undisputed charges could result in the termination of your utility service.

**Yes, I want to appeal this decision.**

Customer name and address:  
(Please correct any mistakes)

Deaudrea Long  
6714 Lower Macungie Rd  
Apt A6  
Trexlerstown PA 18087

\_\_\_\_\_  
(Area Code) Telephone Number

\_\_\_\_\_  
Signature

\_\_\_\_\_  
(Cell Phone Number)

Permission to Text: Yes: \_\_\_\_ No: \_\_\_\_

BCS: 3885181  
Company: PPL Utilities

Date of Mailing: 3/23/2023  
Filing Due Date: 4/12/2023**(You MUST meet this deadline).**

Send this completed appeal form one of three ways:

1. **Mail by overnight delivery to (deposit date preserves your filing date):**

Secretary - Pennsylvania Public Utility Commission  
Commonwealth Keystone Building, 2<sup>nd</sup> Floor  
400 North Street  
Harrisburg, PA 17120

**(Note: if you send by regular mail, you risk not meeting the filing deadline).**

2. **Email to: [RA-PCAppeals@pa.gov](mailto:RA-PCAppeals@pa.gov)**
3. **Fax to: 717-787-6641**

## **Exhibit 4 – Timeline of disputes and account transfers to IC System and Torres Credit Services, with removal dates**

### **Supporting Documents:**

- Consolidated chronological table outlining:
  - Date PPL referred account to IC System.
  - Date IC System reported the account to TransUnion.
  - Date Plaintiff disputed the IC System entry with the CFPB and credit bureau.
  - Date IC System removed the collection from credit reporting.
  - Date PPL referred the same account to Torres Credit Services.
  - Date Torres reported the account to Experian.
  - Date Plaintiff disputed the Torres entry and date of removal.

### **Purpose of Exhibit:**

To present a clear and consolidated timeline of the disputed account's referral, reporting, dispute, and removal history. This visual and chronological summary highlights the repetitive nature of the collection activity on the same unverified debt.

### **Relevance to Case:**

- Demonstrates that the same disputed account was referred to multiple collection agencies despite the absence of a complete account ledger.
- Shows the duplicative and successive reporting of the same debt to different credit bureaus.
- Supports claims of improper collection practices and failure to ensure accuracy before furnishing data to credit reporting agencies.

# PUC Supplemental Case Summary Table

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Date	Event	Significance
April 1,2020	Complainant begins electric service at disputed address	Establishes service start date; relevant to missing billing ledger records
December 2022	Complainant contacts PPL customer service to discuss billing concerns regarding December bill	Establishes the initial inquiry to billing concerns raised directly with PPL
Jan 30, 2023	PUC Informal Complaint submitted	Demonstrates early good faith dispute prior to widespread media coverage or litigation
Feb 2023 – June 2023	Communications and responses from PPL regarding informal complaint	Establishes timeline of unresolved dispute and utility’s limited internal review
March 22, 2023	Communications from PUC-BCS division regarding informal complaint filing	Establishes timeline of unresolved dispute and utility’s limited internal review
September 29, 2023	Complainant ends electric service at disputed address	Establishes service end date; relevant to missing billing ledger records
December 11, 2023	PPL sells or assigns debt to I.C. System Inc., despite unresolved dispute	Central to alleged procedural violation and improper third-party assignment

May 2, 2024	CFPB Complaint filed against I.C. System Inc.,	Initiates federal regulatory notice of FCRA/FDCPA violation
May 5, 2024	TransUnion dispute filed regarding IC System Inc., collection	Invokes FCRA dispute obligations; timeline tied to TransUnion deletion
June 15, 2024	IC System Inc., account deleted from TransUnion report	Supports claim that debt was not validated or verified by furnisher
Sep 11, 2024	Torres Credit Services Inc., mails validation letter to former Pennsylvania address	Triggers FDCPA obligations; misdirected notice supports consumer rights violation
May 8, 2025	CFPB Complaint filed against Torres Credit Services Inc.,	Initiates federal regulatory notice of FCRA/FDCPA
May 12, 2025	Torres collection deleted from Experian following CFPB and Experian disputes	Strong evidence that validation failed or was insufficient
May 22, 2025	Formal PUC Complaint filed (Docket No. C-2025-3055351)	Triggers jurisdictional review and expands factual record of billing dispute
June 2025	Preparation to supplement PUC complaint for formal hearing	Strengthens evidentiary support and signals escalation of claim for regulatory enforcement

**PENNSYLVANIA PUBLIC UTILITY COMMISSION  
PUC HEARING**

**Docket No.:** C-2025-3055351

**Complainant:** DeAurdrea Linika Franczak

**Respondent:** PPL Electric Utilities Corporation

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**Exhibit 5 – Credit damage documentation**

**Supporting Documents:**

- Geico policy renewal letter showing increased insurance premium based on credit factors.
- Discover Bank loan denial letter citing credit history concerns.
- Monthly credit score drop screenshots documenting decline during the period of collection reporting.

**Purpose of Exhibit:**

To provide evidence of measurable and direct harm to my credit profile and financial standing resulting from PPL's referral of an unverified account to multiple collection agencies.

**Relevance to Case:**

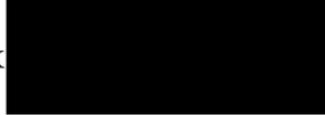
- Demonstrates the tangible negative financial impact of inaccurate and duplicative credit reporting.
- Corroborates claims of harm, including increased insurance costs, denial of credit, and reduced creditworthiness.
- Supports my request for the Commission to recognize the real-world consequences of PPL's actions beyond the disputed balance itself.



Geico auto insurance quote showing elevated rate due to credit history.



Submitted by: DeAurdrea Linika Franczak



## Fwd: A notice from GEICO

From: Deaudrea Long (deaudrea0107@yahoo.com)

To: deaudrea0107@yahoo.com; prettyyeze0724@yahoo.com

Date: Tuesday, May 13, 2025 at 12:18 AM EDT

Sent from my iPhone

Begin forwarded message:

**From:** GEICO <geico@email1.geico.com>

**Date:** June 14, 2024 at 2:18:08 PM EDT

**To:** deaudrea0107@yahoo.com

**Subject:** A notice from GEICO

**Reply-To:** GEICO Do Not Reply <reply-fe9915727360007875-22\_HTML-1462534922-1058498-3011@email1.geico.com>



DEAUDREA FRANCAK  
1103 HUMBLE HAVEN ST  
RUSKIN FL 33570



### Thank you for contacting GEICO

Quote Date: 06/07/2024

Quote Number: [REDACTED]

IHCCREF Number: [REDACTED]

#### **IMPORTANT NOTICE REGARDING FAIR CREDIT REPORTING ACT**

##### **Why you received this notice:**

We use information provided by you and other sources to calculate your rate. We are sending this notice as required by federal law, because you were not given our best underwriting or rating classification based in part on the information from the consumer reporting agency(ies) listed below. The consumer reporting agency(ies) listed below did not make the decision and are unable to provide specific reasons for our decision.

You have a right to obtain a free copy of the consumer report(s) from the agency whose address is listed below, as long as your request is made within 60 days of receiving this notice. You also have the right to dispute the accuracy or completeness of any information in the report(s) by contacting the consumer reporting agency at the address below. If we receive notice that inaccurate or missing information in the report

was corrected, we will review our decision.

**What type of information was provided and reviewed?**

<b>Type of Information</b>	<b>Who provided this information and how to get a copy of the report</b>	<b>Who you should contact if you don't agree with the information on the report</b>
Prior Insurance History (including policy lengths, policy coverage, and lapses in insurance)	LexisNexis Consumer Center PO Box 105108 Atlanta, GA 30348 1-800-456-6004 www.consumerdisclosure.com	LexisNexis Consumer Center PO Box 105108 Atlanta, GA 30348 1-800-456-6004 www.consumerdisclosure.com

Military customers who had a lapse in insurance while deployed overseas may qualify for reconsideration to exclude Prior Insurance History from the policy.

Please contact us at 1-800-841-3000 for more information.

M134IH (07-19)

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**Federal Fair Credit Reporting Act Disclosure Notice**

Thank you for contacting GEICO for a rate quote.

The price we are quoting you is based in part on information provided to us by the consumer reporting agency listed below.

We are sending you this notice, as required by the Fair Credit Reporting Act, because you received a higher price based on your credit information. However, you may contact us for additional consideration if the credit information used is a result of an extraordinary life circumstance.

The consumer reporting agency provided the following description of the credit factors that had the most influence on the price we quoted you:

- Average number of months trades on file too short (-)
- Time since most recent delinquency too recent (-)
- Too many collections (-)
- Credit card utilization too high in last 12 months (-)

Please note that the consumer reporting agency did not participate in our adverse decision. They are unable to provide you with specific reasons for our decision.

You have the right to obtain a free copy of your credit report from the consumer reporting agency, whose address is listed below, if your request is made within 60 days of receiving this notice. You also have the right to dispute the accuracy or completeness of any information in the report by contacting the consumer reporting agency at the address below. If we receive notice that inaccurate or missing information in your credit report has been corrected, we will re-rate your policy.

TransUnion LLC  
PO Box 2000  
Chester, PA 19016  
1-800-645-1938 - To order a Report  
1-800-916-8800 - For Dispute

Still have questions? Visit GEICO's [Credit Use FAQ](#) page.

M134RQVL (11-09)

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Do not reply to this email. Replies will not be read. If you have questions or need additional assistance, please [contact us](#).

This email was sent to you at the following email address:  
DEAURDREA0107@YAHOO.COM

[Contact Us](#)      [Privacy Policy](#)

**Message ID: GE000006**  
**Version Number: 1291168800**



GEICO Casualty Company, GEICO Choice Insurance Company, GEICO General Insurance Company, GEICO Indemnity Company, GEICO Marine Insurance Company, Government Employees Insurance Company  
One GEICO Plaza, Washington, D.C. 20076



Discover personal loan denial citing derogatory credit indicators.



Submitted by: DeAurdrea Linika Franczak,



## Discover Personal Loan Request Details

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From: Discover Personal Loans (discover@services.discover.com)

To: deaudrea0107@yahoo.com

Date: Thursday, May 30, 2024 at 04:43 PM EDT

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### PERSONAL LOANS

Reference Number 0

May 30, 2024

RE: Your recent request

Dear DEAUDREA FRAN CZAK,

Thank you for your interest in Discover<sup>®</sup> Personal Loans.

To ensure you're always informed, we're writing to let you know that we could not approve your loan request at this time because:

- PAST AND/OR PRESENT DELINQUENT CREDIT OBLIGATIONS
- COLLECTION
- STATUS OF EXISTING / PRIOR DISCOVER CARD ACCOUNT

Keep in mind, your credit score will not be impacted by your request since we used a soft credit inquiry to check your eligibility.

If you have any questions regarding this letter, write to Discover Bank, issuer of the Discover Personal Loans, at P.O. Box 30954, Salt Lake City, UT 84130-0954. Please include your name, address and application number 000824151169273.

Sincerely,  
Discover Personal Loans

#### Important Notice:

The Federal Equal Credit Opportunity Act prohibits creditors from discriminating against credit applicants on the basis of race, color, religion, national origin, sex, marital status or age (provided the applicant has the capacity to enter into a binding contract); because all or part of the applicant's income derives from any public assistance program; or because the applicant has in good faith exercised any right under the Consumer Credit Protection Act. The federal agency that administers compliance with this law concerning this creditor is: Bureau of Consumer Financial Protection, 1700 G Street NW, Washington, DC 20552.

Ohio Residents: The Ohio laws against discrimination require that all creditors make credit equally available to all credit worthy customers, and that credit reporting agencies maintain separate credit histories on each individual upon request. The Ohio civil rights commission administers compliance with this law.

Our credit decision was based in whole or in part on information obtained in a report from the consumer reporting agency listed below. You have a right under the Fair Credit Reporting Act to know the information contained in your credit file at the consumer reporting agency. The reporting agency played no part in our decision and is unable to supply specific reasons why we have denied credit to you.

You also have a right to a free copy of your report from the reporting agency, if you request it no later than 60 days after you receive this notice. In addition, if you find that any information contained in the report you receive is inaccurate or incomplete, you have the right to dispute the matter with the reporting agency.

For a free copy of your credit bureau report, contact:

TransUnion Consumer Relations  
PO Box 1000  
Chester, PA 19016  
(800)888-4213  
[www.transunion.com](http://www.transunion.com)

Clarity  
PO Box 819  
Allen, TX 75013  
(844)922-2743

Experian  
PO Box 2002  
Allen, TX 75013  
(888)397-3742  
[www.experian.com](http://www.experian.com)

LexisNexis Risk Solutions Inc.  
RiskView Consumer Inquiry Department  
PO Box 105108  
Atlanta, GA 30348  
(866)897-8126

Equifax Information Services LLC  
PO Box 740241  
Atlanta, GA 30374  
(888)378-4329  
www.equifax.com

We also obtained your credit score from this consumer reporting agency and used it in making our credit decision. Your credit score is a number that reflects the information in your credit report. Your credit score can change, depending on how the information in your credit report changes.

Type of credit score FICO

Your credit score [REDACTED]

Date May 30, 2024

Scores range from a low of 300 to a high of 850

Key factors that affected your credit score were as follows:

Key Factor 1 DEROGATORY PUBLIC RECORD OR COLLECTION FILED

Key Factor 2 % OF BALANCES TO CREDIT LIMITS HIGH ON BANK OR OTHER REVOLVING ACCTS

Key Factor 3 TIME SINCE DEROGATORY PUBLIC RECORD OR COLLECTION

Key Factor 4 PROPORTION OF LOAN BALANCES TO LOAN AMOUNTS IS TOO HIGH

This information was provided to us by TransUnion Consumer Relations, a consumer reporting agency.

If you have any questions regarding this letter, write to Discover Bank, issuer of the Discover Personal Loans, at P. O. Box 30954, Salt Lake City, UT 84130-0954.

Please contact us if this email is not displaying completely or correctly.

ADA-101861

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Credit score drop linked to collection appearance, shown in Discover statement.



Submitted by: DeAurdrea Linika Franczak,

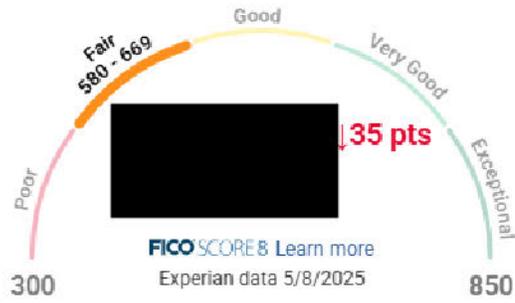


Your FICO® Score has decreased by 35 points.



MAY 08, 2025

Your FICO® Score has decreased 35 points [REDACTED]. Even though your FICO Score went down, your Credit Rating did not so it should not impact your credit worthiness.



#### COMPARE ALL 3 CREDIT SCORES

Your credit information can be different across all 3 of the major bureaus. Add your Equifax® and TransUnion® FICO® Scores today.

[See all 3 scores](#)

Why did my score change?

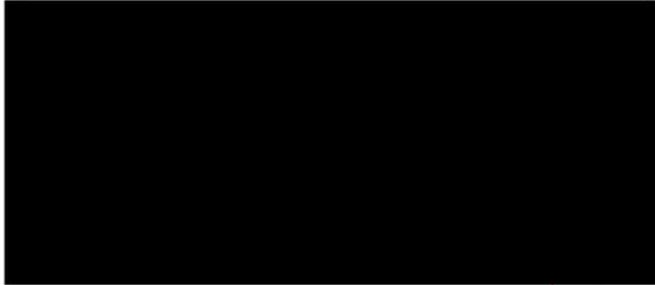


CARDMEMBER SINCE 2023

DISCOVER

Account Summary

02/14/2024 - 03/13/2024



Payment Information



Late Payment Warning: If we do not receive your minimum payment by the date listed above, you may have to pay a late fee of up to \$41.00.

Minimum Payment Warning: If you make only the minimum payment each period, you will pay more in interest and it will take longer to pay off your balance. For example:

If you make no additional charges using this card and each month you pay...	You will pay off the balance shown on this statement in about...	And you will end up paying an estimated total of...
Only the minimum payment	17 months	[REDACTED]

If you would like information about credit counseling services, call us at 1-800-347-1121.

See Interest Charge Calculation section following the Fees and Interest Charged section for detailed APR information



Your next DirectPay automatic payment of \$35.00 will be on April 8, 2024. See "Information For You" section for additional details.



FICO® Score 8 based on TransUnion® data:  
 AS OF 03/07/24  
 Fair Updated Monthly  
 See Key Factors that help explain your score at Discover.com or visit our mobile app

Payment Coupon

Detach at perforation above and return with check payable to Discover. Do not fold, clip, staple or send cash.

Notice: See reverse side for important information



DEAUDREA L FRANZAK  
PO BOX 35  
EAST TEXAS PA 18046-0035



Amount Enclosed \$

For a faster, easier way to pay... Discover.com 1-800-347-2683  
See reverse for payment cut off times.

PO BOX 70176  
PHILADELPHIA PA 19176-0176

New address, email or phone? Please update on reverse.

000001986461080951783004891000000000003500



CARDMEMBER SINCE 2023

DISCOVER

Account Summary

01/14/2024 - 02/13/2024

Payment Information

Late Payment Warning: If we do not receive your minimum payment by the date listed above, you may have to pay a late fee of up to \$41.00.

Minimum Payment Warning: If you make only the minimum payment each period, you will pay more in interest and it will take longer to pay off your balance. For example:

If you make no additional charges using this card and each month you pay...	You will pay off the balance shown on this statement in about...	And you will end up paying an estimated total of...
Only the minimum payment	17 months	

If you would like information about credit counseling services, call us at 1-800-347-1121.

Your next DirectPay automatic payment of \$35.00 will be on March 8, 2024. See "Information For You" section for additional details.

See Interest Charge Calculation section following the Fees and Interest Charged section for detailed APR information



FICO® Score 8 based on TransUnion® data:  
 AS OF 02/07/24  
 Fair Updated Monthly  
 See Key Factors that help explain your score at Discover.com or visit our mobile app

Notice: See reverse side for important information

Payment Coupon

Detach at perforation above and return with check payable to Discover. Do not fold, clip, staple or send cash.

DEAUDREA L FRANZAK  
PO BOX 35  
EAST TEXAS PA 18046-0035



Amount Enclosed \$

For a faster, easier way to pay... Discover.com 1-800-347-2683  
See reverse for payment cut off times.

PO BOX 70176  
PHILADELPHIA PA 19176-0176

New address, email or phone? Please update on reverse.

000001986461080951783004885500000000003500

## **PUC HEARING**

**Docket No.:** C-2025-3055351

**Complainant:** DeAurdrea Linika Franczak

**Respondent:** PPL Electric Utilities Corporation

---

### **Exhibit 6 – Public documents and press coverage confirming PPL’s broader billing problems**

#### **Supporting Documents:**

- Official PPL Electric Utilities press releases acknowledging systemic billing and metering issues.
- Media articles from reputable outlets confirming widespread customer impact from PPL’s billing errors.
- Public records or statements by PPL representatives issued after the filing of my original complaints.

#### **Purpose of Exhibit:**

To establish that PPL publicly acknowledged significant and widespread billing and metering issues, validating the substance of my earlier complaints and concerns.

#### **Relevance to Case:**

- Demonstrates that my complaints were consistent with later-confirmed systemic problems.
- Supports my position that the disputed account balance is unreliable given PPL’s broader admitted billing inaccuracies.
- Undermines any defense that my dispute was isolated, unfounded, or unrelated to known company-wide issues.



Public regulatory action against PPL Electric Utilities regarding systemic  
billing issues.



Submitted by: DeAurdrea Linika Franczak,



# PUC Launches Comprehensive Investigation into Billing Issues Impacting PPL Electric Customers

Published on 1/31/2023

Filed under: [Electric](#)

***Encourages Consumers to Continue Working with PPL to Address Billing and Payment Issues and Contact the PUC if the Utility is Not Responsive***

HARRISBURG – The Pennsylvania Public Utility Commission (PUC) has initiated a comprehensive investigation into the circumstances surrounding unusually high bills recently received by customers served by PPL Electric Utilities (PPL), along with the accuracy and integrity of PPL’s billing practices.

The matter has been referred to the PUC’s independent Bureau of Investigation and Enforcement for investigation – which enforces the state public utility code and PUC regulations.

In addition to the investigation, the Commission continues to encourage consumers to contact PPL with concerns about the size and accuracy of their bills, and work with the utility to explore options for corrected bills, payment options and financial assistance options.

Consumers who do not believe that PPL has addressed their issues or believe that the utility has not responded appropriately to their situation, should contact the PUC’s Bureau of Consumer Services (BCS) at 1-800-692-7380. Additionally, consumers who are unable to reach PPL agents or do not receive a response from PPL should contact BCS to report those issues.

## About the PUC

The Pennsylvania Public Utility Commission balances the needs of consumers and utilities; ensures safe and reliable utility service at reasonable rates; protects the public interest; educates consumers to make independent and informed utility choices; furthers economic development; and fosters new technologies and competitive markets in an environmentally sound manner.

Visit the PUC's website at [puc.pa.gov](http://puc.pa.gov) for recent news releases and video of select proceedings. You can also follow us on Twitter, Facebook, LinkedIn, Instagram and YouTube. Search for the "Pennsylvania Public Utility Commission" or "PA PUC" on your favorite social media channel for updates on utility issues and other helpful consumer information.



# # #

## Contact:

David Hixson

Deputy Press Secretary

[717-772-2766](tel:717-772-2766)

[dhixson@pa.gov](mailto:dhixson@pa.gov)

Nils Hagen-Frederiksen

Press Secretary

[717-418-2701](tel:717-418-2701)

[nhagen-fre@pa.gov](mailto:nhagen-fre@pa.gov)

## Need More Help?

If you can't find what you're looking for here, please contact the PA Public Utility Commission. Call us at [1-800-692-7380](tel:1-800-692-7380) or [contact us online](#).  
**Customer Hotline** 1-800-692-7380



# Press Release

## Settlement Proposed to Resolve Widespread Consumer Billing Issues by PPL Electric Utilities

Published on 11/22/2023

Filed under: [Electric](#)

***Joint Settlement Proposed by PUC's Independent Bureau of Investigation and Enforcement and PPL Addresses Missing Bills, Inaccurate Bill Estimates, and Customer Service Shortcoming***

HARRISBURG – The Pennsylvania Public Utility Commission (PUC) will evaluate and consider a [joint settlement that addresses widespread consumer billing issues by PPL Electric Utilities Corporation \(PPL\)](#) – proposed by the PUC's independent Bureau of Investigation and Enforcement and PPL – which includes payment of a \$1 million civil penalty and PPL's agreement to absorb more than \$16 million in related costs.

### **Investigation of PPL Billing Issues**

In early 2023 [the PUC launched a comprehensive investigation](#) into billing issues impacting PPL customers in response to large numbers of consumer calls and complaints about unusually high or low estimated bills, missing monthly bills, and the lack of adequate customer service support resulting in consumers being unable to reach PPL Call Center representatives to discuss their billing concerns.

The matter was referred to the PUC's independent Bureau of Investigation and Enforcement (I&E) – which enforces the state public utility code and PUC regulations and has the authority to bring enforcement actions to the Commission.

Based on data obtained from PPL during I&E's investigation, the billing issues originated in December 2022, when PPL discovered that customer meter data was not transferring from the utility's meter data management software to their customer service system. The inability to transfer actual meter data backed up normal customer billing operations and resulted in sending estimated December 2022 bills. Later, human error caused additional incorrect bills to be issued, while some customers received no bills, and issues with bill estimation resulted in wildly inaccurate bills.

According to the proposed joint settlement, more than 48,000 PPL accounts received no bills during one or more months between December 2022 and April 2023 billing periods, and during that same period more than 91,000 unique PPL accounts received no bills.

Additionally, between December 2022 and January 2023 nearly 795,000 estimated bills were issued by PPL, and a total of more than 860,000 estimated bills were issued between December 2022 and May 2023.

An analysis of estimated bills issued by PPL revealed that 67.31% (261,104 customers) of the bills had an estimate differing from the customers' actual usage of 10% or greater. Of these bills, one-third indicated an estimate that varied from actual by more than 25%. And nearly 48,000 customer bills were based on an estimate differing from actual usage by more than 50%.

Further, over 82,000 estimated bills were impacted by missing or inaccurate supply charges – resulting in a process where PPL canceled the initial estimated bills and rebilled accounts to correct errors – generating consumer confusion and creating a complicated tangle of bills that took months to unravel.

Finally, customers who attempted to contact PPL about billing issues were faced with extremely long wait times or were unable to reach the utility at all. Call center data from the period between January and April 2023 showed that 41% of calls to

~~Public safety concerns with back customers being able to the Commission to take other steps to ensure public safety.~~

## **Proposed Joint Settlement**

Based on the information developed during this investigation and the concerns identified by I&E, both PPL and I&E have proposed a settlement to resolve this matter.

Under the terms of the terms of the proposed settlement, PPL will pay a \$1 million civil penalty, along with a series of corrective actions in response to these billing issues.

Additionally, PPL has voluntarily agreed to absorb more than \$16 million in additional costs related to rectifying their billing issues, including:

- Approximately \$2.3 million in voluntarily waived late fees;
- Approximately \$7.8 million of additional bad debt expense arising out of the voluntary service termination moratorium;
- Forgoing collection of approximately \$1.7 million from customers who were underbilled in the estimation true-up process;
- An additional approximately \$3.7 million of unplanned costs in engaging external vendors;
- And approximately \$700,000 of unbudgeted employee overtime expenses.

Per the proposed settlement, PPL will not seek to recover any of those related costs in future rate cases or in any other manner.

The proposed joint settlement has been submitted for review and consideration by the PUC Commissioners, who will make a final determination in this matter.

## **About the Bureau of Investigation & Enforcement**

I&E, as the independent investigation and enforcement bureau of the PUC, enforces the state public utility code and PUC regulations – including regulations related to energy marketing and sales and consumer protection. I&E has the authority to

# # #

Docket No.: [M-2023-3038060](#)

## Contact:

Nils Hagen-Frederiksen

Press Secretary

[717-418-2701](tel:717-418-2701)

[nhagen-fre@pa.gov](mailto:nhagen-fre@pa.gov)

## Need More Help?

If you can't find what you're looking for here, please contact the PA Public Utility Commission. Call us at [1-800-692-7380](tel:1-800-692-7380) or [contact us online](#).

**Customer Hotline 1-800-692-7380**

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# Press Release

## PUC Reminds Consumers of Comment Period for Proposed Settlement About Billing Issues for PPL Electric Utilities

Published on 2/26/2024

Filed under: [Electric](#)

***Consumers and Other Concerned Parties Have Until February 28 to Comment on Proposed Joint Settlement Between PUC's Independent Bureau of Investigation and Enforcement and PPL***

HARRISBURG – The Pennsylvania Public Utility Commission (PUC) today reminded customers of PPL Electric Utilities (PPL) and other concerned parties about the upcoming deadline for comments on a [proposed settlement](#) that was sparked by consumer billing issues which stretched through much of 2023.

Comments on the proposed PPL settlement are due by 4:30 p.m. on Wednesday, Feb. 28, 2024.

The settlement – which was proposed by the PUC's independent Bureau of Investigation and Enforcement (I&E) and PPL – includes payment of a \$1 million civil penalty and PPL's agreement to absorb more than \$16 million in related costs. The proposed settlement also notes that PPL has already refunded approximately \$1 million to customers who received estimated bills and were overbilled due to the application of the incorrect rates.

## Settlement Details and Consumer Options

The PUC underscored the following key points which have generated consumer questions about the proposed settlement:

- The proposed settlement is not a class action lawsuit where consumers can file a claim seeking a portion of the settlement.
- This proposal is a joint settlement agreement proposed by PPL and I&E and is intended to resolve issues identified in the I&E investigation.
- As the settlement is currently written, there are no additional adjustments, credits, or refunds proposed for PPL customers.
- The settlement amounts consist of the costs already incurred by PPL and the agreed upon fine of \$1 million that will be paid into Pennsylvania's general fund.

PPL customers with ongoing billing issues involving PPL or other related concerns have several options:

- File an informal complaint about PPL with the PUC's Bureau of Consumer Services (BCS).
- File a formal PUC complaint against PPL.
- Comment on the settlement.

*(See details below for each option)*

NOTE: Consumers may wish to file comments about the proposed settlement and separately file a complaint to address specific billing issues.

### Filing an informal complaint against PPL:

- The first action is for the customer to contact the utility to discuss the situation.
- If the utility does not address the customer's concerns or the customer believes the utility has not responded appropriately, they can file an informal complaint by calling BCS at 1-800-692-7380.

- When an informal complaint is filed through BCS, an investigator works to facilitate discussion between the parties to resolve the complaint – which is typically much faster than the formal complaint process.
- If the customer does not agree with the BCS decision regarding their informal complaint, they have the option to file a formal complaint.

NOTE: A customer may also skip the informal complaint process and immediately file a formal complaint.

#### Filing a formal complaint against PPL:

- The formal complaint process involves a legal proceeding where consumers and the utility must present facts on issues raised in the complaint.
- The utility is given the opportunity to file an answer to the complaint.
- If no settlement is reached concerning a formal complaint, a hearing will be scheduled with a PUC administrative law judge (ALJ).
- At the hearing, the customer must present evidence that meets the burden of proof and explain why their complaint has merit.
- The ALJ will issue a decision on the complaint.
- PUC commissioners will then review the decision and may rule on the decision at a public meeting.
- Formal complaints may be filed electronically by creating an eFiling account on the PUC website at <https://efiling.puc.pa.gov>.
- Alternately, a printable version of the formal complaint form can be found on the PUC website at <https://www.puc.pa.gov/complaints/formal-complaints/>.
- The completed printed complaint form should be mailed to:
  - Secretary, PA Public Utility Commission  
Commonwealth Keystone Building  
400 North Street  
Harrisburg, PA 17120
- For questions about the formal process, customers may contact the Secretary's Bureau at 717-772-7777.

NOTE: Any formal or informal complaints filed will NOT be added to the record of the proposed settlement. You may file ONLY comments to the Settlement docket – NOT a formal complaint.

Filing comments about the proposed settlement:

- Customers and interested parties are not required to file comments or take any additional action. However, if they chose to file comments on the proposed settlement, their comments must be received no later than 4:30 p.m. on Wednesday, Feb. 28, 2024.
- Comments should reference the PUC docket number for this case: M-2023-3038060.
- The Commission will carefully review all comments received before issuing a final decision on this case.
- Comments can be filed electronically by creating an eFiling account on the PUC website at <https://efiling.puc.pa.gov>.
- Using the eFiling system is encouraged to ensure that comments are received by the deadline.
- Comments may also be submitted by mail, with overnight delivery recommended to ensure meeting the filing deadline, using the following address:
  - Secretary, PA Public Utility Commission  
Commonwealth Keystone Building  
400 North Street  
Harrisburg, PA 17120.
- Email or fax submissions are not accepted.
- For questions about submitting comments, or the eFiling process, interested parties may contact the Secretary's Bureau at 717-772-7777.

## **About the PUC**

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public interest; educates consumers to make independent and informed utility choices; furthers economic development; and fosters new technologies and competitive markets in an environmentally sound manner.

Visit the PUC’s website at [puc.pa.gov](https://puc.pa.gov) for recent news releases and video of select proceedings. You can also follow us on X (formerly Twitter), Facebook, LinkedIn, Instagram, and YouTube. Search for the “Pennsylvania Public Utility Commission” or “PA PUC” on your favorite social media channel for updates on utility issues and other helpful consumer information.

# # #

Docket No.: [M-2023-3038060](#)

## Contact:

Nils Hagen-Frederiksen

Press Secretary

[717-418-2701](tel:717-418-2701)

[nhagen-fre@pa.gov](mailto:nhagen-fre@pa.gov)

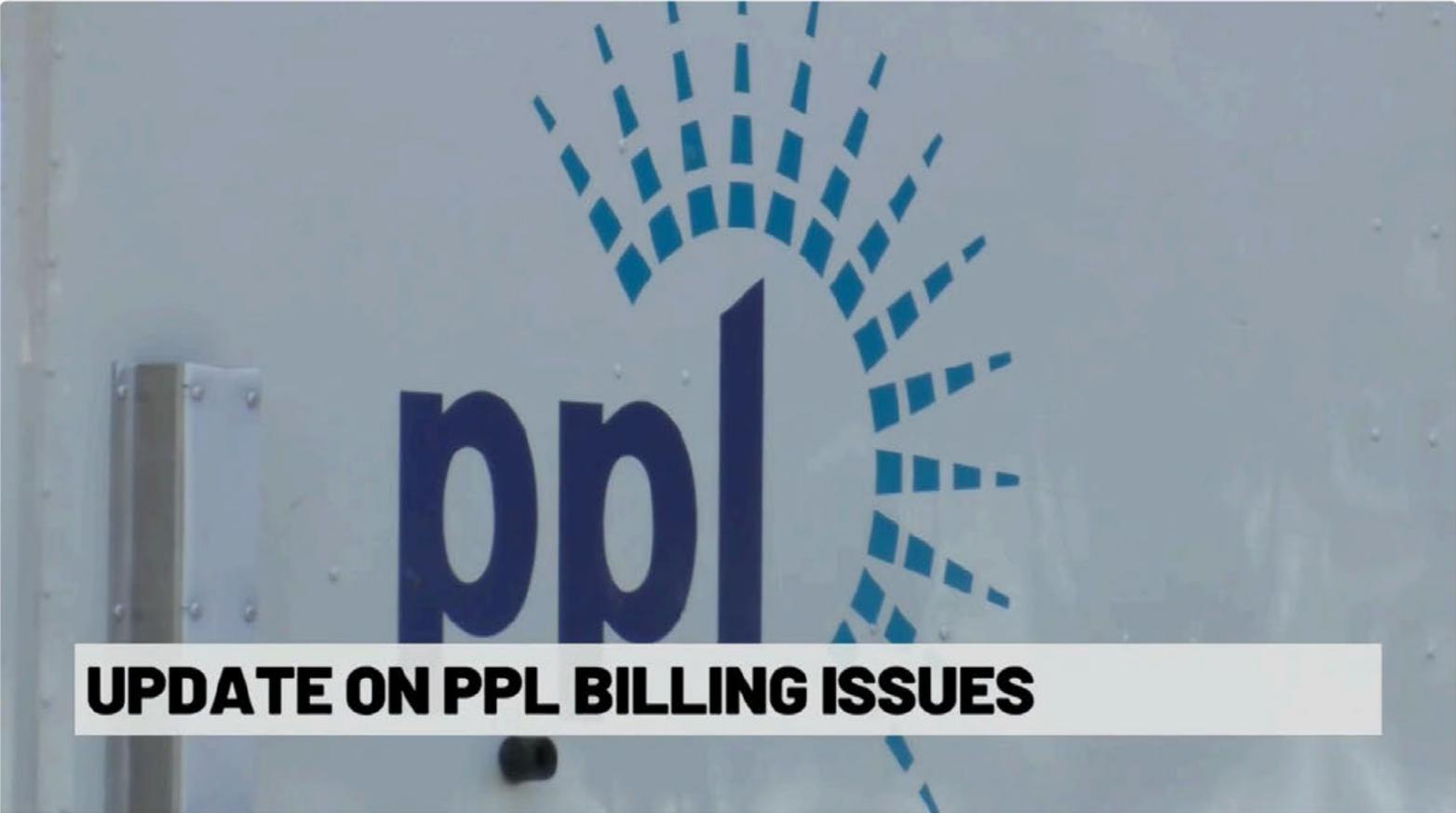
## Need More Help?

If you can't find what you're looking for here, please contact the PA Public Utility Commission. Call us at [1-800-692-7380](tel:1-800-692-7380) or [contact us online](#).

**Customer Hotline 1-800-692-7380**



# PPL billing issue settlement modified, \$1M investment and more transparency required



## UPDATE ON PPL BILLING ISSUES

Justin Glowacki  
April 26, 2024 • 2 min read





**EYEWITNESS NEWS (WBRE/WYOU)**— The Pennsylvania Public Utility Commission (PUC) announced a modification to their settlement with PPL that will require more transparency and a \$1 million investment into their hardship fund following the widespread billing issues that affected nearly 800,000 customers in 2023.



On Thursday, the PUC voted 3-2 to modify the settlement between the PUC's independent Bureau of Investigation and Enforcement and PPL.

The modifications will require PPL to contribute \$1 million to the company's customer hardship fund in place of the \$1 million civil penalty included in the original settlement proposal.

[PUC investigating FirstEnergy's proposed rate increase](#)

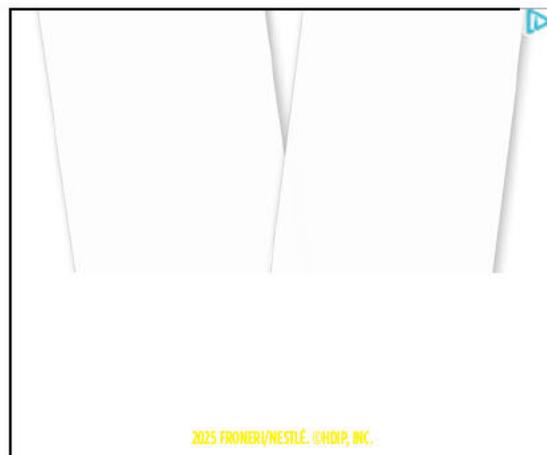
The commission says they voted to modify the settlement after consumers, advocates, and other concerned parties, filed 160 comments about PPL's billing issues and provided input about the proposed settlement.

PPL's Hardship Fund will help customers with income at or below 250 percent of the federal poverty level to pay their electric bills, keep their electric service on, and receive referrals to other assistance programs.

“Our actions today further illustrate our commitment by modifying this proposed settlement to provide customers with additional remedies, protections, and assurances, as well as nearly doubling PPL's hardship fund with a \$1 million donation to help income eligible families and seniors struggling with their energy needs.

In addition to the hardship fund contribution, the settlement modification requires PPL to take the following actions:

- A deeper analysis of the billing issues including a root cause analysis and report
- Additional refunds and relief by PPL for any customer identified by the root cause analysis as not being properly addressed
- Improved transparency
- Revisions to the formula used by PPL to generate estimated bills.
- Details concerning how PPL calculated the \$1 million in refunds which have already been provided to consumers.
- A specific timeline for implementation of corrective actions included in the settlement.



The [other aspects of the original settlement](#) are still in place. The original settlement signed in November includes PPL's agreement to absorb more than \$16 million in additional costs related to rectifying their billing issues, \$2.3 million in voluntarily waived late fees, issue approximately \$7.8 million of additional bad debt expense arising out of the voluntary service termination moratorium, forgo the collection of

approximately \$1.7 million from customers who were underbilled, \$3.7 million of unplanned costs in engaging external vendors, as well as account for \$700,000 of unbudgeted employee overtime expenses. PPL and I&E have 20 days during which either party may elect to withdraw from the joint settlement. If either or both choose to withdraw, then the underlying settlement agreement becomes void, and the matter will be returned to I&E for further action as warranted.

[For the latest news, weather, sports, and streaming video, head to PAhomepage.com.](#)

 [View Comments \(1\)](#)

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Bankrate

## How to split home equity in a divorce

Linda Bell

Fri, June 20, 2025 at 11:43 AM EDT • 12 min read



### Key takeaways

- The division of home equity during divorce typically depends on various factors, including any pre- or postnuptial agreements, state laws and the couple's specific circumstances.
- In community property states, the home and its equity are typically split 50/50 between spouses; in equitable distribution states, property acquired during the marriage is divided based on what is considered fair.
- Options for splitting equity include selling the home and dividing the proceeds, one spouse buying out the other, and co-ownership or deferred sale agreements.

**PENNSYLVANIA PUBLIC UTILITY COMMISSION  
PUC HEARING**

**Docket No.:** C-2025-3055351

**Complainant:** DeAurdrea Linika Franczak

**Respondent:** PPL Electric Utilities Corporation

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**Exhibit 7 – PPL service initiation and termination emails**

**Supporting Documents:**

- PPL email confirmation of service initiation for the disputed account.
- PPL email confirmation of service termination for the disputed account.

**Purpose of Exhibit:**

To verify the exact start and end dates of my utility service with PPL for the disputed account, establishing the full service period relevant to this case.

**Relevance to Case:**

- Confirms the time frame for which PPL should have complete billing and usage records.
- Supports my position that any legitimate account ledger must cover this full service period to be considered complete and accurate.
- Undermines PPL's defense by showing they possessed clear records of service dates yet failed to provide a complete ledger covering that period.

## wd: PPL Electric Utilities: Connect Service Confirmation

---

From: Deaudrea Long (deaudrea0107@yahoo.com)  
To: deaudrea0107@yahoo.com; prettyeyez0724@yahoo.com  
Date: Sunday, August 10, 2025 at 09:19 AM EDT

---

Sent from my iPhone

Begin forwarded message:

**From:** CustomerService@pplweb.com  
**Date:** March 31, 2020 at 10:36:13 AM EDT  
**To:** deaudrea0107@yahoo.com  
**Subject:** PPL Electric Utilities: Connect Service Confirmation  
**Reply-To:** Undeliverable@myselfserve.com

PPL Electric Utilities Account Activity

[Home](#) [My Account](#) [Ways to Save](#) [About Us](#) | [Sign in](#)



---

## Confirmation: Start Service Request Received

PPL Electric Utilities has received your request to start service. Please review the following details:

Your new bill account number is: XXXXXXXXXX

Name:	<b>Deaudrea Linika Long</b>
New service address:	<b>6714 LOWER MACUNGIE RD *APT A6 TREXLERTOWN PA 18087</b>
Mailing address:	<b>same as service address</b>
Start Date:	<b>4/2/2020</b>
Type of Service:	<b>Electric</b>

If you did not make this request and feel you are receiving this message in error, please contact us at 1-800-DIAL-PPL (1-800-342-5775).

Thank you for using ppelectric.com. We appreciate the opportunity to serve you.

---

[Manage Your Account Online](#)

[Sign in to your online profile](#) to manage your PPL Electric Utilities account online.

---

**Please do not reply to this automated email. This mailbox is not monitored.**

Please visit the [PPL Electric Utilities website](#) for the latest news and services.

**Questions?** You may also contact PPL Electric Utilities Customer Service by calling 1-800-DIAL-PPL (1-800-342-5775).

To ensure delivery of important email messages regarding your account, add [CustomerService@pplweb.com](mailto:CustomerService@pplweb.com) to your address book.



Interact with us



---

[Privacy Policy](#) | [Terms and Conditions](#) | © 2020 PPL Electric Utilities Corporation

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---

## Fwd: PPL Electric Utilities: Stop Service Confirmation

---

From: Deardrea Long (deardrea0107@yahoo.com)

To: deardrea0107@yahoo.com; prettyeyez0724@yahoo.com

Date: Sunday, August 10, 2025 at 09:18 AM EDT

---

Sent from my iPhone

Begin forwarded message:

**From:** CustomerService@pplweb.com  
**Date:** September 28, 2023 at 1:12:12 PM EDT  
**To:** deardrea0107@yahoo.com  
**Subject:** PPL Electric Utilities: Stop Service Confirmation  
**Reply-To:** Undeliverable@myselfserve.com

---

PPL Electric Utilities Account Activity

[My Account](#)   [Make a Payment](#)   [Start or Stop Service](#)



CONFIRMATION

## Stop Service Request Received

We've received your request to stop service. Please review the following details:

Account Number: **XXXXX-09090**

Stop Service Address:

**6714 LOWER MACUNGIE RD APT A6  
TREXLERTOWN, PA 18087**

Service Stop Date: **9/29/2023**

Service Order Number: **779851402**

Your final documents will be sent to:

**6714 LOWER MACUNGIE RD APT A6  
trexlertown, PA, United States 18087**

To cancel or make changes to this request, please log in to [your account](#).

[Go to Account](#)

If you did not make this request and feel you are receiving this message in error, please contact us at 1-800-342-5775.

Thank you for being a valued PPL customer.

## Manage Your Account Online

[Sign in to your online profile](#) to manage your PPL Electric Utilities account online.

**Please do not reply to this automated email. This mailbox is not monitored.**

Please visit the [PPL Electric Utilities website](#) for the latest news and services.

**Questions?** You may also contact PPL Electric Utilities Customer Service by calling 1-800-DIAL-PPL (1-800-342-5775).

To ensure delivery of important email messages regarding your account, add [CustomerService@pplweb.com](mailto:CustomerService@pplweb.com) to your address book.



Interact with us



[Privacy Policy](#) | [Terms and Conditions](#) | © 2023 PPL Electric Utilities Corporation

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**PENNSYLVANIA PUBLIC UTILITY COMMISSION  
PUC HEARING**

**Docket No.:** C-2025-3055351

**Complainant:** DeAurdrea Linika Franczak

**Respondent:** PPL Electric Utilities Corporation

---

**Exhibit 8 – CFPB Complaint and Correspondence**

**Supporting Documents:**

- Copy of CFPB complaint filed against PPL Electric Utilities, IC System, Inc., and Torres Credit Services, Inc.
- CFPB acknowledgment of complaint submission and case number assignment.
- Correspondence from CFPB to Plaintiff regarding complaint status.
- Responses, if any, from respondents through the CFPB complaint portal.

**Purpose of Exhibit:**

To document my formal complaint to the Consumer Financial Protection Bureau against PPL Electric Utilities and its collection agencies, detailing their failure to provide a complete and accurate account ledger, the duplicative reporting of the same disputed account, and related violations of the Fair Credit Reporting Act (FCRA) and Fair Debt Collection Practices Act (FDCPA).

**Relevance to Case:**

- Establishes that I utilized federal consumer protection channels to dispute the account and seek resolution.
- Demonstrates that both PPL and its contracted debt collectors were given multiple formal opportunities to validate the account and correct their reporting.
- Supports my position that the balance is unsubstantiated and that the respondents' actions caused continued harm despite ongoing disputes.

[← All complaints \(.\)](#)



**CLOSED**

**✓ Submitted**

<b>STATUS</b>	<b>PRODUCT</b>	<b>ISSUE</b>
Submitted to the CFPB on 5/2/2024	Debt collection	Attempts to collect debt not owed

We received your complaint. Thank you.

We will review your complaint. Depending on what we find, we will typically:

- Send your complaint to the company for a response; or
- Send your complaint to another state or federal agency, or help you get in touch with your state or local consumer protection office; or
- Let you know if we need more information to continue our work.

**YOUR COMPLAINT**

In 2023 I filed a complaint/inquiry with the Pennsylvania Public Utility Commission as I received a substantial high electric bill. The matter was not properly investigated and resulted in no findings against PPL Electric Utilites. After several other consumers also raised similar complaints, it was determined PPL Electric Utilites incorrectly billed several customers including myself. On February 26, 2024 it was investigated by the Pennsylvania Public Utility commission PPL did overbill customers and an agreement were met to correct the billing error.

**ATTACHMENTS**

[ppl settlement.pdf](#)  
(1006.3 KB)

[E\\_apps\\_CAI\\_Letterbrykau - 2023-03-22T114428.918.docx](#)  
(22.6 KB)

[3885181\\_Long\\_Decision.pdf](#)  
(105.5 KB)

[Settlement Proposed to Resolve Widespre...pdf](#)  
(823.3 KB)

View full complaint 



## Sent to company

### STATUS

Sent to company on 5/2/2024

We've sent your complaint to the company, and we will let you know when they respond.

Their response should include the steps they took, or will take, to address your complaint.

Companies generally respond in 15 days. In some cases, the company will let you know their response is in progress and provide a final response in 60 days.



## Company still working

### STATUS

Company response is in progress as of 5/13/2024

The company has responded that it is still working on your issue

In some cases, companies need more time to respond. You should receive a final response within 60 days from the date we sent your complaint to the company.

---

### COMPANY'S INTERIM RESPONSE

This matter is currently under review. This communication is from a debt collector. Sincerely, Consumer Affairs IC System Inc.  
<https://www.icsystem.com/consumer>



## Company responded

### STATUS

Company responded on 6/13/2024

The company sent its response directly to you and provided a copy to the CFPB. It may take a few days for you to receive the company's response. To protect consumer privacy, the CFPB has not included the company's response in this consumer portal. You can contact the company at (800) 279-7951 about its response to this complaint.



## Feedback requested

<b>STATUS</b>	<b>FEEDBACK DUE</b>
Feedback requested on 6/13/2024	8/12/2024

### Provide feedback about the company's response

We welcome your feedback on how the company responded to your complaint. You will have 60 days from when the company responded to share your feedback. The CFPB will share your feedback responses with the company and use the information to help the CFPB's work with consumer complaints.



## Closed

The CFPB has closed your complaint.

---

[Privacy Act Statement](#)

[OMB #3170-0011](#)

[Note on user experience](#)

Have a question? ¿Preguntas?

(855) 411-2372

TTY/TTD: (855) 729-2372

8 a.m. to 8 p.m. ET, Monday through Friday

(except federal holidays). (<https://www.opm.gov/policy-data-oversight/pay-leave/federal-holidays/#url=Overview>)

More than 180 languages available.

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CFPB complaint against Torres Credit Services.



Submitted by: DeAurdrea Linika Franczak,





[← All complaints \(.\)](#)



**CLOSED**

**✓ Submitted**

STATUS	PRODUCT	ISSUE
Submitted to the CFPB on 5/8/2025	Debt collection	Attempts to collect debt not owed

We received your complaint. Thank you.

We will review your complaint. Depending on what we find, we will typically:

- Send your complaint to the company for a response; or
- Send your complaint to another state or federal agency, or help you get in touch with your state or local consumer protection office; or
- Let you know if we need more information to continue our work.

**YOUR COMPLAINT**

To Whom It May Concern, I am writing to formally dispute the validity of the collection account currently reported by Torres Credit Services to Experian for an alleged debt with PPL Utility Services in the amount of \$706. This account is entirely inaccurate. None of the information reported is correct, including but not limited to: The account number listed does not match any account I have ever held with PPL or any utility provider; The amount claimed is not valid or owed by me; I have not received any notice or billing from PPL reflecting this alleged balance; I am not aware of any service or delinquency tied to this amount; The debt was previously reported by another agency and removed after a formal dispute, confirming its inaccuracy. This re-reporting by Torres Credit Services constitutes a willful violation of the Fair Credit Reporting Act (FCRA) under 15 U.S.C. § 1681s-2(b), which requires furnishers to conduct a reasonable investigation when notified of a dispute and prohibits the reporting of inaccurate information. In addition, Experian has failed in its duty under FCRA § 1681e(b) to maintain reasonable procedures to ensure the maximum possible accuracy of the information it includes in consumer reports. I have attached documentation showing this issue was previously investigated and removed by another collection agency due to the false nature of the account. I demand that this account be deleted from all consumer credit reporting agencies within 15 days from the date of this letter. If it is not, I will immediately retain legal counsel and pursue damages, legal costs, and all remedies available under federal and state law for this reckless disregard of my rights. It is unclear how Torres Credit Services determined this was a valid debt. Please provide an assignment of this collection account. As the prior collection agency provided documentation this was no longer being pursued. Please provide a purchase agreement of this collection account and a detailed account ledger with dates and amounts for the entire duration of the PPL Utility Account of how the amount of \$706 was determined. I have never received any correspondence from Torres Credit

services that they were pursuing this debt and have legal authority to do same. Please supplement and provide any correspondence your agency alleged sent to me as required by the Fair Credit Reporting Act I will initiate litigation proceedings and propound written discovery on how your agency concluded this was a legitimate debt. I have documentation to substantiate my position this is a false collection account being presented. I am not a resident in Pennsylvania. I want clarification if Torres Credit Servies is licensed and authorized to collect debt in my current state of residence and is complying with all applicable consumer protection laws. I will seek Interrogatories, request for production and request for admissions the grounds for your agency to take ownership of this alleged debt and legitimacy to pursue an alleged debt outside the state of Pennsylvania, in which I am not a resident. Govern yourselves accordingly.

**ATTACHMENTS**

[ppl settlement.pdf](#)  
(1002.7 KB)

[Complaint Detail.pdf](#)  
(709.7 KB)

[E\\_apps\\_CAI\\_Letterbrykau - 2023-03-22T114428.pdf](#)  
(60.8 KB)

[3885181\\_Long\\_Decision.pdf](#)  
(1002.7 KB)

[Settlement Proposed to Resolve Widespre...pdf](#)  
(820.9 KB)

[View full complaint](#) +

✓ **Sent to company**

**STATUS**

Sent to company on 5/8/2025

We've sent your complaint to the company, and we will let you know when they respond.

Their response should include the steps they took, or will take, to address your complaint.

Companies generally respond in 15 days. In some cases, the company will let you know their response is in progress and provide a final response in 60 days.

✓ **Company responded**

**STATUS**

Company responded on 5/16/2025

**RESPONSE TYPE**

Closed with explanation

**Company's Response**

Torres Credit Services, Inc. ("TCS") was attempting to collect an alleged debt (File No. 9321652) forwarded to it from PPL Electric Utilities (Account # 2446009090). The account was connected 4/2/2020, at 6714 Lower Macungie Rd, Apt A6, Trexlertown, PA 18087, and was disconnected on 10/2/2023. No forwarding address was provided to PPL Electric Utilities. Several attempts have been made to contact you at 813-650-5953 with no response. Attached is the Statement confirming the balance due. Following receipt of this Complaint, TCS has discontinued collection of this account, requested deletion of its trade line from all credit reports and closed its file.

**ATTACHMENTS**

[Deaudrea](#)

[Linika Long](#)

[REDACTED]  
(161.7 KB)



## Feedback requested

STATUS	FEEDBACK DUE
Feedback requested on 5/16/2025	7/15/2025

### Provide feedback about the company's response

We welcome your feedback on how the company responded to your complaint. You will have 60 days from when the company responded to share your feedback. The CFPB will share your feedback responses with the company and use the information to help the CFPB's work with consumer complaints.

[Submit your feedback](#)



## Closed

The CFPB has closed your complaint.

---

### [Privacy Act Statement](#)

[OMB #3170-0011](#)

### [Note on user experience](#)

Have a question? ¿Preguntas?

(855) 411-2372

TTY/TTD: (855) 729-2372

8 a.m. to 8 p.m. ET, Monday through Friday

(except federal holidays). (<https://www.opm.gov/policy-data-oversight/pay-leave/federal-holidays/#url=Overview>)

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## **Exhibit 9 – Direct Testimony of DeAurdrea Linika Franczak**

### **Supporting Document:**

- Sworn written direct testimony prepared by the Complainant, detailing the facts, timeline, and harm related to the disputed account.

### **Purpose of Exhibit:**

To provide the Commission with my complete firsthand account of events, including my early billing concerns, PPL's inability to produce a complete account ledger for my service period, the duplicative collection actions by IC System and Torres Credit Services, and the resulting credit damage and financial harm.

### **Relevance to Case:**

- Serves as a comprehensive narrative that connects and supports all other exhibits submitted.
- Demonstrates my proactive efforts to address the billing discrepancies prior to PPL's public acknowledgment of systemic billing issues.
- Provides sworn, detailed, and consistent testimony to be considered alongside documentary evidence.

**BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION**

**Direct Testimony of DeAurdrea Franczak (Long)**

**C-2025-3055351 - DEAUDREA LINIKA FRANCAZAK v. PPL ELECTRIC UTILITIES CORP**

I, **DeAurdrea Franczak (Long)**, submit this sworn direct testimony in support of my formal complaint against PPL Electric Utilities Corporation. This statement documents the facts as I experienced them, the harm caused, and the ways in which PPL’s actions failed to meet both its customer obligations and the standards required under Pennsylvania law.

I bring this testimony to the Commission as a consumer who acted early, documented my concerns, and sought resolution through all available channels. I reported billing irregularities to PPL before their own public admissions of systemic metering and billing problems. My experience is not an isolated customer service dispute, it is a clear example of a utility failing to maintain required records, improperly delegating collection activity, and allowing inaccurate reporting to harm a customer’s financial standing.

---

**1. Background**

I was a PPL customer at my residence until September 29, 2023. For years, my monthly bills were consistent and predictable. Beginning in late 2022, I noticed sudden and significant increases in usage charges that could not be explained by season, occupancy, or past usage patterns.

I raised these concerns directly with PPL in real time months before PPL publicly acknowledged any widespread metering or billing errors. My complaint was proactive, based on abnormal billing patterns I could identify from my own history.

In January 2023, I filed an informal complaint with the PUC Bureau of Consumer Services. That review was limited to December 2022 and January 2023 only, omitting the worst billing periods. I disagree with PPL’s position that this limited review resolves the matter.

---

**2. Ledger Incompleteness and Disputed Balance**

PPL asserts I owe \$706.60. I dispute this balance because PPL has admitted, in writing and verbally, that it cannot produce a complete account ledger beyond the past two years.

Under **52 Pa. Code § 56.202**, a public utility must maintain accurate billing records sufficient to verify charges. By its own admission, PPL cannot do this for my account. Without a complete record from the start of service to closure, the balance cannot be substantiated.

---

**3. Collection Activity and Duplicative Reporting**

On or about December 2023, PPL referred my account to IC System for collection. I disputed the account with the Consumer Financial Protection Bureau and TransUnion. On or about May 2024, TransUnion removed the collection after IC System failed to provide validation.

On May 16, 2025, IC System sent me written confirmation that it had returned the account to PPL without providing validation or a complete ledger. I reasonably believed the matter was closed.

Despite this, PPL later placed the same disputed account with Torres Credit Services. Torres provided only a partial ledger, yet reported the account to Experian in May 2025. PPL never advised Torres of the prior dispute or removal by IC System, resulting in a duplicative and unjustified negative entry on my credit file.

---

#### **4. Address Misuse and Loss of Timely Notice**

Both IC System and Torres mailed initial notices to my **former Pennsylvania address**, even though PPL had my current Florida address on file since September 2024. This deprived me of timely notice and an opportunity to respond before the accounts were reported to the credit bureaus.

This failure violates the utility's obligation to exercise reasonable care in providing accurate information to its agents and ensuring fair collection practices.

---

#### **5. Miscommunication on Account Ownership**

On May 22, 2025, during a recorded call, a PPL billing supervisor told me the account had been "sold." I immediately sent PPL a preservation-of-evidence letter requesting that recording.

Later, in response to my federal court filings, Torres' counsel claimed PPL had retained ownership at all times. This directly contradicts what I was told by PPL and PPL never retracted or corrected this statement, even after I directly sought clarification through my preservation-of-evidence request.

---

#### **6. Financial and Personal Harm**

PPL's actions caused direct and measurable harm:

- Loan denial from Discover Bank.
- Increased insurance premiums from Geico.
- Negative credit reporting from both IC System and Torres for the same disputed account.
- Stress, anxiety, and reputational damage from being pursued for an unverified debt.

These damages occurred during the periods in which the account was actively reported by the collectors, directly linking PPL's improper referrals to the financial and emotional harm I suffered.

---

## **7. Broader Consumer Impact**

PPL has publicly acknowledged widespread billing errors affecting many customers. My case demonstrates that customers who raised concerns early before those admissions were still met with dismissiveness, incomplete records, and aggressive collections.

**When a utility outsources collection of a disputed debt without full documentation or current contact information, it undermines public trust and fails to meet the standards set by this Commission.**

---

## **8. Requested Findings and Relief**

I respectfully request that the Commission find:

1. The \$706.60 balance is unsubstantiated and uncollectible.
2. PPL failed to maintain and produce adequate records in violation of **52 Pa. Code § 56.202**.
3. PPL engaged in improper collection practices by referring a disputed account to multiple agencies without complete records or correct customer address.

I further request that the Commission direct PPL to improve its recordkeeping and notification procedures to ensure fair and accurate billing for all customers.

I further request that PPL be barred from any future collection, sale, transfer, or credit reporting related to this account, and that they be required to notify all credit bureaus and prior collection agencies of the Commission's findings to ensure permanent removal of the account from my credit history.

---

**I declare under perjury under penalty that the foregoing is true and correct to the best of my knowledge.**

Respectfully submitted,

**/s/ Deaudrea Linika Franczak**  
Deaudrea Linika Franczak  
11405 Warwick Pointe Drive, Apt 202  
Brandon, FL 33511  
Phone: 813.650.5953  
Email: deaudrea0107@yahoo.com

# **PPL ELECTRIC EXHIBIT NO. 1**

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

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

Account Number: [REDACTED]  
 Mail To: DEAUDREA LINIKA LONG  
 11405 WARWICK POINTE DRIVE  
 APARTMENT 202  
 BRANDON FL 33511  
 Requested By: DEAUDREA LINIKA LONG  
 [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
06/02/2021	Payment		\$-75.17								
06/15/2021	ELECTRIC SERVICE		\$30.76								
06/15/2021	DIRECT ENERGY SERVICES		\$23.89								
06/15/2021	Regular Bill	07/06	\$54.65				0104/0140	33034A	30	319	
06/30/2021	Payment		\$-60.00								
07/15/2021	ELECTRIC SERVICE		\$31.87								
07/15/2021	DIRECT ENERGY SERVICES		\$25.99								
07/15/2021	Regular Bill	08/05	\$52.51				0010/0246	33381A	32	347	
07/30/2021	Payment		\$-52.51								
08/13/2021	ELECTRIC SERVICE		\$30.11								
08/13/2021	DIRECT ENERGY SERVICES		\$22.77								
08/13/2021	Regular Bill	09/07	\$52.88				0002/0249	33685A	29	304	
09/08/2021	Payment		\$-52.88								
09/14/2021	ELECTRIC SERVICE		\$31.19								
09/14/2021	DIRECT ENERGY SERVICES		\$24.79								
09/14/2021	Regular Bill	10/05	\$55.98				0003/0272	34016A	30	331	
10/06/2021	Payment		\$-55.98								
10/13/2021	ELECTRIC SERVICE		\$28.23								
10/13/2021	DIRECT ENERGY SERVICES		\$20.00								
10/13/2021	Regular Bill	11/03	\$48.23				0061/0080	34283A	29	267	
11/03/2021	Payment		\$-48.23								
11/12/2021	ELECTRIC SERVICE		\$36.84								
11/12/2021	DIRECT ENERGY SERVICES		\$37.52								
11/12/2021	Regular Bill	12/06	\$74.36				0347/0006	34784A	31	501	
12/13/2021	ELECTRIC SERVICE		\$62.14								
12/13/2021	DIRECT ENERGY SERVICES		\$83.96								
12/13/2021	Regular Bill	01/03	\$220.46	\$74.36			0764/0000	35905A	30	1121	
12/14/2021	Late Payment Charge		\$0.47								
12/14/2021	Late Payment Charge		\$0.46								
12/15/2021	Payment		\$-70.99								
01/12/2022	Payment		\$-150.40								
01/13/2022	ELECTRIC SERVICE		\$70.91								

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
01/13/2022	DIRECT ENERGY SERVICES		\$101.04								
01/13/2022	Regular Bill	02/03	\$171.95				0963/0000	37254A	33	1349	
02/04/2022	Payment		\$-171.95								
02/11/2022	ELECTRIC SERVICE		\$87.29								
02/11/2022	DIRECT ENERGY SERVICES		\$132.12								
02/11/2022	Regular Bill	03/07	\$219.41				1205/0000	39018A	29	1764	
03/09/2022	Payment		\$-219.41								
03/14/2022	ELECTRIC SERVICE		\$67.93								
03/14/2022	DIRECT ENERGY SERVICES		\$96.40								
03/14/2022	Regular Bill	04/04	\$164.33				0870/0000	40305A	29	1287	
04/06/2022	Payment		\$-65.99								
04/12/2022	ELECTRIC SERVICE		\$58.14								
04/12/2022	DIRECT ENERGY SERVICES		\$108.78								
04/12/2022	Regular Bill	05/03	\$265.26	\$98.34			0654/0000	41352A	29	1047	
05/04/2022	Payment		\$-102.99								
05/10/2022	Late Payment Charge		\$1.36								
05/10/2022	Late Payment Charge		\$0.67								
05/13/2022	ELECTRIC SERVICE		\$47.80								
05/13/2022	Regular Bill	06/06	\$212.10	\$162.27			0434/0001	42150A	32	798	
05/18/2022	Payment		\$-163.99								
06/01/2022	Payment		\$-48.11								
06/14/2022	ELECTRIC SERVICE		\$31.37								
06/14/2022	DIRECT ENERGY SERVICES		\$40.83								
06/14/2022	DIRECT ENERGY SERVICES		\$82.91								
06/14/2022	Regular Bill	07/05	\$155.11				0035/0090	42543A	30	393	
07/13/2022	Payment		\$-50.99								
07/13/2022	ELECTRIC SERVICE		\$31.01								
07/13/2022	DIRECT ENERGY SERVICES		\$40.31								
07/13/2022	Regular Bill	08/03	\$175.44	\$104.12			0010/0194	42931A	30	388	
07/27/2022	Payment		\$-80.99								
08/11/2022	ELECTRIC SERVICE		\$38.05								
08/11/2022	DIRECT ENERGY SERVICES		\$59.12								
08/11/2022	Regular Bill	09/01	\$191.62	\$94.45			0000/0400	43500A	31	569	
08/24/2022	Payment		\$-85.99								
08/24/2022	Payment		\$-25.99								
09/07/2022	Payment		\$-18.00								
09/12/2022	ELECTRIC SERVICE		\$39.96								
09/12/2022	DIRECT ENERGY SERVICES		\$99.06								
09/12/2022	Regular Bill	10/03	\$200.66	\$61.64			0000/0283	44104A	30	604	

Bill Account: [REDACTED]

Account Activity Statement

Date: 05/22/25

Page: 3

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
09/20/2022	Payment		\$-18.00								
09/23/2022	Payment		\$-43.64								
10/11/2022	ELECTRIC SERVICE		\$45.38								
10/11/2022	DIRECT ENERGY SERVICES		\$114.93								
10/11/2022	Regular Bill	11/01	\$299.33	\$139.02			0151/0042	44794A	29	690	
10/17/2022	Payment		\$-139.02								
11/01/2022	Payment		\$-160.31								
11/09/2022	ELECTRIC SERVICE		\$54.47								
11/09/2022	DIRECT ENERGY SERVICES		\$160.65								
11/09/2022	Regular Bill	11/30	\$215.12				0381/0000	45692A	29	898	
11/30/2022	Payment		\$-35.99								
12/09/2022	ELECTRIC SERVICE		\$10.52								
12/09/2022	ELECTRIC SERVICE		\$63.07								
12/09/2022	ENERGY HARBOR		\$137.45								
12/09/2022	DIRECT ENERGY SERVICES		\$31.31								
12/09/2022	Regular Bill	01/03	\$421.48	\$179.13			0687/0000	47024A	32	1332	
12/14/2022	Payment		\$-75.99								
12/19/2022	Returned Check		\$75.99								
12/19/2022	RETURNED CHECK NSF CHARGE		\$20.00								
01/10/2023	Late Payment Charge		\$1.15								
01/10/2023	Late Payment Charge		\$4.12								
01/12/2023	Payment		\$-190.99								
01/12/2023	ELECTRIC SERVICE		\$108.84								
01/12/2023	ENERGY HARBOR		\$241.76								
01/12/2023	Regular Bill	02/02	\$606.36	\$230.49			0950/0000	49059A	31	2035	
01/25/2023	Payment		\$-100.99								
02/02/2023	Payment		\$-100.99								
02/04/2023	Miscellaneous		\$-4.12								
02/04/2023	Miscellaneous		\$-1.15								
02/07/2023	Returned Check		\$100.99								
02/07/2023	BUDGET BILLING		\$169.00								
02/07/2023	RETURNED CHECK NSF CHARGE		\$20.00								
02/07/2023	Regular Bill	02/28	\$689.10	\$500.10	\$534.65	\$365.65	0960/0000	52223A	31	3164	
03/09/2023	BUDGET BILLING		\$169.00								
03/09/2023	Regular Bill	03/30	\$858.10	\$689.10	\$170.26	\$366.91	0791/0000	53166A	30	943	
04/10/2023	Payment		\$-200.00								
04/10/2023	BUDGET BILLING		\$169.00								
04/10/2023	Regular Bill	05/01	\$827.10	\$658.10	\$193.05	\$390.96	0647/0000	54248A	29	1082	

Bill Account: [REDACTED]

Account Activity Statement

Date: 05/22/25  
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	Due Date	Amount	Balance	Current	Previous	Account	Code	Days	Notes
06/08/2023	Payment		\$-210.00							
05/09/2023	BUDGET BILLING		\$208.00							
05/09/2023	Regular Bill	05/30	\$825.10	\$617.10	\$144.70	\$327.66	0363/0017	55036A	32	788
06/07/2023	Late Payment Charge		\$8.93							
06/07/2023	Late Payment Charge		\$0.88							
06/08/2023	BUDGET BILLING		\$208.00							
06/08/2023	Regular Bill	06/29	\$1042.91	\$825.10	\$90.59	\$210.25	0089/0030	55494A	30	458
06/09/2023	Payment		\$-250.00							
07/07/2023	Payment		\$-250.00							
07/10/2023	BUDGET BILLING		\$208.00							
07/10/2023	Regular Bill	07/31	\$750.91	\$542.91	\$104.30	\$106.55	0020/0167	56035A	30	541
08/08/2023	BUDGET BILLING		\$219.00							
08/08/2023	Regular Bill	08/29	\$969.91	\$750.91	\$106.20	\$-6.25	0000/0299	56585A	31	550
08/16/2023	Payment		\$-200.00							
08/30/2023	Payment		\$-210.00							
09/07/2023	BUDGET BILLING		\$219.00							
09/07/2023	Late Payment Charge		\$7.00							
09/07/2023	Regular Bill	09/28	\$785.91	\$559.91	\$110.59	\$-114.66	0002/0217	57152A	30	567
09/08/2023	Payment		\$-50.99							
10/02/2023	Budget Bill Settlement		\$-28.32							
10/02/2023	BUDGET BILLING									
10/02/2023	Regular Bill	10/23	\$706.60	\$706.60	\$86.34		0084/0061	575960	23	444
01/25/2024	Charge Off		\$-699.60							
01/25/2024	Charge Off		\$-7.00							

# **PPL ELECTRIC EXHIBIT NO. 2**

**Account Contact History**  
**Account:** [REDACTED] **Customer Name: DEAUDREA LINIKA LONG**  
 From 8/6/2021 to 8/15/2025

Contact Date	Contact Type	Remarks	User
2025-07-29	Miscellaneous	WATT Scanned - Dispute Work Item 4484715 Completed	RHONDA R SOLANO
2025-07-29	Miscellaneous	WATT ID 4484715 customer was given dispute rights 05 22 25. no action taken.	RHONDA R SOLANO
2025-05-22	Miscellaneous	WATT CCC Formal Complaint - Bill Dispute Work Item 4482226 Created	CARMEN P URBAN
2025-05-22	Request Account Activity Statement		CHRISTINE E KONDROSKY
2025-05-22	Correspondence - General	Template Name Advanced Meter Created By Kondrosky Christine Letter Edited No CS Letters ID 6573804	CSLET
2025-05-22	Correspondence - General	Template Name Master Utility Report Created By CHRISTINE E KONDROSKY Letter Edited Yes CS Letters ID 6573720	CSLET
2025-05-22	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2025-05-22	WUR Assessment	DEAUDREA LINIKA LONG Ratepayer. Caller s Concern Billing Payment - WUR will be sent. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No.	CHRISTINE E KONDROSKY
2025-05-22	Miscellaneous	WATT Generalist - Escalated Call Back - Scranton Work Item 4481452 Completed	CHRISTINE E KONDROSKY
2025-05-22	Miscellaneous	WATT ID 4481452 the final bill due there was a p a that was closed added to the final bill yes the b b was ahead the 114.66 was credited but when everything was added she still had a balance due satisfied w the call back still not satisfied with billing sent WUR and statement of account	CHRISTINE E KONDROSKY
2025-05-22	Miscellaneous	WATT ID 4481452 tried to say PUC PPL was going to removed all billing from Dec to Feb. went over decision again the case dismissed billing and usage was correct . she has to pay what she used. she questioned the final bill explained her account had a budget amount due billing from	CHRISTINE E KONDROSKY
2025-05-22	Miscellaneous	WATT ID 4481452 account she was billed on actual reading no Est. meter is read digitally every 15 min. meter calculates what is being used at the property and sends PPL the readings. the account was sent to a collection agency first IC Systems 12 11 23 and then to Torres Credit 9 11 24. She	CHRISTINE E KONDROSKY
2025-05-22	Miscellaneous	WATT ID 4481452 working Escalated call back made OB call and s w DEAUDREA LINIKA LONG answered the questions she had PCU case Dec 2022 closed March 23 2023 dismissed she stated has the documents they sent her. asked about the billing issued PPL had a few years back after review of her	CHRISTINE E KONDROSKY
2025-05-22	Credit	Caller DEAUDREA LINIKA LONG Ratepayer. con t- who can provide her accurate and more detailed info then i provided i issued a escalated call back but i did answer several of her questions i expl 24-48 hr cb timeframe	PAULA NICKSON
2025-05-22	Credit	Caller DEAUDREA LINIKA LONG Ratepayer. con t- does she see a credit on the acct when she owed a bal does she see a credit on the acct when she owed a bal how do we know what credit agency the accts were sent to and when i guess she is trying to dispute the charges and get it removed off her credit report i thought it was best for her to speak with some	PAULA NICKSON
2025-05-22	Credit	Caller DEAUDREA LINIKA LONG Ratepayer User Comments rp has several questions regarding the bal on the acct that was referred to the collection agency has questions regarding the PUC MDIA BCS 3885181 how the meter is read did we go back and look at her acct after the billing crisis when were the bills from Dec Jan put back on her acct why	PAULA NICKSON
2025-05-22	WUR Assessment	DEAUDREA LINIKA LONG Ratepayer. Caller s Concern Billed Amounts. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	PAULA NICKSON
2025-05-22	Miscellaneous	WATT ID 4481452 accurate and more detailed info then i provided	PAULA NICKSON
2025-05-22	Miscellaneous	WATT ID 4481452 does she see a credit on the acct when she owed a bal how do we know what credit agency the accts were sent to and when i guess she is trying to dispute the charges and get it removed off her credit report i thought it was best for her to speak with someone who can provide her	PAULA NICKSON
2025-05-22	Miscellaneous	rp has several questions regarding the bal on the acct that was referred to the collection agency has questions regarding the PUC MDIA BCS 3885181 how the meter is read did we go back and look at her acct after the billing crisis when were the bills from Dec Jan put back on her acct why does	PAULA NICKSON
2025-05-22	Miscellaneous	WATT Generalist - Escalated Call Back - Scranton Work Item 4481452 Created	PAULA NICKSON

Contact Date	Contact Type	Remarks	User
2025-05-22	Call Transfer	Caller DEAUDREA LINIKA LONG Ratepayer User Comments cci to get on the acc information and oother processes tx to billing as the acc is written off	MIGUEL PANIAGUA
2025-05-22	WUR Assessment	DEAUDREA LINIKA LONG Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	MIGUEL PANIAGUA
2025-05-16	Correspondence - General	Template Name Information Request Created By Finn Matthew Letter Edited Yes CS Letters ID 6563139	CSLET
2025-05-16	Miscellaneous	Caller DEAUDREA LINIKA LONG Ratepayer User Comments cci regarding a legal case they are in wanting full acct history did enh verif to change mailing address send soa an exp that we do not have any further info past two years cst not sat but understands	MATTHEW FINN
2025-05-16	WUR Assessment	DEAUDREA LINIKA LONG Ratepayer. Caller s Concern Enhanced Verification Procedures. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	MATTHEW FINN
2025-05-16	Correspondence - General	Template Name Statement of Account - No Dispute Created By Finn Matthew Letter Edited No CS Letters ID 6563129	CSLET
2025-05-16	Maintain Bill Account	Caller DEAUDREA LINIKA LONG Ratepayer updated mailing address from 6714 LOWER MACUNGIE RD APT A6 UNITED STATES to 11405 Warwick Pointe Drive Apartment 202 Brandon FL 33511. Reason Forwarding Address - Change of Residence	MATTHEW FINN
2025-05-16	WUR Assessment	DEAUDREA LINIKA LONG Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	STACY BUNTIN
2025-05-16	Call Transfer	Caller DEAUDREA LINIKA LONG Ratepayer User Comments cx wants bills that were issued before it was sent to collections ac is written off transferred to EE	STACY BUNTIN
2025-05-16	Credit	Caller DEAUDREA LINIKA LONG Ratepayer User Comments the call was transfer to the billing department since the account it is a Written Off	JHUNIOR SILVA
2025-05-16	WUR Assessment	DEAUDREA LINIKA LONG Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	JHUNIOR SILVA
2025-05-13	Billing	Caller DEAUDREA LINIKA LONG Ratepayer User Comments called to see if balance was still owed to PPL. advised at collection agency. wanted to know if it will effect if she starts new service advised will probably require SD if not settled before.	DANIEL LAROCCO
2025-05-13	WUR Assessment	DEAUDREA LINIKA LONG Ratepayer. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	DANIEL LAROCCO
2025-05-13	WUR Assessment	DEAUDREA LINIKA LONG Ratepayer. Caller s Concern Payment Assistance. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	VANESSA ETTIENNE
2025-05-13	Credit	Caller DEAUDREA LINIKA LONG Ratepayer User Comments cci to confirm bal due. transferred to EE.	VANESSA ETTIENNE
2023-11-01	Correspondence - Collections	Final Bill Reminder	
2023-09-29	Disconnect Completed		SELF SERVICE USER
2023-09-28	Disconnect Issued	Electric Caller [REDACTED] RATEPAYER WantDate 9 29 2023 6714 LOWER MACUNGIE RD APT A6 trexlertown PA United States 18087 Send Joint1 Letter No System SS	SELF SERVICE USER
2023-09-25	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
2023-09-07	WUR Assessment	DEAUDREA LINIKA LONG Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	JOSEPH CONCEPCION
2023-09-07	Added Payment Agreement	DEAUDREA LINIKA LONG Ratepayer. Agreement Type CU. Cust agrees to PAG terms YES. First payment of 38.00 is due 09 19 2023. Second payment amount and due date will appear on next bill . Payment Plan installment amount 28.00. Emailed PAG info to [REDACTED]	JOSEPH CONCEPCION
2023-09-07	Credit	DEAUDREA LINIKA LONG Ratepayer. Offered Operation HELP - Yes .	JOSEPH CONCEPCION
2023-09-07	Credit	Confirmed service is scheduled for termination on 09 20 2023. Amount is 559.91. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	JOSEPH CONCEPCION
2023-09-07	Call Transfer	Caller DEAUDREA LINIKA LONG Ratepayer User Comments cci concerning termination notice rqst to be transfer to someone else bc is not able to understand clearly. verify acct adv once trans will have to verify again	MARIANA SARABIA
2023-09-07	WUR Assessment	DEAUDREA LINIKA LONG Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd Yes. . WUR Required No. Provided PUC No.	MARIANA SARABIA

Contact Date	Contact Type	Remarks	User
2023-09-06	Correspondence - Collections	CUT DATE 2023-09-20 AMOUNT 559.91	
2023-08-29	Special Situation	FISERV WALKIN paid 210.00	SELF SERVICE USER
2023-08-15	Special Situation	FISERV WALKIN paid 200.00	SELF SERVICE USER
2023-08-09	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 5363155	CSLET
2023-08-08	WUR Assessment	DEAUDREA LINIKA LONG Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	DAVID SOTO
2023-08-08	SC - RECURRING REFERRAL TO OTRK	Referred to Ontrack.	302976
2023-08-08	Added Payment Agreement	DEAUDREA LINIKA LONG Ratepayer. Agreement Type CU. Cust agrees to PAG terms YES. First payment of 201.00 is due 08 20 2023. Second payment amount and due date will appear on next bill . Payment Plan installment amount 28.00. Emailed PAG info to [REDACTED]	DAVID SOTO
2023-08-08	Credit	DEAUDREA LINIKA LONG Ratepayer. Offered Operation HELP - No Customer Declined Offered OnTrack - No Customer Declined . .	DAVID SOTO
2023-08-08	Credit	Caller DEAUDREA LINIKA LONG Ratepayer User Comments Customer is cash only wants to know how much she has to pay t get back on her payent plan she dones nit have one since she is cash only she is required to pay the full amount or the 201.00 by 8 20 to stop collections	SABRIYYA JOYNER
2023-08-08	Credit	Confirmed service is scheduled for termination on 08 21 2023. Amount is 750.91. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	DAVID SOTO
2023-08-08	WUR Assessment	DEAUDREA LINIKA LONG Ratepayer. Caller s Concern Accepted Methods of Payment. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	SABRIYYA JOYNER
2023-08-08	Credit	Confirmed service is scheduled for termination on 08 21 2023. Amount is 750.91. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	SABRIYYA JOYNER
2023-08-08	Credit	Confirmed service is scheduled for termination on 08 21 2023. Amount is 750.91. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	SABRIYYA JOYNER
2023-08-07	Correspondence - Collections	CUT DATE 2023-08-21 AMOUNT 750.91	
2023-07-07	Payment Arrangement Letter Sent	Catch-Up Activation PAG	
2023-07-07	PAG Reactivated	PAYMENT AGREEMENT HAS BEEN REACTIVATED	CUBCL105
2023-07-06	Special Situation	WU WALKIN paid 250.00	SELF SERVICE USER
2023-06-09	Payment Arrangement Letter Sent	Catch-Up Activation PAG	
2023-06-09	PAG Reactivated	PAYMENT AGREEMENT HAS BEEN REACTIVATED	CUBCL105
2023-06-07	Data Repair	DR REQ10782282 - CD-NXT-COLL-ACTION UPDATE	CSSDR044
2023-05-05	Special Situation	FISERV WALKIN paid 210.00	SELF SERVICE USER
2023-04-06	Special Situation	FISERV WALKIN paid 200.00	SELF SERVICE USER
2023-04-03	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 5124416	CSLET
2023-03-31	Credit	Caller DEAUDREA LINIKA LONG Ratepayer User Comments Cx called about not being about to set up payment plan due to puc complaint . Set up plan for cx 197 due by 4 7 2023 and 28 added to each bill . Cx agreed . Cx account is cash only but as per notes Cash only lifted as etc . Account still showing csh only . Cx need to talk to billing to remove . cb	LASHAE BOURGEOIS
2023-03-31	WUR Assessment	DEAUDREA LINIKA LONG Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Investigation into Prior Concern. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	LASHAE BOURGEOIS
2023-03-31	SC - REFERRAL TO ONTRACK	Referred to Ontrack.	313027
2023-03-31	Added Payment Agreement	DEAUDREA LINIKA LONG Ratepayer. Agreement Type NCU. Cust agrees to PAG terms YES. First payment of 197.00 is due 04 07 2023. Future payments beginning with next bill will include installment amount of 28.00. Emailed PAG info to [REDACTED]	LASHAE BOURGEOIS
2023-03-31	Credit	DEAUDREA LINIKA LONG Ratepayer. Offered LIHEAP - Yes Offered Operation HELP - Yes Offered OnTrack - No Customer Declined . .	LASHAE BOURGEOIS
2023-03-31	Financial Statement Added		LASHAE BOURGEOIS
2023-03-23	Credit	Caller DEAUDREA LINIKA LONG Ratepayer User Comments Cci to request to have co removed As per sup approval AL removed as a 1 time curtesy and adv cust that if another payment is returned we will put cash only back on and will have to stay for 12 months. Sat. Transferred to paymentus to make payment.	LISA CAIN

Contact Date	Contact Type	Remarks	User
2023-03-23	WUR Assessment	DEAURDREA LINIKA LONG Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	LISA CAIN
2023-03-23	SC - GRACE EXTENSION	Caller Back Office Ratepayer. SC Status from Open to Closed Cust Rights Given Y Cust Satisfied Y Comments BCS 3885181 DEC CLOSED 3 23 2023 BILLING ISSUED ON ACTUAL METER READS AND IS CONSIDERED CORRECT AS RENDERED. HISTORICAL USAGE REVIEW SHOWS POTENTIAL FOR BILLED USAGE. CASE IS DISMISSED.	CUCL143
2023-03-23	Maintain Bill Account	Rp called and requested to have cash only removed. Removed as a one time curtesy as per sup AL. Adv cust that if any more payments are returned cash only will be added again and would not be removed	LISA CAIN
2023-03-23	Credit	Caller DEAURDREA LINIKA LONG Ratepayer User Comments cx ci reg PUC complaint - cx states decision states cx owes - unable to offer pag on open puc complaint - adv bal due 858.10 pdb 689.10 curr bill 169.00 - cx wanting to make card pymnt - adv of opt to make pymnt - xfer billing for cash only acct inquiry	AMANDA VALENZUELA
2023-03-23	WUR Assessment	DEAURDREA LINIKA LONG Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	AMANDA VALENZUELA
2023-03-09	Credit	Caller DEAURDREA LINIKA LONG Ratepayer User Comments sw deaurdrea abt acct Previous Balance 500.10 Balance Due 689.10 Previous Balance 500.10 advised acct is cash only and customer can pay bills at Walmart or use a cashier check or money order. We could set up a PAG bc of the PUC complaint. Advised to to check in on the status and set pag later	DANIELLE BROOKS
2023-03-09	WUR Assessment	DEAURDREA LINIKA LONG Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	DANIELLE BROOKS
2023-03-03	Correspondence - General	Template Name Cash Only Manually Added Created By Mertis Melanie M Letter Edited Yes CS Letters ID 5082834	CSLET
2023-03-02	Special Situation	Cash Only added due to multiple returned payments Cash Only can be removed 2 7 24.	LISA CAIN
2023-03-02	Maintain Bill Account	Cash Only added due to multiple returned payments.	MELANIE MERTIS
2023-02-16	Data Repair	DR_REQ10782282 - CD-NXT-COLL-ACTION UPDATE	CSSDR044
2023-02-07	Returned Item	RETURNED ITEM AMOUNT 100.99 DATE OF RETURNED ITEM 2023-02-07 REASON R01 INSUFFICIENT FUNDS	CUBAR080
2023-02-07	Correspondence - Returned Item	Return Item - Serious	
2023-02-04	Data Repair	CREDIT OF LPC OVERCHARGE	CUBLP511
2023-02-04	Data Repair	CREDIT OF LPC OVERCHARGE	CUBLP511
2023-01-30	SC - PUC Informal Complaint	PUC MDIA BCS 3885181	CUCL143
2023-01-26	Correspondence - Budget Billing	bbstcsr.doc	
2023-01-26	WEB Cust Enrollment Budget Bill	CUSTOMER ENROLLED IN BB ON THE WEB. AMOUNT IS 169.00	WEBSS
2023-01-27	Credit	Self Serve Ratepayer. Offered LIHEAP - Yes . .	SELF SERVICE USER
2023-01-27	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2023-01-26	Credit	Ratepayer. Customer declined to provide financial information.	SELF SERVICE USER
2023-01-26	Financial Statement Added		SELF SERVICE USER
2023-01-27	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2023-01-27	Credit	Self Serve Ratepayer. Offered LIHEAP - Yes . .	SELF SERVICE USER
2023-01-26	Credit	Ratepayer. Customer indicated there was no change to financial information.	SELF SERVICE USER
2023-01-26	Financial Statement Added		SELF SERVICE USER
2023-01-25	Credit	Caller DEAURDREA LINIKA LONG Ratepayer User Comments s w r p reviewed last several pymnts adv returned pymnt cust feels the bill is to high call trans to Billing for further assist	PAMELA HARVEY
2023-01-25	Correspondence - General	Template Name Master Utility Report Created By PAMELA HARVEY Letter Edited No CS Letters ID 4986183	CSLET
2023-01-25	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2023-01-25	WUR Assessment	DEAURDREA LINIKA LONG Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat No. WUR Required Yes. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO No.	PAMELA HARVEY
2023-01-25	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2023-01-25	Credit	Self Serve Ratepayer. Offered LIHEAP - Yes Offered Operation HELP - Yes . .	SELF SERVICE USER
2023-01-25	Credit	Self Serve Ratepayer. Offered LIHEAP - Yes Offered Operation HELP - Yes . .	SELF SERVICE USER

Contact Date	Contact Type	Remarks	User
2023-01-25	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2023-01-25	Credit	Ratepayer. Customer declined to provide financial information.	SELF SERVICE USER
2023-01-25	Financial Statement Added		SELF SERVICE USER
2023-01-25	Credit	Self Serve Ratepayer. Offered LIHEAP - Yes Offered Operation HELP - Yes . .	SELF SERVICE USER
2023-01-25	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2023-01-25	Credit	Ratepayer. Customer indicated there was no change to financial information.	SELF SERVICE USER
2023-01-25	Financial Statement Added		SELF SERVICE USER
2023-01-25	WEB Customer Initiated Payment	Scheduled date 2 2 2023 Amount 100.99 User Owner YES. Confirmation Number 23020205	SELF SERVICE USER
2023-01-25	WEB Customer Initiated Payment	Scheduled date 1 25 2023 Amount 100.99 User Owner YES. Confirmation Number 23012547	SELF SERVICE USER
2023-01-12	Issued Collection Arrangement	Ratepayer. Comments Customer agrees to terms 90.00 due on 01 26 2023. 90.00 due on 02 09 2023. 75.76 due on 02 15 2023.	SELF SERVICE USER
2023-01-12	Credit	Self Serve Ratepayer. Offered LIHEAP - Yes . .	SELF SERVICE USER
2023-01-12	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2023-01-12	Credit	Ratepayer. Customer indicated there was no change to financial information.	SELF SERVICE USER
2023-01-12	Financial Statement Added		SELF SERVICE USER
2023-01-12	Data Repair	INC10765324 - Reads Workaround	CSSDR044
2023-01-11	Special Situation	PAYMENTUS WEB paid 190.99	SELF SERVICE USER
2022-12-30	WUR Assessment	DEAURDREA LINIKA LONG Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	DEANNA REYES
2022-12-30	Account Balance	Caller DEAURDREA LINIKA LONG Ratepayer User Comments cci about a return payment on acco cx wants to know if there is a TERM on acco adv cx no SAT	DEANNA REYES
2022-12-22	Credit	Caller DEAURDREA LINIKA LONG Ratepayer. cci stating that one of her installments was returned. adv that she can make that pmt again whenever she can adv of winter moratorium protections until march 31st. cust sat.	NATALYA ADAMS
2022-12-22	WUR Assessment	DEAURDREA LINIKA LONG Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	NATALYA ADAMS
2022-12-19	Returned Item	RETURNED ITEM AMOUNT 75.99 DATE OF RETURNED ITEM 2022-12-19 REASON R01 INSUFFICIENT FUNDS	CUBAR080
2022-12-19	Correspondence - Returned Item	Return Item - Friendly	
2022-12-14	WEB Customer Initiated Payment	Scheduled date 12 14 2022 Amount 75.99 User Owner YES. Confirmation Number 22121479	SELF SERVICE USER
2022-12-10	Special Situation	HIGH BILL ALERT	SUPP HB
2022-11-30	WEB Customer Initiated Payment	Scheduled date 11 30 2022 Amount 35.99 User Owner YES. Confirmation Number 22113036	SELF SERVICE USER
2022-11-30	Issued Collection Arrangement	Ratepayer. Comments Customer agrees to terms 50.00 due on 12 14 2022. 75.99 due on 12 19 2022. 89.13 due on 12 22 2022.	SELF SERVICE USER
2022-11-30	Credit	Self Serve Ratepayer. Offered LIHEAP - Yes . .	SELF SERVICE USER
2022-11-30	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2022-11-30	Credit	Ratepayer. Customer indicated there was no change to financial information.	SELF SERVICE USER
2022-11-30	Financial Statement Added		SELF SERVICE USER
2022-11-10	Special Situation	HIGH BILL ALERT	SUPP HB
2022-11-07	Cust Choice 1 Bill	Supplier added on 2022-11-10 - ENERGY HARBOR	
2022-11-07	Batch Enrollment		
2022-10-20	WEB Customer Initiated Payment	Scheduled date 11 1 2022 Amount 160.31 User Owner YES. Confirmation Number 22110103	SELF SERVICE USER
2022-10-12	Special Situation	HIGH BILL ALERT	SUPP HB
2022-09-29	WEB Customer Initiated Payment	Scheduled date 10 17 2022 Amount 139.02 User Owner YES. Confirmation Number 22101795	SELF SERVICE USER
2022-09-29	Credit	Caller Self-serve Ratepayer. Cancelled Payment scheduled for 10 03 2022. Reason Scheduled payment canceled through Self-Serve. .	SELF SERVICE USER
2022-09-29	SC - Due Date Extension	Caller Self Serve Ratepayer. requested a DueDateExtension suspend charge on account	ORAMP1
2022-09-29	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2022-09-29	Credit	Ratepayer. Customer indicated there was no change to financial information.	SELF SERVICE USER
2022-09-29	Financial Statement Added		SELF SERVICE USER
2022-09-23	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2022-09-23	Credit	Ratepayer. Customer declined to provide financial information.	SELF SERVICE USER

Contact Date	Contact Type	Remarks	User
2022-09-23	Financial Statement Added		SELF SERVICE USER
2022-09-23	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2022-09-23	Credit	Ratepayer. Customer indicated there was no change to financial information.	SELF SERVICE USER
2022-09-23	Financial Statement Added		SELF SERVICE USER
2022-09-22	WEB Customer Initiated Payment	Scheduled date 9 22 2022 Amount 43.64 User Owner YES. Confirmation Number 22092208	SELF SERVICE USER
2022-09-19	Credit	Caller Self-serve Ratepayer. Cancelled Payment scheduled for 09 19 2022. Reason Scheduled payment canceled through Self-Serve. .	SELF SERVICE USER
2022-09-19	WEB Customer Initiated Payment	Scheduled date 10 3 2022 Amount 200.66 User Owner YES. Confirmation Number 22100341	SELF SERVICE USER
2022-09-19	WEB Customer Initiated Payment	Scheduled date 9 19 2022 Amount 18.00 User Owner YES. Confirmation Number 22091921	SELF SERVICE USER
2022-09-19	WEB Customer Initiated Payment	Scheduled date 9 19 2022 Amount 45.99 User Owner YES. Confirmation Number 22091946	SELF SERVICE USER
2022-09-13	Special Situation	HIGH BILL ALERT	SUPP HB
2022-09-07	WEB Customer Initiated Payment	Scheduled date 9 7 2022 Amount 18.00 User Owner YES. Confirmation Number 22090798	SELF SERVICE USER
2022-09-02	Issued Collection Arrangement	Ratepayer. Comments Customer agrees to terms 18.00 due on 09 08 2022. 18.00 due on 09 21 2022. 43.64 due on 09 28 2022.	SELF SERVICE USER
2022-09-02	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2022-09-02	Credit	Ratepayer. Customer indicated there was no change to financial information.	SELF SERVICE USER
2022-09-02	Financial Statement Added		SELF SERVICE USER
2022-08-24	WEB Customer Initiated Payment	Scheduled date 8 24 2022 Amount 25.99 User Owner YES. Confirmation Number 22082444	SELF SERVICE USER
2022-08-24	WEB Customer Initiated Payment	Scheduled date 8 24 2022 Amount 85.99 User Owner YES. Confirmation Number 22082467	SELF SERVICE USER
2022-08-04	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2022-08-04	Credit	Ratepayer. Customer declined to provide financial information.	SELF SERVICE USER
2022-08-04	Financial Statement Added		SELF SERVICE USER
2022-08-04	Credit	Self Serve Ratepayer. Offered OnTrack - Yes . .	SELF SERVICE USER
2022-08-04	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2022-08-04	Credit	Ratepayer. Customer indicated there was no change to financial information.	SELF SERVICE USER
2022-08-04	Financial Statement Added		SELF SERVICE USER
2022-07-27	WEB Customer Initiated Payment	Scheduled date 7 27 2022 Amount 80.99 User Owner YES. Confirmation Number 22072762	SELF SERVICE USER
2022-07-13	Issued Collection Arrangement	Ratepayer. Comments Customer agrees to terms 75.99 due on 08 10 2022. 79.12 due on 08 11 2022.	SELF SERVICE USER
2022-07-13	Credit	Self Serve Ratepayer. Offered OnTrack - Yes . .	SELF SERVICE USER
2022-07-13	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2022-07-13	Credit	Ratepayer. Customer indicated there was no change to financial information.	SELF SERVICE USER
2022-07-13	Financial Statement Added		SELF SERVICE USER
2022-07-13	WEB Customer Initiated Payment	Scheduled date 7 13 2022 Amount 50.99 User Owner YES. Confirmation Number 22071388	SELF SERVICE USER
2022-07-02	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 AML Power Down Event Comments none	MTR
2022-06-27	SC - Due Date Extension	Caller Self Serve Ratepayer. requested a DueDateExtension suspend charge on account	ORAMP1
2022-06-25	Credit	Self Serve Ratepayer. Offered OnTrack - Yes . .	SELF SERVICE USER
2022-06-25	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2022-06-27	Credit	Ratepayer. Customer indicated there was no change to financial information.	SELF SERVICE USER
2022-06-27	Financial Statement Added		SELF SERVICE USER
2022-06-01	WEB Customer Initiated Payment	Scheduled date 6 1 2022 Amount 48.11 User Owner YES. Confirmation Number 22060130	SELF SERVICE USER
2022-05-18	WEB Customer Initiated Payment	Scheduled date 5 18 2022 Amount 163.99 User Owner YES. Confirmation Number 22051819	SELF SERVICE USER
2022-05-04	WEB Customer Initiated Payment	Scheduled date 5 4 2022 Amount 102.99 User Owner YES. Confirmation Number 22050471	SELF SERVICE USER
2022-04-06	WEB Customer Initiated Payment	Scheduled date 4 6 2022 Amount 65.99 User Owner YES. Confirmation Number 22040612	SELF SERVICE USER
2022-04-06	Issued Collection Arrangement	Ratepayer. Comments Customer agrees to terms 50.00 due on 04 20 2022. 50.00 due on 04 21 2022. 64.33 due on 05 04 2022.	SELF SERVICE USER
2022-04-06	Credit	Self Serve Ratepayer. Offered LIHEAP - Yes Offered OnTrack - Yes . .	SELF SERVICE USER
2022-04-06	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2022-04-06	Credit	Ratepayer. Customer indicated there was no change to financial information.	SELF SERVICE USER

Contact Date	Contact Type	Remarks	User
2022-04-06	Financial Statement Added		SELF SERVICE USER
2022-03-09	WEB Customer Initiated Payment	Scheduled date 3 9 2022 Amount 219.41 User [REDACTED] Owner YES. Confirmation Number 22030921	SELF SERVICE USER
2022-02-03	Special Situation	PAYMENTUS WEB paid 171.95	SELF SERVICE USER
2022-01-12	WEB Customer Initiated Payment	Scheduled date 1 12 2022 Amount 150.40 User [REDACTED] Owner YES. Confirmation Number 22011211	SELF SERVICE USER
2022-01-03	Issued Collection Arrangement	[REDACTED] Ratepayer. Comments Customer agrees to terms 150.40 due on 01 14 2022.	SELF SERVICE USER
2022-01-03	Credit	Self Serve Ratepayer. Offered LIHEAP - Yes Offered OnTrack - Yes . .	SELF SERVICE USER
2022-01-03	Credit	[REDACTED] Link to Assistance Programs page presented.	SELF SERVICE USER
2022-01-03	Credit	[REDACTED] Ratepayer. Customer indicated there was no change to financial information.	SELF SERVICE USER
2022-01-03	Financial Statement Added		SELF SERVICE USER
2021-12-15	WEB Customer Initiated Payment	Scheduled date 12 15 2021 Amount 70.99 User [REDACTED] Owner YES. Confirmation Number 21121570	SELF SERVICE USER
2021-11-03	WEB Customer Initiated Payment	Scheduled date 11 3 2021 Amount 48.23 User [REDACTED] Owner YES. Confirmation Number 21110395	SELF SERVICE USER
2021-10-20	LIHEAP	LIHEAP application mailed to customer	CSLET
2021-10-06	WEB Customer Initiated Payment	Scheduled date 10 6 2021 Amount 55.98 User [REDACTED] Owner YES. Confirmation Number 21100626	SELF SERVICE USER
2021-09-08	WEB Customer Initiated Payment	Scheduled date 9 8 2021 Amount 52.88 User [REDACTED] Owner YES. Confirmation Number 21090836	SELF SERVICE USER

# **PPL ELECTRIC EXHIBIT NO. 3**

View Payment Agreement for Account [REDACTED]

Edit Help

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

Current Billing Information		Budget Billing Details	
Bill Due Date:	10/23/23	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$706.60	Setup BB Amount:	\$114.00

Agreement Details		Installment Details	
Start Date:	09/07/23	Installment Amount:	\$28.00
Agreement Amount:	\$559.91	Number Of Installments:	19
		Remaining Installments:	19
		Final Installment Amount:	\$17.91

Initial Payment Details		Customer Offer	
Due Date:	09/19/23	Downpayment Amount:	\$0.00
Payment Amount:	\$38.00	Downpayment Due Date:	//
		Installment Amount:	\$0.00
		Installment Due Date:	//

Restore Amount: \$38.00

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: **Defaulted**

<b>Current Billing Information</b>	<b>Budget Billing Details</b>
Bill Due Date: 10/23/23	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$706.60	Setup BB Amount: \$114.00
<b>Agreement Details</b>	<b>Installment Details</b>
Start Date: 08/08/23	Installment Amount: \$28.00
Agreement Amount: \$750.91	Number Of Installments: 20
<b>Initial Payment Details</b>	Remaining Installments: 20
Due Date: 08/20/23	Final Installment Amount: \$18.91
Payment Amount: \$201.00	<b>Customer Offer</b>
Restore Amount: \$201.00	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**

Current Billing Information		Budget Billing Details	
Bill Due Date:	10/23/23	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$706.60	Setup BB Amount:	\$114.00

Agreement Details		Installment Details	
Start Date:	03/31/23	Installment Amount:	\$28.00
Agreement Amount:	\$858.10	Number Of Installments:	23
		Remaining Installments:	20
		Final Installment Amount:	\$10.91

Initial Payment Details		Customer Offer	
Due Date:	04/07/23	Downpayment Amount:	\$0.00
Payment Amount:	\$197.00	Downpayment Due Date:	//
		Installment Amount:	\$0.00
		Installment Due Date:	//

Restore Amount: \$197.00

Task List

- Customer Contact...

OK Cancel

Outstanding Money... ?

Special Situation Details	
Special Circumstance:	
Supervisor Discretion:	

**PPL ELECTRIC EXHIBIT NO. 4**

Informals    Formals

Home

### Informal Case View

Case Search

Reports

<a href="#">General</a>			
BCS Case No.	3885181	Case Notes	Count : 1 <a href="#">Detail...</a>
CSS Account No.	██████████	Received Date	01/30/2023
CSS Name	DEAURDREA LONG	Due Date	02/28/2023
Name	DEAURDREA LONG	Investigator Name	CASE POOL, BCS
Service Address 1	6714 LOWER MACUNGIE RD	Mailing Address 1	
Service Address 2	APT A6	Mailing Address 2	
Service City, State Zip	TREXLERTOWN, PA 18087-	Mailing City, State Zip	, -
PUC Address	6714 LOWER MACUNGIE RD,APT A6,TREXLERTOWN,PA,18087-		
Service Class	RESIDENTIAL	Case Origin	PUC WEBSITE
Phone Number	(813) 650-5953	Prior Case Number	0
Income Level	1	On Track	No
Reason For Contact	BILLING DISPUTES (# 18)		
Customer Position	<p>MY BILL DRAMATICALLY INCREASED IN DECEMBER 2022. MY MONTH BILL AVERAGES AROUND/ UNDER 150 A MONTH. MY DECEMBER BILL WAS 275. MY JANUARY BILL IS 375 . AND MY TENTATIVE FEBRUARY BILL IS SHOWING 425 PROJECTED!!!! - RELIEF SOUGHT - I WANT A MANUAL REVIEW OF MY METER. I HAVE A ONE BEDROOM APARTMENT AND HAVE LIVED AT THIS RESIDENCE FOR ALMOST 3 YEARS AND NEVER RECEIVED ELECTRONIC BILLS OF THIS AMOUNT. THE EMAIL ADDRESS ██████████ HAS BEEN ALLOWED TO BE SHARED.</p>		
Company Position	<p>01/25/2023 THE REPRESENTATIVE IN CUSTOMER SERVICE WAS COMPLETELY UNHELPFUL AND TOLD ME THEY FIXED THE ISSUE AND I WAS NOT EFFECTED. I REQUESTED TO HAVE MY ACCOUNT AND METER REVIEWED AND WAS ON HOLD OVER 3 HOURS AND NEVER WAS ABLE TO SPEAK TO</p>		

	ANYONE IN THE BILLING DEPARTMENT.		
Related Information			
Misc Info			
Heating	Yes	Service	On
Acct Bal Due Date	02/28/2023	Total Account Balance	689.10
Budget Bill Amount	196.00		
Arrearage	0.00	Reported Income Amount	0.00
Date of Last Customer Contact prior to Complaint			

Type Assignment

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

Category and Section

Primary Category	High Bill
Secondary Category	
Tertiary Category	
Assign To Section	CCC-

Ownership

Contact Person	E02542 - Miller, Constance I
Written By	Samsel, Abigail
Written By Date	02/21/2023

Other Information

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

Informal Final Report

Details of the Company's Original Investigation

1/12/23 - The Company sent the customer the monthly bill statement. The amount of the bill was \$350.60. This amount reflects the actual usage of 2035 kWh for the 31 days from 12/6/22 - 1/6/23.

1/12/23 - The customer established a payment arrangement via Budget Billing. The customer was asked to pay \$255.76 by 1/26/23.

1/25/23 - The company spoke with the customer. This is a summary of that contact:

Caller, Deaurea Linika Long, is account holder and called in regarding high bills. Company reviewed the last several payments with customer and advised customer about a returned payment. Customer feels that bills are still too high. Company transferred customer to Billing for further assistance.

Company's Final Position to the Customer

The customer established a payment arrangement via Budget Billing. The customer was asked to pay \$255.76 by 1/26/23.

Details of Company's Investigation after BCS Contact

No additional investigation is necessary.

Company's Final Position to BCS

The Company billed the customer on actual meter readings.

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

The customer established a payment arrangement through budget billing.

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

[Analysis Information](#)

Justified No

**No Analysis Items Found**

Return To Search	Case History
Print	Decision
Change State	Dismiss

Informals    Formals

- Home
- Case Search
- Reports

## Decision Detail

General			
BCS Case No.	3885181	CSS Account No.	██████████
Customer Name	DEAURDREA LONG	Investigator Name	CASE POOL, BCS
Address 1	6714 LOWER MACUNGIE RD	Service Class	RESIDENTIAL
Address 2	APT A6	Case Origin	PUC WEBSITE
City, State Zip	TREXLERTOWN , PA 18087	Head Date	03/23/2023
Service Restore Amount	0.00	Current Monthly Payment	0.00
Service Continue Amount	0.00	Service Continue Date	
Decision Issue	Yes	Ending Monthly Payment	0.00
Chapter		Oral/Written	Written
Section Rule		Violation	NO
Total Balance	689.10	Closed Date	03/23/2023
Reconnect Amount	0.00	Balance Date	02/22/2023
Special Budget Amount	0.00	Regular Budget Amount	196.00
Arrears Payment Plus	0.00	Final Monthly Payment	0.00
Resolution	DECISION ISSUED- BILLING ISSUED ON ACTUAL METER READS AND IS CONSIDERED CORRECT AS RENDERED. HISTORICAL USAGE REVIEW SHOWS POTENTIAL FOR BILLED USAGE. CASE IS DISMISSED. CUSTOMER MAY CONTACT PPL FOR METER TEST IF DESIRED.		
Terms			
Letter Description			

Action Required Options	
Action Required	<input type="radio"/> Yes <input checked="" type="radio"/> No
WorkQ	

Category	<input type="text" value=""/>		
Sub Category	<input type="text" value=""/>		
Up Front Amount	<input type="text" value=""/>	Up Front Due Date	<input type="text" value=""/>
Bill Type	<input type="text" value=""/>		
Plus Amount	<input type="text" value=""/>		
Beginning Date	<input type="text" value=""/>		
Write-Off Amount	<input type="text" value=""/>		
Comments	BCS#3885181 DEC CLOSED 3/23/2023 BILLING ISSUED ON ACTUAL METER READS AND IS CONSIDERED CORRECT AS RENDERED. HISTORICAL USAGE REVIEW SHOWS POTENTIAL FOR BILLED USAGE. CASE IS DISMISSED.		
Processed By	E02239	Processed Date	3/23/2023 10:48:30 AM

[Return to Case](#)