
Carlos Ortiz,		
v.		Docket No.:
PPL Electric Utilities		F-2025-3056999
Corporation		
Initial Call-In		
Telephonic Hearing		

Pages 1 - 101

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

Friday, November 14, 2025
Commencing at 1:52 p.m.

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Docket No. F-2025-3056999

Hearing Date: November 14, 2025

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

*** Account Information ***

*** Current Account Status ***

Account Number: [REDACTED]
 Mail To: CARLOS ORTIZ
 2065 Quail Court
 BETHLEHEM PA 18015
 Requested By: CARLOS ORTIZ
 [REDACTED]
 Extension: [REDACTED]

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

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
03/03/2025	Transfer Debit		\$0.70								
03/03/2025	Transfer Debit		\$4.44								
03/03/2025	Transfer Debit		\$19.29								
03/03/2025	Transfer Debit		\$32.20								
03/03/2025	Transfer Debit		\$0.06								
03/03/2025	Transfer Debit		\$3710.36								
03/03/2025	Transfer Debit		\$0.02								
03/03/2025	Transfer Debit		\$2060.72								
03/03/2025	Transfer Debit		\$0.30								
03/03/2025	Transfer Debit		\$42.47								

04/09/2025	ELECTRIC SERVICE		\$376.47								
04/09/2025	Regular Bill	05/01	\$6247.03				0749/0000	20932A	34	2282	

05/05/2025	ELECTRIC SERVICE		\$179.81								
05/05/2025	Regular Bill	05/27	\$6426.84	\$6247.03			0390/0015	21970A	32	1038	

05/07/2025	Late Payment Charge		\$4.71								

06/04/2025	ELECTRIC SERVICE		\$27.50								
06/04/2025	Regular Bill	06/25	\$6459.05	\$6426.84			0233/0013	22044A	30	74	

07/03/2025	ELECTRIC SERVICE		\$22.84								
07/03/2025	Regular Bill	07/28	\$6481.89	\$6459.05			0013/0190	22085A	29	41	

08/04/2025	ELECTRIC SERVICE		\$32.03								
08/04/2025	Regular Bill	08/25	\$6513.92	\$6481.89			0002/0279	22179A	32	94	

08/05/2025	Late Payment Charge		\$7.59								
08/05/2025	Late Payment Charge		\$0.06								

08/20/2025	Payment		\$-33.00								

09/03/2025	ELECTRIC SERVICE		\$25.33								
09/03/2025	Regular Bill	09/24	\$6513.90	\$6480.92			0038/0137	22235A	30	56	

10/02/2025	ELECTRIC SERVICE		\$32.74								
10/02/2025	Regular Bill	10/23	\$6546.64	\$6513.90			0048/0036	22333A	29	98	

10/10/2025	ELECTRIC SERVICE		\$10.09								
10/10/2025	Regular Bill	10/31	\$6556.73	\$6513.90			0061/0004	223670	8	34	

PPL ELECTRIC EXHIBIT NO. 2

Account Contact History
Account: [REDACTED] **Customer Name:** CARLOS ORTIZ
 From 11/1/2021 to 11/6/2025

Contact Date	Contact Type	Remarks	User
2025-10-07	Connect/Disconnect	Notification sent to ratepayer s email [REDACTED]. New connect issued by another party but no disconnect from the ratepayer.	IVR
2025-10-07	Connect Issued	CTP-Applicant caller MARIOLA COLLATER CallerRelation Ratepayer date of connect 10 10 2025 new address 2773 ROCKWAY RD LAKE ARIEL PA 18436 DepositAmt 0 DepositReq No Pre Bal 0 Pre Bal Req No ID Req No Send AddName Letter No	ANGELICA PEREZ
2025-08-22	Miscellaneous	WATT CCC Formal Complaint - Ability to Pay Bill Dispute Work Item 4543391 Created	CARMEN P URBAN
2025-08-22	Cut Out for Non-Pay Voided	The customer filed a Formal Complaint voiding termination order.	MICHELE K SPOTTS
2025-08-22	SC - PUC Formal Complaint	Received notice from the PUC that the customer filed Formal Complaint Docket No. F-2025-3056999-	E02623
2025-08-21	Cut Out for Non-Pay Issued		CUMCL024
2025-08-19	WEB Customer Initiated Payment	Scheduled date 8 19 2025 Amount 33.00 User Rak185 Owner YES. Confirmation Number 25081944	SELF SERVICE USER
2025-08-19	Credit	Rak185. Link to Assistance Programs page presented.	SELF SERVICE USER
2025-08-19	Credit	Confirmed service is scheduled for termination on 08 25 2025. Amount is 6 382.41. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	SELF SERVICE USER
2025-08-19	Credit	Rak185 Ratepayer. Customer declined to provide financial information.	SELF SERVICE USER
2025-08-19	Financial Statement Added		SELF SERVICE USER
2025-08-13	OB Call - Outreach	Caller Back Office Ratepayer. CALLED TO OFFER PAY ASSIST NO ANSWER LEFT VOICEMAIL TO CALL PPL	ALLIYAH MAHASE
2025-08-07	Correspondence - Collections	CUT DATE 2025-08-21 AMOUNT 6 382.41	
2025-06-27	SC - GRACE EXTENSION	Caller Back Office Ratepayer. SC Status from Open to Closed Cust Rights Given Y Cust Satisfied Y Comments BCS 4066078 DEC CLOSED06 27 2025 COMPANY PROPERLY TRANS OUTSTANDING BALANCE ACCRUED IN CUSTS NAME AT PREV PROPERTIES TO CURRENT ACCT PER PA REG. BALANCE IS RESULT OF MTHLY BILLS ACCRUING AND PAYMENTS NOT BEING MADE IN FULL ON-TIME EACH MTH. BALANCE IS	CUCL143
2025-05-27	SC - PUC Informal Complaint	PUC MDIA BCS 4066078	CUCL143
2025-05-15	Credit	Rak185. Link to Assistance Programs page presented.	SELF SERVICE USER
2025-05-15	Credit	Confirmed service is scheduled for termination on 05 29 2025. Amount is 6 147.55. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	SELF SERVICE USER
2025-05-15	Credit	Rak185 Ratepayer. Customer declined to provide financial information.	SELF SERVICE USER
2025-05-15	Financial Statement Added		SELF SERVICE USER
2025-05-14	Correspondence - Collections	CUT DATE 2025-05-29 AMOUNT 6 147.55	
2025-04-27	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note OMS_CSS.services.contacts.privcontacts notification_PPL_CUSTOMER_CONTACT_VIEWPublishDocument USER_NAME Call Type 01 AMI Power Down Event Comments none	MTR
2025-04-12	Data Repair	DUPLICATE BILL Update dt_due dt_extn to on bill_info_hdr	CSSDR044
2025-04-10	Correspondence - General	Template Name Initial Bill- Delayed Connects Created By Mosher Sharayah Letter Edited No CS Letters ID 6434423	CSLET
2025-04-10	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2025-04-10	Miscellaneous	WATT No Bill - Never Billed Residential Work Item 4449903 Completed	SHARAYAH MOSHER
2025-04-10	Pull Bill	Verified and sent for printing and mailing	DBL_VBIL
2025-04-10	Miscellaneous	WATT Billing - Rejected Bill Work Item 4451796 Completed	DAVION REEVES
2025-04-10	Miscellaneous	WATT Billing - Rejected Bill Work Item 4451796 Created	CSS
2025-04-09	Billing	entered 4 3 25 R 20932 8.7. Vrf with EA. Rev 04 10 2025 14 36 vrf and released rejected bill.	SHARAYAH MOSHER
2025-04-07	Miscellaneous	WATT No Bill - Never Billed Residential Work Item 4449903 Created	CSS
2025-04-04	Miscellaneous	WATT Non Crisis No Bill - WFM - High Bill Amount Work Item 4448328 Completed	JEANNETTE HENRIQUEZ
2025-04-04	Miscellaneous	WATT Non Crisis No Bill - WFM - High Bill Amount Work Item 4448328 Created	RPAPR90
2025-03-03	Continuous Transfer Letter	Continuous Transfer Letter	

Contact Date	Contact Type	Remarks	User
2025-03-03	Continuous Transfer Letter	Continuous Transfer Letter	
2025-03-03	Continuous Transfer	THIS ACCOUNT IS CURRENTLY IN A CONTINUOUS TRANSFER RELATIONSHIP. SEE THE MAINTAIN TRANSFER HISTORY WINDOW FOR DETAILS.	SYSTEM SYSTEM
2025-02-28	Choice Inquiry	New Connect Privacy Release Default - OK to Release All	SYSTEM SYSTEM
2025-02-28	Connect Completed		SELF SERVICE USER
2025-02-25	Connect Questions	TYPE OF CONNECT REQUEST METERED RATEPAYER OWNS THE PROPERTY Y RATEPAYER WILL OCCUPY THE PROPERTY Y NON-RESIDENTIAL USE ASSOCIATED WITH THE PROPERTY NONE TYPE OF PROPERTY RESIDENTIAL ELECTRIC HEAT Y RESIDENTIAL USE ASSOCIATED WITH THE PROPERTY RESIDENTIAL USE WILL BE FOR THE RATEPAYERS SOLE BENEFIT	SELF SERVICE USER
2025-02-25	Connect Issued	Electric CTP-Applicant caller CARLOS ORTIZ CallerRelation RATEPAYER date of connect 02 28 2025 new address 2773 ROCKWAY RD LAKE ARIEL PA 18436 DepositAmt 0 DepositReq No Prev Bal 0 Prev Bal Req No ID Req No Send AddName Letter No	SELF SERVICE USER

PPL ELECTRIC EXHIBIT NO. 3

Opening Pending Mediations Informals Formals Admin

Home
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Case Search
Reports

Informal Case View

General			
BCS Case No.	4066078	Case Notes	Count : 1 Detail...
CSS Account No.	[REDACTED]	Received Date	05/27/2025
CSS Name	CARLOS ORTIZ	Due Date	06/25/2025
Name	CARLOS ORTIZ	Investigator Name	CASE POOL, BCS
Service Address 1	2773 ROCKWAY RD	Mailing Address 1	2065 Quail Court
Service Address 2		Mailing Address 2	
Service City, State Zip	LAKE ARIEL, PA 18436-	Mailing City, State Zip	BETHLEHEM, PA 18015-
PUC Address	2773 ROCKWAY RD,,LAKE ARIEL,PA,18436-		
Service Class	RESIDENTIAL	Case Origin	PUC WEBSITE
Phone Number	[REDACTED]	Prior Case Number	0
Income Level	4	On Track	No
Reason For Contact	BILLING DISPUTES (# 18)		
Customer Position	18- BILLING DISPUTE- SERVICE WAS TURNED ON IN THE BEGINNING OF MARCH 2025. I RECEIVED A NOTICE THAT I OWE \$6,431.55.FOR 2 MONTHS OF SERVICE FOR A 1200 SQF HOUSE, THAT IS IMPOSSIBLE - RELIEF SOUGHT - MY BILL SHOULD ONLY BE A COUPLE HUNDRED NOT \$6000. THE EMAIL ADDRESS [REDACTED] HAS BEEN ALLOWED TO BE SHARED.		
Company Position	05/15/2025 THEY TOLD ME THAT THEY COULD NOT HELP ME AND I ASKED FOR A SUPER TO CALL ME BACK SEVERAL TIMES AND NO ONE HAS CALLED ME BACK.		
Related Information			
Misc Info			
Heating	Yes	Service	On
Acct Bal Due Date	06/25/2025	Total Account Balance	6459.05
Budget Bill Amount	61.00		
Arrearage	6431.55	Reported Income Amount	0.00
Date of Last Customer Contact prior to Complaint			

Type Assignment	
Case Type	Informal

Category and Section	
Primary Category	Transferred Balance
Secondary Category	
Tertiary Category	
Assign To Section	CCC-

Ownership	
Contact Person	E180613 - Kiernan-Johnson,Ashley
Written By	Kiernan-Johnson, Ashley
Written By Date	06/13/2025

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

Informal Final Report
Details of the Company's Original Investigation
2/28/2025- Date electric service was established in the name of Carlos Ortiz at 2773 ROCKWAY RD LAKE ARIEL, PA 18436. PPL Electric Utilities (PPL EU or the Company) assigned account number [REDACTED]

3/3/2025- The Company transferred the unpaid balance of \$3,809.84 from account number [REDACTED] for service at the customer's prior address of 1664 WINDEMERE LN LAKE ARIEL, PA 18436 to his active account at 2773 ROCKWAY RD LAKE ARIEL, PA 18436 through the Company's Continuous Account Transfer (CAT) program. The Company sent the customer a letter to alert him to the transferred balance. The prior account was in his name from 8/19/2021 to 5/9/2023.

5/14/2025- The Company rendered a residential termination notice for \$6,147.55 with a proposed termination date on or after 5/29/2025.

Note: The Company records do not support the customer contacting it prior to the filing of the complaint case.

Company's Final Position to the Customer

The Company records do not support the customer contacting it prior to the filing of the complaint case.

Details of Company's Investigation after BCS Contact

The Company has no record of the customer speaking to an agent regarding this issue after the complaint was filed.

Company's Final Position to BCS

Carlos Ortiz established an electric service account at 2773 ROCKWAY RD LAKE ARIEL, PA 18436 effective 2/28/2025. The Company assigned account number [REDACTED]

The Company transferred the unpaid balance of \$3,809.84 from account number [REDACTED] for service at the customer's prior address of 1664 WINDEMERE LN LAKE ARIEL, PA 18436 to his active account in accordance with the regulations found at 56.16(b).

The Company rendered a residential termination notice on 5/14/2025 for \$6,147.55 with a proposed termination date on or after 5/29/2025.

Note: The Company records do not support the customer contacting it prior to the filing of the complaint case.

The customer's account balance is \$6,459.05.

The customer can contact the Company for a payment agreement, if still needed.

The Company included the necessary attachments with its report.

[Analysis Information](#)

Justified Not Analyzed

No Analysis Items Found

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

Opening Pending Mediations Informals Formals Admin

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- Case Search
- Reports

Decision Detail

General			
BCS Case No.	4066078	CSS Account No.	██████████
Customer Name	CARLOS ORTIZ	Investigator Name	CASE POOL, BCS
Address 1	2773 ROCKWAY RD	Service Class	RESIDENTIAL
Address 2		Case Origin	PUC WEBSITE
City, State Zip	LAKE ARIEL , PA 18436	Head Date	06/30/2025
Service Restore Amount	0.00	Current Monthly Payment	0.00
Service Continue Amount	0.00	Service Continue Date	
Decision Issue	Yes	Ending Monthly Payment	0.00
Chapter		Oral/Written	Written
Section Rule		Violation	NO
Total Balance	6459.05	Closed Date	06/27/2025
Reconnect Amount	0.00	Balance Date	06/13/2025
Special Budget Amount	0.00	Regular Budget Amount	61.00
Arrears Payment Plus	0.00	Final Monthly Payment	0.00
Resolution	DECISION ISSUED: THE COMPANY PROPERLY TRANSFERRED THE OUTSTANDING BALANCES THAT ACCRUED IN THE CUSTOMER'S NAME AT PREVIOUS PROPERTIES TO THEIR CURRENT ACCOUNT, PER PA REGULATION AT § 56.16. THE BALANCE IS THE RESULT OF THE MONTHLY BILLS ACCRUING AND PAYMENTS NOT BEING MADE IN FULL OR ON TIME EACH MONTH. THE ACCOUNT BALANCE IS CORRECT.		
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#4066078 DEC CLOSED06/27/2025 COMPANY PROPERLY TRANS OUTSTANDING BALANCE ACCRUED IN CUSTS NAME AT PREV PROPERTIES TO CURRENT ACCT PER PA REG. BALANCE IS RESULT OF MTHLY BILLS ACCRUING AND PAYMENTS NOT BEING MADE IN FULL./ON-		
Processed By	E169452	Processed Date	6/27/2025 1:17:27 PM

[Return to Case](#)

PPL ELECTRIC EXHIBIT NO. 4

*** Account Information ***

*** Current Account Status ***

Account Number: [REDACTED]
 Mail To: CARLOS ORTIZ
 2065 QUAIL CT
 BETHLEHEM PA 18015
 Requested By: CARLOS ORTIZ
 [REDACTED]
 Extension: [REDACTED]

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

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
12/06/2021	ELECTRIC SERVICE		\$210.09								
12/06/2021	Regular Bill	12/28	\$269.94	\$59.85			0820/0000	34530A	32	1615	
12/07/2021	Late Payment Charge		\$0.75								
01/04/2022	Payment		\$-100.00								
01/04/2022	Late Payment Charge		\$2.12								
01/06/2022	ELECTRIC SERVICE		\$233.73								
01/06/2022	Regular Bill	01/27	\$406.54	\$169.94			0855/0000	36147A	31	1617	
02/02/2022	Late Payment Charge		\$5.04								
02/02/2022	Late Payment Charge		\$0.04								
02/04/2022	ELECTRIC SERVICE		\$277.88								
02/04/2022	Regular Bill	02/28	\$689.50	\$406.54			1248/0000	38164A	29	2017	
02/28/2022	Payment		\$-150.00								
03/07/2022	ELECTRIC SERVICE		\$306.34								
03/07/2022	Regular Bill	03/28	\$845.84	\$539.50			1004/0000	40400A	31	2236	
03/08/2022	Late Payment Charge		\$6.64								
03/08/2022	Late Payment Charge		\$0.10								
03/28/2022	Payment		\$-406.00								
04/05/2022	ELECTRIC SERVICE		\$96.15								
04/05/2022	Regular Bill	04/26	\$542.73	\$439.84			0671/0000	41019A	29	619	
04/26/2022	Payment		\$-202.89								
05/05/2022	ELECTRIC SERVICE		\$57.42								
05/05/2022	Regular Bill	05/26	\$397.26	\$339.84			0424/0002	41342A	30	323	
05/26/2022	Payment		\$-157.42								
06/06/2022	ELECTRIC SERVICE		\$24.04								
06/06/2022	Regular Bill	06/27	\$263.88	\$239.84			0080/0091	41405A	32	63	
06/27/2022	Payment		\$-124.04								
07/07/2022	ELECTRIC SERVICE		\$22.57								
07/07/2022	Regular Bill	07/28	\$162.41	\$139.84			0013/0164	41449A	30	44	
08/01/2022	Payment		\$-122.57								
08/04/2022	ELECTRIC SERVICE		\$23.91								

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
08/04/2022	Regular Bill	08/25	\$63.75	\$39.84			0000/0337	41503A	29		54
08/25/2022	Payment		\$-63.75								
09/02/2022	ELECTRIC SERVICE		\$42.65								
09/02/2022	Regular Bill	09/26	\$42.65				0000/0263	41671A	29		168
10/03/2022	Payment		\$-42.65								
10/04/2022	ELECTRIC SERVICE		\$36.00								
10/04/2022	Regular Bill	10/25	\$36.00				0142/0068	41796A	32		125
11/01/2022	Late Payment Charge		\$0.45								
11/02/2022	ELECTRIC SERVICE		\$33.91								
11/02/2022	Regular Bill	11/23	\$70.36	\$36.00			0384/0000	41909A	29		113
11/29/2022	Late Payment Charge		\$0.01								
11/29/2022	Late Payment Charge		\$0.87								
12/02/2022	ELECTRIC SERVICE		\$285.44								
12/02/2022	Regular Bill	12/27	\$356.68	\$70.36			0639/0008	43508A	30		1599
01/04/2023	Late Payment Charge		\$0.02								
01/04/2023	Late Payment Charge		\$4.44								
01/09/2023	CANCELED ELECTRIC SERVICE		\$366.12								
01/09/2023	Canceled Bill	01/30	\$727.26	\$356.68			1057/0000	47947A	35		1826
01/12/2023	Payment		\$-300.00								
01/17/2023	Adjustment		\$-366.12								
01/19/2023	ELECTRIC SERVICE		\$867.73								
01/19/2023	Regular Bill	02/09	\$928.87	\$56.68			1057/0000	47947A	35		4439
02/02/2023	ELECTRIC SERVICE		\$623.59								
02/02/2023	Regular Bill	02/23	\$1552.46	\$61.14			0849/0000	51124A	27		3177
02/04/2023	Miscellaneous		\$-4.44								
02/04/2023	Miscellaneous		\$-0.02								
03/01/2023	Late Payment Charge		\$0.06								
03/01/2023	Late Payment Charge		\$19.29								
03/06/2023	ELECTRIC SERVICE		\$1033.18								
03/06/2023	Regular Bill	03/27	\$2600.53	\$1548.00			0914/0000	56441A	32		5317
04/04/2023	ELECTRIC SERVICE		\$821.28								
04/04/2023	Late Payment Charge		\$0.30								
04/04/2023	Late Payment Charge		\$32.20								
04/04/2023	Regular Bill	04/25	\$3454.31	\$2600.53			0728/0000	60651A	29		4210
05/02/2023	Late Payment Charge		\$42.47								
05/02/2023	Late Payment Charge		\$0.70								
05/04/2023	ELECTRIC SERVICE		\$287.38								

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS	KWH	BILLED KW
05/04/2023	Regular Bill	05/25	\$3784.86	\$3454.31			0360/0029	62072A	30	142	
05/09/2023	ELECTRIC SERVICE		\$24.98								
05/09/2023	Regular Bill	05/30	\$3809.84	\$3454.31			0060/0000	621890	5	117	
09/01/2023	Charge Off		\$-0.70								
09/01/2023	Charge Off		\$-0.30								
09/01/2023	Charge Off		\$-0.06								
09/01/2023	Charge Off		\$-42.47								
09/01/2023	Charge Off		\$-32.20								
09/01/2023	Charge Off		\$-19.29								
09/01/2023	Charge Off		\$-4.44								
09/01/2023	Charge Off		\$-3710.36								
09/01/2023	Charge Off		\$-0.02								
03/03/2025	Debit Uncollectible		\$0.02								
03/03/2025	Debit Uncollectible		\$0.70								
03/03/2025	Debit Uncollectible		\$0.06								
03/03/2025	Debit Uncollectible		\$0.30								
03/03/2025	Debit Uncollectible		\$19.29								
03/03/2025	Debit Uncollectible		\$32.20								
03/03/2025	Debit Uncollectible		\$4.44								
03/03/2025	Debit Uncollectible		\$42.47								
03/03/2025	Debit Uncollectible		\$3710.36								
03/03/2025	Transfer		\$-3809.84								

PPL ELECTRIC EXHIBIT NO. 5

Account Contact History
Account: [REDACTED] **Customer Name:** CARLOS ORTIZ
From 11/1/2021 to 11/6/2025

Contact Date	Contact Type	Remarks	User
2025-03-03	Continuous Transfer	THIS ACCOUNT IS CURRENTLY IN A CONTINUOUS TRANSFER RELATIONSHIP. SEE THE MAINTAIN TRANSFER HISTORY WINDOW FOR DETAILS.	SYSTEM SYSTEM
2023-07-06	Correspondence - Collections	Final Bill Reminder	
2023-05-06	Connect/Disconnect	Notification sent to ratepayer s email [REDACTED]. New connect issued by another party but no disconnect from the ratepayer.	IVR
2023-05-08	Connect Issued	CTP-Applicant caller ROBINSON KO CallerRelation RATEPAYER date of connect 05 09 2023 new address 1664 WINDEMERE LN LAKE ARIEL PA 18436 DepositAmt 0 DepositReq No Prev Bal 0 Prev Bal Req No ID Req No Send AddName Letter No	SELF SERVICE USER
2023-05-08	Are You Moving Letter	Are You Moving Letter	
2023-02-04	Data Repair	CREDIT OF LPC OVERCHARGE	CUBLP511
2023-02-04	Data Repair	CREDIT OF LPC OVERCHARGE	CUBLP511
2023-02-02	Data Repair	DR_REQ10782282 - CD-NXT-COLL-ACTION UPDATE	CSSDR044
2023-01-20	Data Repair	INC10765324 - Reads Workaround	CSSDR044
2023-01-17	Miscellaneous	WATT No Bill - No Bill Residential Work Item 3139399 Created	CSS
2023-01-13	Cancel/Only Service	DR_IR170744 - Perform Cancel Only.	
2023-01-11	WEB Customer Initiated Payment	Scheduled date 1 12 2023 Amount 300.00 User Rak185 Owner YES. Confirmation Number 23011283	SELF SERVICE USER
2022-12-22	Customer Maintained	CTP-Customer caller CARLOS ORTIZ CallerRelation Ratepayer date of connect 12 23 2022 new address 693 WOODRIDGE DR LAKE ARIEL PA 18436 DepositAmt 0 DepositReq No Pre Bal 0 Pre Bal Req No ID Req No Send AddName Letter No	MARK BENNETT
2022-10-03	WEB Customer Initiated Payment	Scheduled date 10 3 2022 Amount 42.65 User rak185 Owner YES. Confirmation Number 22100318	SELF SERVICE USER
2022-08-25	WEB Customer Initiated Payment	Scheduled date 8 25 2022 Amount 63.75 User Rak185 Owner YES. Confirmation Number 22082551	SELF SERVICE USER
2022-08-04	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
2022-07-29	WEB Customer Initiated Payment	Scheduled date 7 29 2022 Amount 122.57 User Rak185 Owner YES. Confirmation Number 22072947	SELF SERVICE USER
2022-06-27	WEB Customer Initiated Payment	Scheduled date 6 27 2022 Amount 124.04 User Rak185 Owner YES. Confirmation Number 22062754	SELF SERVICE USER
2022-05-26	WEB Customer Initiated Payment	Scheduled date 5 26 2022 Amount 157.42 User Rak185 Owner YES. Confirmation Number 22052608	SELF SERVICE USER
2022-04-19	WEB Customer Initiated Payment	Scheduled date 4 26 2022 Amount 202.89 User rak185 Owner YES. Confirmation Number 22042642	SELF SERVICE USER
2022-03-09	WEB Customer Initiated Payment	Scheduled date 3 28 2022 Amount 406.00 User rak185 Owner YES. Confirmation Number 22032874	SELF SERVICE USER
2022-03-09	Added Payment Agreement	rak185 RatePayer. Agreement Type NCU. Cust agrees to PAG terms YES. First payment of 406.00 is due 03 29 2022. Future payments beginning with next bill will include installment amount of 100.00. Enrolled in BB NO. Emailed PAG info to [REDACTED]	SELF SERVICE USER
2022-03-09	Credit	rak185. Link to Assistance Programs page presented.	SELF SERVICE USER
2022-03-09	Credit	Confirmed service is scheduled for termination on 03 22 2022. Amount is 539.50. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	SELF SERVICE USER
2022-03-09	Credit	rak185 Ratepayer. Customer declined to provide financial information.	SELF SERVICE USER
2022-03-09	Financial Statement Added		SELF SERVICE USER
2022-03-09	OB Call - Outreach	Caller Back Office Ratepayer. Called 610-597-3513 reg p a - left msg	TAYLOR JONES
2022-03-08	Correspondence - Collections	CUT DATE 2022-03-22 AMOUNT 539.50	
2022-02-28	WEB Customer Initiated Payment	Scheduled date 2 28 2022 Amount 150.00 User Rak185 Owner YES. Confirmation Number 22022849	SELF SERVICE USER
2022-01-04	WEB Customer Initiated Payment	Scheduled date 1 4 2022 Amount 100.00 User Rak185 Owner YES. Confirmation Number 22010472	SELF SERVICE USER

PPL ELECTRIC EXHIBIT NO. 6

View Payment Agreement for Account [Redacted]

Edit Help

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

Current Billing Information	Budget Billing Details
Bill Due Date: 05/30/23	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$3,809.84	Setup BB Amount: \$125.00
Agreement Details	Installment Details
Start Date: 03/09/22	Installment Amount: \$100.00
Agreement Amount: \$852.58	Number Of Installments: 5
Initial Payment Details	Remaining Installments: 1
Due Date: 03/29/22	Final Installment Amount: \$39.84
Payment Amount: \$406.00	Customer Offer
Restore Amount: \$406.00	Downpayment Amount: \$0.00
Task List	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //

OK Cancel

Outstanding Money... ?

Special Situation Details

Special Circumstance: [Redacted]

Supervisor Discretion: [Redacted]

PPL ELECTRIC EXHIBIT NO. 7

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



PPL Electric Utilities

Name & Address

January 13, 2025

SERVICE TERMINATION NOTICE (Aviso DE Terminación DE Servicio)

Address & Account Number

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

Dear Customer & Occupants of Address

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

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

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

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

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

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

LIHEAP/CRISIS GRANTS ARE AVAILABLE:

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

Special Protections:

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

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

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

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

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

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

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

Monthly income at 250% of Federal Poverty Level: 2025

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

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

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

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

We look forward to working with you.

Your PPL Customer Service Team,

PPL Electric Utilities
 827 Hausman Rd.
 Allentown, PA 18104
 800-358-6623
ppllectric.com

THIS NOTICE IS VALID FOR 60 DAYS.

PPL ELECTRIC EXHIBIT NO. 8

PPL ELECTRIC EXHIBIT NO. 9

Account Contact History
Account: [REDACTED] **Customer Name:** CARLOS ORTIZ
 From 11/1/2021 to 11/12/2025

Contact Date	Contact Type	Remarks	User
2025-03-03	Continuous Transfer	THIS ACCOUNT IS CURRENTLY IN A CONTINUOUS TRANSFER RELATIONSHIP. SEE THE MAINTAIN TRANSFER HISTORY WINDOW FOR DETAILS.	SYSTEM SYSTEM
2023-07-06	Correspondence - Collections	Final Bill Reminder	
2023-04-26	Connect/Disconnect	Notification sent to ratepayer s email [REDACTED]. New connect issued by another party but no disconnect from the ratepayer.	IVR
2023-04-26	Connect Issued	IVR-Applicant caller [REDACTED] CallerRelation RATEPAYER date of connect 04 27 2023 new address 693 WOODRIDGE DR LAKE ARIEL PA 18436 DepositAmt 0 DepositReq No Prev Bal 0 Prev Bal Req No ID Req No Send AddName Letter No	IVR USER
2023-03-30	Miscellaneous	WATT No Bill - Never Billed Residential Work Item 3469400 Completed	JULIE GIUMENTO
2023-03-29	Special Situation	Worked Never Billed - Connect 12 22 22. Billed 03 06 23 R 72254 9.3. NBG 04 04 23. Customer is eligible for a special agreement.	JULIE GIUMENTO
2023-03-09	Miscellaneous	WATT No Bill - Never Billed Residential Work Item 3469400 Created	CSS
2023-03-09	Choice Inquiry	New Connect Privacy Release Default - OK to Release All	SYSTEM SYSTEM
2023-03-09	Miscellaneous	WATT No Bill - Pending Active Work Item 3169824 Completed	LUKE D COLEMAN
2023-03-09	Connect Completed		BATCH
2023-02-04	Data Repair	DR_REQ10782282 - CD-NXT-COLL-ACTION UPDATE	CSSDR044
2023-02-02	Data Repair	DR_REQ10782282 - CD-NXT-COLL-ACTION UPDATE	CSSDR044
2023-01-24	Miscellaneous	WATT No Bill - Pending Active Work Item 3169824 Created	CSS
2022-12-22	Credit	Caller CARLOS ORTIZ Ratepayer User Comments Cust does not need to start serv at any other location at this time.	MARK BENNETT
2022-12-22	WUR Assessment	CARLOS ORTIZ Ratepayer. Caller s Concern Application for Service. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	MARK BENNETT
2022-12-22	Connect Maintained		MARK BENNETT
2022-12-22	Maintain Bill Account	Caller CARLOS ORTIZ Ratepayer updated Paperless billing from Not Enrolled to Enrolled .	MARK BENNETT
2022-12-22	myPPL Alerts - CSS WEB	Caller Name CARLOS ORTIZ Relationship Ratepayer Agreed to T Cs-Enrolled	MARK BENNETT
2022-12-22	Maintain Bill Account	Caller CARLOS ORTIZ Ratepayer added - as alternate phone Does Not Have	MARK BENNETT
2022-12-22	Connect Questions	TYPE OF CONNECT REQUEST METERED RATEPAYER OWNS THE PROPERTY Y RATEPAYER WILL OCCUPY THE PROPERTY N NON-RESIDENTIAL USE ASSOCIATED WITH THE PROPERTY NONE TYPE OF PROPERTY SECOND HOME RESIDENTIAL ELECTRIC HEAT Y RESIDENTIAL USE ASSOCIATED WITH THE PROPERTY RESIDENTIAL USE WILL BE FOR THE RATEPAYERS SOLE BENEFIT	MARK BENNETT
2022-12-22	Connect Issued	Electric CTP-Customer caller CARLOS ORTIZ CallerRelation Ratepayer date of connect 12 23 2022 new address 693 WOODRIDGE DR LAKE ARIEL PA 18436 DepositAmt 0 DepositReq No Pre Bal 0 Pre Bal Req No ID Req No Send AddName Letter No	MARK BENNETT