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|------------------------|--|----------------|
| ----- | | |
| Lori and Doug Stump, | | |
| v. | | Docket No.: |
| PPL Electric Utilities | | C-2025-3057290 |
| Corporation | | |
| | | |
| Initial Call-In | | |
| Telephonic Hearing | | |
| ----- | | |

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

Monday, December 1, 2025
Commencing at 10:05 a.m.

INDEX TO EXHIBITS

Docket No. C-2025-3057290

Hearing Date: December 1, 2025

| | | |
|---------------|---------------------------|--------------------|
| <u>NUMBER</u> | <u>FOR IDENTIFICATION</u> | <u>IN EVIDENCE</u> |
|---------------|---------------------------|--------------------|

PPL Exhibits:

| | | |
|------------------|----|----|
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| Account Activity | | |
| 2 | 45 | 47 |

| | | | |
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| | Payment Agreements | | |
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| | Meter Test Results | | |
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PPL ELECTRIC EXHIBIT NO. 1

*** Account Information ***

*** Current Account Status ***

Account Number: XXXXXXXXXX Mail To:
DOUGLAS STUMP
98 S KING ST
STEVENS PA 17578
Requested By:
DOUGLAS STUMP
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 |
|------------|----------------------|----------|--------------------|-----------------|---------------|------------------|-------------|----------|-----------|------|-----------|
| 12/02/2021 | Budget Bill Int Only | | \$-0.02 | | | | | | | | |
| 12/02/2021 | BUDGET BILLING | | \$444.00 | | | | | | | | |
| 12/02/2021 | Regular Bill | 12/23 | \$443.98 | | \$509.93 | \$-111.36 | 0686/0000 | 35201A | 30 | 2906 | |
| 12/29/2021 | Late Payment Charge | | \$5.55 | | | | | | | | |
| 01/04/2022 | BUDGET BILLING | | \$444.00 | | | | | | | | |
| 01/04/2022 | Regular Bill | 01/25 | \$893.53 | \$443.98 | \$649.62 | \$94.26 | 0797/0000 | 38727A | 33 | 3526 | |
| 02/01/2022 | Late Payment Charge | | \$0.07 | | | | | | | | |
| 02/01/2022 | Late Payment Charge | | \$11.10 | | | | | | | | |
| 02/02/2022 | BUDGET BILLING | | \$458.00 | | | | | | | | |
| 02/02/2022 | Regular Bill | 02/23 | \$1362.70 | \$893.53 | \$671.48 | \$307.74 | 1145/0000 | 42379A | 29 | 3652 | |
| 02/17/2022 | Payment | | \$-900.00 | | | | | | | | |
| 03/03/2022 | BUDGET BILLING | | \$458.00 | | | | | | | | |
| 03/03/2022 | Late Payment Charge | | \$0.06 | | | | | | | | |
| 03/03/2022 | Late Payment Charge | | \$5.73 | | | | | | | | |
| 03/03/2022 | Regular Bill | 03/24 | \$926.49 | \$462.70 | \$657.82 | \$507.56 | 0864/0000 | 45955A | 29 | 3576 | |
| 03/30/2022 | Late Payment Charge | | \$0.13 | | | | | | | | |
| 03/30/2022 | Late Payment Charge | | \$11.46 | | | | | | | | |
| 04/01/2022 | BUDGET BILLING | | \$458.00 | | | | | | | | |
| 04/01/2022 | Regular Bill | 04/25 | \$1396.08 | \$926.49 | \$562.85 | \$612.41 | 0605/0000 | 49002A | 29 | 3047 | |
| 04/04/2022 | Payment | | \$-500.00 | | | | | | | | |
| 04/19/2022 | Payment | | \$-426.49 | | | | | | | | |
| 05/03/2022 | BUDGET BILLING | | \$508.00 | | | | | | | | |
| 05/03/2022 | Late Payment Charge | | \$5.73 | | | | | | | | |
| 05/03/2022 | Late Payment Charge | | \$0.14 | | | | | | | | |
| 05/03/2022 | Regular Bill | 05/24 | \$983.46 | \$469.59 | \$456.77 | \$561.18 | 0441/0002 | 51460A | 32 | 2458 | |
| 06/01/2022 | Late Payment Charge | | \$0.21 | | | | | | | | |
| 06/01/2022 | Late Payment Charge | | \$12.08 | | | | | | | | |
| 06/02/2022 | BUDGET BILLING | | \$508.00 | | | | | | | | |
| 06/02/2022 | Regular Bill | 06/23 | \$1503.75 | \$983.46 | \$386.73 | \$439.91 | 0081/0109 | 53528A | 30 | 2068 | |
| 06/16/2022 | Payment | | \$-983.46 | | | | | | | | |
| 06/29/2022 | Late Payment Charge | | \$6.35 | | | | | | | | |
| 06/29/2022 | Late Payment Charge | | \$0.15 | | | | | | | | |

| DATE | TRANSACTION TYPE | DUE DATE | TRANSACTION AMOUNT | BALANCE FORWARD | ACTUAL BILLED | DEFERRED BALANCE | DEG DAY H/C | RDG/TYPE | DAYS USED | BILLED KW |
|------------|-------------------------------|----------|--------------------|-----------------|---------------|------------------|-------------|----------|-----------|-----------|
| 07/01/2022 | BUDGET BILLING | | \$508.00 | | | | | | | |
| 07/01/2022 | Regular Bill | 07/26 | \$1034.79 | \$520.29 | \$622.93 | \$554.84 | 0000/0230 | 56485A | 29 | 2957 |
| 07/19/2022 | Payment | | \$-520.29 | | | | | | | |
| 08/02/2022 | BUDGET BILLING | | \$669.00 | | | | | | | |
| 08/02/2022 | Late Payment Charge | | \$0.08 | | | | | | | |
| 08/02/2022 | Late Payment Charge | | \$6.35 | | | | | | | |
| 08/02/2022 | Regular Bill | 08/23 | \$1189.93 | \$514.50 | \$924.95 | \$810.79 | 0000/0444 | 60914A | 32 | 4429 |
| 08/12/2022 | Payment | | \$-514.50 | | | | | | | |
| 08/30/2022 | Late Payment Charge | | \$8.36 | | | | | | | |
| 08/30/2022 | Late Payment Charge | | \$0.08 | | | | | | | |
| 08/31/2022 | BUDGET BILLING | | \$669.00 | | | | | | | |
| 08/31/2022 | Regular Bill | 09/21 | \$1352.87 | \$675.43 | \$558.85 | \$700.64 | 0000/0395 | 63561A | 29 | 2647 |
| 09/12/2022 | Payment | | \$-675.43 | | | | | | | |
| 09/27/2022 | Late Payment Charge | | \$0.10 | | | | | | | |
| 09/27/2022 | Late Payment Charge | | \$8.36 | | | | | | | |
| 09/30/2022 | Special Agreement | | \$-482.41 | | | | | | | |
| 09/30/2022 | BUDGET BILLING | | \$1151.41 | | | | | | | |
| 09/30/2022 | Regular Bill | 10/24 | \$1354.90 | \$677.44 | \$450.77 | | 0037/0166 | 65647A | 30 | 2086 |
| 10/10/2022 | Payment | | \$-1354.90 | | | | | | | |
| 10/31/2022 | BUDGET BILLING | | \$560.00 | | | | | | | |
| 10/31/2022 | SPECIAL AGREEMENT - BB SETTLE | | \$40.20 | | | | | | | |
| 10/31/2022 | Regular Bill | 11/21 | \$600.20 | | \$497.74 | \$-62.26 | 0313/0000 | 67957A | 29 | 2310 |
| 11/29/2022 | Payment | | \$-600.20 | | | | | | | |
| 11/30/2022 | BUDGET BILLING | | \$560.00 | | | | | | | |
| 11/30/2022 | SPECIAL AGREEMENT - BB SETTLE | | \$40.20 | | | | | | | |
| 11/30/2022 | Regular Bill | 12/21 | \$600.20 | | \$800.81 | \$178.55 | 0589/0009 | 71717A | 32 | 3760 |
| 12/28/2022 | Late Payment Charge | | \$7.00 | | | | | | | |
| 01/05/2023 | BUDGET BILLING | | \$560.00 | | | | | | | |
| 01/05/2023 | SPECIAL AGREEMENT - BB SETTLE | | \$40.20 | | | | | | | |
| 01/05/2023 | Canceled Bill | 01/26 | \$1207.40 | \$600.20 | \$804.37 | \$422.92 | 1059/0000 | 77557A | 35 | 3740 |
| 01/13/2023 | Payment | | \$-600.20 | | | | | | | |
| 01/19/2023 | Regular Bill | 02/09 | \$607.20 | | | | | | 35 | |
| 01/31/2023 | BUDGET BILLING | | \$635.00 | | | | | | | |
| 01/31/2023 | SPECIAL AGREEMENT - BB SETTLE | | \$40.20 | | | | | | | |
| 01/31/2023 | Regular Bill | 02/21 | \$1282.40 | \$607.20 | \$964.49 | \$1195.31 | 0713/0000 | 82070A | 27 | 4513 |
| 03/01/2023 | Late Payment Charge | | \$14.94 | | | | | | | |
| 03/01/2023 | Late Payment Charge | | \$0.09 | | | | | | | |
| 03/02/2023 | BUDGET BILLING | | \$635.00 | | | | | | | |

Bill Account: XXXXXXXXXX

Account Activity Statement

Date: 11/18/25
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 |
|------------|-------------------------------|----------|--------------------|-----------------|---------------|------------------|-------------|----------|-----------|------|-----------|
| 03/02/2023 | SPECIAL AGREEMENT - BB SETTLE | | \$40.20 | | | | | | | | |
| 03/02/2023 | Regular Bill | 03/23 | \$1972.63 | \$1282.40 | \$1019.59 | \$1579.90 | 0756/0000 | 86845A | 30 | 4775 | |
| 03/15/2023 | Payment | | \$-1972.63 | | | | | | | | |
| 03/31/2023 | BUDGET BILLING | | \$635.00 | | | | | | | | |
| 03/31/2023 | SPECIAL AGREEMENT - BB SETTLE | | \$40.20 | | | | | | | | |
| 03/31/2023 | Regular Bill | 04/24 | \$675.20 | | \$933.79 | \$1878.69 | 0656/0000 | 91212A | 29 | 4367 | |
| 05/02/2023 | BUDGET BILLING | | \$880.00 | | | | | | | | |
| 05/02/2023 | SPECIAL AGREEMENT - BB SETTLE | | \$40.20 | | | | | | | | |
| 05/02/2023 | Late Payment Charge | | \$7.94 | | | | | | | | |
| 05/02/2023 | Regular Bill | 05/23 | \$1603.34 | \$675.20 | \$652.95 | \$1651.64 | 0321/0020 | 94244A | 32 | 3032 | |
| 05/31/2023 | Late Payment Charge | | \$18.94 | | | | | | | | |
| 05/31/2023 | Late Payment Charge | | \$0.10 | | | | | | | | |
| 06/01/2023 | BUDGET BILLING | | \$880.00 | | | | | | | | |
| 06/01/2023 | SPECIAL AGREEMENT - BB SETTLE | | \$40.20 | | | | | | | | |
| 06/01/2023 | Regular Bill | 06/22 | \$2542.58 | \$1603.34 | \$393.06 | \$1164.70 | 0121/0031 | 96040A | 30 | 1796 | |
| 06/23/2023 | Payment | | \$-2542.58 | | | | | | | | |
| 06/30/2023 | BUDGET BILLING | | \$880.00 | | | | | | | | |
| 06/30/2023 | SPECIAL AGREEMENT - BB SETTLE | | \$40.20 | | | | | | | | |
| 06/30/2023 | Regular Bill | 07/24 | \$920.20 | | \$412.20 | \$696.90 | 0005/0152 | 97925A | 29 | 1885 | |
| 08/01/2023 | BUDGET BILLING | | \$880.00 | | | | | | | | |
| 08/01/2023 | SPECIAL AGREEMENT - BB SETTLE | | \$40.20 | | | | | | | | |
| 08/01/2023 | Late Payment Charge | | \$11.00 | | | | | | | | |
| 08/01/2023 | Regular Bill | 08/22 | \$1851.40 | \$920.20 | \$519.53 | \$336.43 | 0000/0419 | 00320A | 32 | 2395 | |
| 08/10/2023 | Payment | | \$-800.00 | | | | | | | | |
| 08/17/2023 | Payment | | \$-300.00 | | | | | | | | |
| 08/29/2023 | Late Payment Charge | | \$8.89 | | | | | | | | |
| 08/30/2023 | BUDGET BILLING | | \$880.00 | | | | | | | | |
| 08/30/2023 | SPECIAL AGREEMENT - BB SETTLE | | \$40.20 | | | | | | | | |
| 08/30/2023 | Regular Bill | 09/20 | \$1680.49 | \$751.40 | \$353.90 | \$-189.67 | 0000/0301 | 01901A | 29 | 1581 | |
| 09/07/2023 | Payment | | \$-751.40 | | | | | | | | |
| 09/26/2023 | Late Payment Charge | | \$0.11 | | | | | | | | |
| 09/26/2023 | Late Payment Charge | | \$11.00 | | | | | | | | |
| 09/29/2023 | BUDGET BILLING | | \$138.96 | | | | | | | | |
| 09/29/2023 | SPECIAL AGREEMENT - BB SETTLE | | \$40.21 | | | | | | | | |
| 09/29/2023 | Regular Bill | 10/23 | \$1119.37 | \$929.09 | \$328.63 | | 0039/0172 | 03364A | 30 | 1463 | |
| 10/19/2023 | Payment | | \$-500.00 | | | | | | | | |
| 10/30/2023 | BUDGET BILLING | | \$677.00 | | | | | | | | |
| 10/30/2023 | Regular Bill | 11/20 | \$1296.37 | \$619.37 | \$419.58 | \$-257.42 | 0205/0025 | 05252A | 29 | 1888 | |
| 11/10/2023 | Payment | | \$-754.00 | | | | | | | | |

Bill Account: [REDACTED]

Account Activity Statement

Date: 11/18/25
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| DATE | TRANSACTION TYPE | DUE DATE | TRANSACTION AMOUNT | BALANCE FORWARD | ACTUAL BILLED | DEFERRED BALANCE | DEG DAY H/C | RDG/TYPE | DAYS USED | KWH | BILLED KW |
|------|------------------|----------|--------------------|-----------------|---------------|------------------|-------------|----------|-----------|-----|-----------|
|------|------------------|----------|--------------------|-----------------|---------------|------------------|-------------|----------|-----------|-----|-----------|

*** Account Information ***

*** Current Account Status ***

Account Number: XXXXXXXXXX Mail To:
DOUGLAS STUMP
98 S KING ST
STEVENS PA 17578
Requested By:
DOUGLAS STUMP
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 |
|------------|----------------------|----------|--------------------|-----------------|---------------|------------------|-------------|----------|-----------|------|-----------|
| 11/30/2023 | BUDGET BILLING | | \$677.00 | | | | | | | | |
| 11/30/2023 | Regular Bill | 12/21 | \$1219.37 | \$542.37 | \$736.91 | \$-197.51 | 0623/0004 | 08622A | 33 | 3370 | |
| 12/26/2023 | Payment | | \$-1219.37 | | | | | | | | |
| 01/03/2024 | Budget Bill Int Only | | \$-0.88 | | | | | | | | |
| 01/03/2024 | BUDGET BILLING | | \$677.00 | | | | | | | | |
| 01/03/2024 | Regular Bill | 01/24 | \$676.12 | | \$966.74 | \$92.23 | 0846/0000 | 13064A | 34 | 4442 | |
| 01/30/2024 | Late Payment Charge | | \$8.45 | | | | | | | | |
| 02/01/2024 | BUDGET BILLING | | \$630.00 | | | | | | | | |
| 02/01/2024 | Regular Bill | 02/22 | \$1314.57 | \$676.12 | \$1014.71 | \$476.94 | 0889/0000 | 17787A | 29 | 4723 | |
| 02/06/2024 | Payment | | \$-676.12 | | | | | | | | |
| 02/28/2024 | Late Payment Charge | | \$7.88 | | | | | | | | |
| 02/28/2024 | Late Payment Charge | | \$0.11 | | | | | | | | |
| 03/04/2024 | BUDGET BILLING | | \$630.00 | | | | | | | | |
| 03/04/2024 | Regular Bill | 03/25 | \$1276.44 | \$638.45 | \$937.47 | \$784.41 | 0822/0000 | 22145A | 30 | 4358 | |
| 04/02/2024 | Payment | | \$-638.45 | | | | | | | | |
| 04/02/2024 | Late Payment Charge | | \$7.88 | | | | | | | | |
| 04/02/2024 | Late Payment Charge | | \$0.10 | | | | | | | | |
| 04/03/2024 | BUDGET BILLING | | \$630.00 | | | | | | | | |
| 04/03/2024 | Regular Bill | 04/24 | \$1275.97 | \$637.99 | \$856.66 | \$1011.07 | 0599/0000 | 26121A | 32 | 3976 | |
| 04/30/2024 | Late Payment Charge | | \$15.76 | | | | | | | | |
| 04/30/2024 | Late Payment Charge | | \$0.20 | | | | | | | | |
| 05/02/2024 | BUDGET BILLING | | \$612.00 | | | | | | | | |
| 05/02/2024 | Regular Bill | 05/23 | \$1903.93 | \$1275.97 | \$588.25 | \$987.32 | 0280/0024 | 28828A | 29 | 2707 | |
| 05/09/2024 | Payment | | \$-1275.97 | | | | | | | | |
| 05/21/2024 | Payment | | \$-627.96 | | | | | | | | |
| 06/03/2024 | BUDGET BILLING | | \$612.00 | | | | | | | | |
| 06/03/2024 | Regular Bill | 06/24 | \$612.00 | | \$397.83 | \$773.15 | 0080/0104 | 30635A | 30 | 1807 | |
| 07/02/2024 | BUDGET BILLING | | \$612.00 | | | | | | | | |
| 07/02/2024 | Late Payment Charge | | \$7.65 | | | | | | | | |
| 07/02/2024 | Regular Bill | 07/23 | \$1231.65 | \$612.00 | \$536.03 | \$697.18 | 0002/0337 | 33094A | 31 | 2459 | |
| 07/26/2024 | Payment | | \$-612.00 | | | | | | | | |

| DATE | TRANSACTION TYPE | DUE DATE | TRANSACTION AMOUNT | BALANCE FORWARD | ACTUAL BILLED | DEFERRED BALANCE | DEG DAY H/C | RDG/TYPE | DAYS USED | BILLED KW |
|------------|-------------------------------|----------|--------------------|-----------------|---------------|------------------|-------------|----------|-----------|-----------|
| 07/30/2024 | Late Payment Charge | | \$7.65 | | | | | | | |
| 07/30/2024 | Late Payment Charge | | \$0.10 | | | | | | | |
| 08/01/2024 | BUDGET BILLING | | \$633.00 | | | | | | | |
| 08/01/2024 | Regular Bill | 08/22 | \$1260.40 | \$619.65 | \$508.83 | \$573.01 | 0000/0466 | 35425A | 30 | 2331 |
| 08/28/2024 | Late Payment Charge | | \$15.56 | | | | | | | |
| 08/28/2024 | Late Payment Charge | | \$0.20 | | | | | | | |
| 08/30/2024 | BUDGET BILLING | | \$633.00 | | | | | | | |
| 08/30/2024 | Regular Bill | 09/23 | \$1909.16 | \$1260.40 | \$530.63 | \$470.64 | 0001/0287 | 37859A | 29 | 2434 |
| 09/11/2024 | Payment | | \$-1260.40 | | | | | | | |
| 10/01/2024 | Special Agreement | | \$-273.84 | | | | | | | |
| 10/01/2024 | BUDGET BILLING | | \$906.84 | | | | | | | |
| 10/01/2024 | Late Payment Charge | | \$0.19 | | | | | | | |
| 10/01/2024 | Late Payment Charge | | \$7.91 | | | | | | | |
| 10/01/2024 | Regular Bill | 10/22 | \$1289.86 | \$648.76 | \$436.20 | | 0020/0127 | 39905A | 32 | 2046 |
| 10/29/2024 | Payment | | \$-648.76 | | | | | | | |
| 10/29/2024 | Late Payment Charge | | \$0.10 | | | | | | | |
| 10/29/2024 | Late Payment Charge | | \$7.91 | | | | | | | |
| 10/30/2024 | BUDGET BILLING | | \$661.00 | | | | | | | |
| 10/30/2024 | SPECIAL AGREEMENT - BB SETTLE | | \$45.64 | | | | | | | |
| 10/30/2024 | Regular Bill | 11/20 | \$1355.75 | \$641.10 | \$426.08 | \$-234.92 | 0236/0001 | 41902A | 29 | 1997 |
| 11/26/2024 | Late Payment Charge | | \$16.17 | | | | | | | |
| 11/26/2024 | Late Payment Charge | | \$0.20 | | | | | | | |
| 12/02/2024 | BUDGET BILLING | | \$661.00 | | | | | | | |
| 12/02/2024 | SPECIAL AGREEMENT - BB SETTLE | | \$45.64 | | | | | | | |
| 12/02/2024 | Regular Bill | 12/23 | \$2078.76 | \$1355.75 | \$609.96 | \$-285.96 | 0424/0008 | 44793A | 29 | 2891 |
| 12/23/2024 | Payment | | \$-1355.75 | | | | | | | |
| 12/31/2024 | Late Payment Charge | | \$8.26 | | | | | | | |
| 01/02/2025 | BUDGET BILLING | | \$661.00 | | | | | | | |
| 01/02/2025 | SPECIAL AGREEMENT - BB SETTLE | | \$45.64 | | | | | | | |
| 01/02/2025 | Regular Bill | 01/23 | \$1437.91 | \$723.01 | \$1584.53 | \$637.57 | 1042/0000 | 52422A | 34 | 7629 |
| 01/24/2025 | Payment | | \$-723.01 | | | | | | | |
| 01/29/2025 | Late Payment Charge | | \$8.26 | | | | | | | |
| 01/29/2025 | Late Payment Charge | | \$0.10 | | | | | | | |
| 02/03/2025 | BUDGET BILLING | | \$716.00 | | | | | | | |
| 02/03/2025 | SPECIAL AGREEMENT - BB SETTLE | | \$45.64 | | | | | | | |
| 02/03/2025 | Regular Bill | 02/24 | \$1484.90 | \$714.90 | \$2006.81 | \$1928.38 | 1216/0000 | 61984A | 31 | 9562 |
| 03/04/2025 | BUDGET BILLING | | \$716.00 | | | | | | | |
| 03/04/2025 | SPECIAL AGREEMENT - BB SETTLE | | \$45.64 | | | | | | | |
| 03/04/2025 | Late Payment Charge | | \$17.21 | | | | | | | |
| 03/04/2025 | Late Payment Charge | | \$0.20 | | | | | | | |
| 03/04/2025 | Regular Bill | 03/25 | \$2263.95 | \$1484.90 | \$1792.07 | \$3004.45 | 1031/0000 | 70515A | 31 | 8531 |

Bill Account: [REDACTED]

Account Activity Statement

Date: 11/18/25
Page: 3

| DATE | TRANSACTION TYPE | DUE DATE | TRANSACTION AMOUNT | BALANCE FORWARD | ACTUAL BILLED | DEFERRED BALANCE | DEG DAY H/C | RDG/ TYPE | DAYS | KWH | BILLED KW |
|------------|-------------------------------|----------|--------------------|-----------------|---------------|------------------|-------------|-----------|------|-----|-----------|
| 03/20/2025 | Payment | | \$-1484.90 | | | | | | | | |
| 03/25/2025 | Returned Check | | \$1484.90 | | | | | | | | |
| 03/25/2025 | RETURNED CHECK NSF CHARGE | | \$20.00 | | | | | | | | |
| 04/02/2025 | BUDGET BILLING | | \$716.00 | | | | | | | | |
| 04/02/2025 | SPECIAL AGREEMENT - BB SETTLE | | \$45.64 | | | | | | | | |
| 04/02/2025 | Regular Bill | 04/23 | \$3045.59 | \$2263.95 | \$1055.13 | \$3343.58 | 0521/0000 | 75252A | 29 | | 4737 |
| 04/10/2025 | Payment | | \$-906.64 | | | | | | | | |
| 05/01/2025 | Late Payment Charge | | \$24.56 | | | | | | | | |
| 05/01/2025 | Late Payment Charge | | \$0.22 | | | | | | | | |
| 05/02/2025 | BUDGET BILLING | | \$1057.00 | | | | | | | | |
| 05/02/2025 | Regular Bill | 05/23 | \$3220.73 | \$2138.95 | \$517.26 | \$2803.84 | 0182/0014 | 78244A | 30 | | 2120 |
| 05/08/2025 | Payment | | \$-904.00 | | | | | | | | |
| 06/03/2025 | BUDGET BILLING | | \$1057.00 | | | | | | | | |
| 06/03/2025 | Regular Bill | 06/24 | \$3373.73 | \$2316.73 | \$363.03 | \$2109.87 | 0114/0031 | 80617A | 32 | | 2373 |
| 06/16/2025 | Payment | | \$-1000.00 | | | | | | | | |
| 06/16/2025 | Payment | | \$-1000.00 | | | | | | | | |
| 07/02/2025 | BUDGET BILLING | | \$1057.00 | | | | | | | | |
| 07/02/2025 | Late Payment Charge | | \$17.17 | | | | | | | | |
| 07/02/2025 | Regular Bill | 07/23 | \$2447.90 | \$1373.73 | \$411.04 | \$1463.91 | 0009/0275 | 83307A | 29 | | 2690 |
| 07/16/2025 | Payment | | \$-1000.00 | | | | | | | | |
| 08/01/2025 | BUDGET BILLING | | \$980.00 | | | | | | | | |
| 08/01/2025 | Late Payment Charge | | \$0.21 | | | | | | | | |
| 08/01/2025 | Late Payment Charge | | \$17.88 | | | | | | | | |
| 08/01/2025 | Regular Bill | 08/22 | \$2445.99 | \$1447.90 | \$493.37 | \$977.28 | 0000/0445 | 86558A | 30 | | 3251 |
| 08/18/2025 | Payment | | \$-600.00 | | | | | | | | |
| 09/02/2025 | BUDGET BILLING | | \$980.00 | | | | | | | | |
| 09/02/2025 | Regular Bill | 09/23 | \$2825.99 | \$1845.99 | \$330.92 | \$328.20 | 0000/0238 | 88770A | 29 | | 2212 |
| 10/01/2025 | BUDGET BILLING | | \$662.92 | | | | | | | | |
| 10/01/2025 | Regular Bill | 10/22 | \$3488.91 | \$2825.99 | \$334.72 | | 0006/0139 | 90779A | 32 | | 2009 |
| 10/30/2025 | BUDGET BILLING | | \$827.00 | | | | | | | | |
| 10/30/2025 | Regular Bill | 11/20 | \$4315.91 | \$3488.91 | \$637.68 | \$-189.32 | 0258/0012 | 02164A | 29 | | 2358 |

PPL ELECTRIC EXHIBIT NO. 2

Account Contact History
Account: ██████████ **Customer Name: DOUGLAS STUMP**
 From 11/1/2021 to 11/18/2025

| Contact Date | Contact Type | Remarks | User |
|--------------|--------------------------------|---|---------------------|
| 2025-10-31 | Special Situation | HIGH BILL ALERT | SUPP HB |
| 2025-10-13 | Correspondence - General | Template Name Meter Tested OK - Fee Waived Created By Pernot Lisa Letter Edited Yes CS Letters ID 6856528 | CSLET |
| 2025-10-13 | SC - GRACE EXTENSION | Suspend Charge automatically added by CSLET | CSLET |
| 2025-10-13 | Miscellaneous | WATT Generalist - Meter Test-CMO Issued Work Item 4554626 Completed | LISA PERNOT |
| 2025-10-13 | Miscellaneous | WATT ID 4554626 Sent meter test results to customer on 10 13 25. Meter test results are attached to the WATT item. | LISA PERNOT |
| 2025-09-25 | Miscellaneous | WATT Scanned - Blue Mail Other Work Item 4564525 Completed | JANINE DENKE |
| 2025-09-24 | Miscellaneous | WATT Scanned - Blue Mail Other Work Item 4564525 Created | KOFAX |
| 2025-09-17 | Miscellaneous | WATT ID 4554626 waiting on results puc complaint | ENID GONZALEZ |
| 2025-09-09 | Miscellaneous | WATT Generalist - Meter Test-CMO Issued Work Item 4554626 Created | DANA M BRUNNER |
| 2025-09-09 | SC - METER TEST | meter test issd per OCG due to PUC Complaint | e02629 |
| 2025-09-09 | Change Meter Only Issued | Meter test requested for PUC Complaint. Tag and box old meter with bill account . Send to SFC-Meter-Test-Customer Complaint# | DANA M BRUNNER |
| 2025-09-08 | Miscellaneous | WATT CCC Formal Complaint - Ability to Pay Bill Dispute Service Related Work Item 4553752 Created | CARMEN P URBAN |
| 2025-09-08 | SC - PUC Formal Complaint | Caller Back Office Ratepayer. Received notification a formal complaint has been filed. The Docket No. C-2025-3057290. | E180613 |
| 2025-09-02 | Correspondence - Collections | CUT DATE 2025-09-16 AMOUNT 1 845.99 | |
| 2025-08-27 | Billing | Caller LORI ANN STUMP Other User Comments Cci to check why the bill is too high. Confirmed that she is on pag set up on 8 18. As per cust she didn t set up any pag. Informed that she have any prev balance on the account that s why the bill is too high. About to discuss the prev bill and the payments she made cust refused. Cust hang up. Did not recap | DONNA ROSE SICABALO |
| 2025-08-27 | WUR Assessment | LORI ANN STUMP Other. Caller s Concern Account Balance. Position Stated No. Investigation reqd No. . WUR Required No. Caller s Concern Payment Assistance. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. | DONNA ROSE SICABALO |
| 2025-08-19 | Miscellaneous | Caller LORI ANN STUMP Other User Comments cx want to know why paying 2400 a month or 3000 a month inform cx that she on PAG 1st payment is 1058.00 due 8 25 25 cx really upset on this bill she said she almost 21 000 for this yr. adn she want to talk the supervisor. cx drpped the call . trying to explain to cx but cx didnt listen | KC JOHN CUNANAN |
| 2025-08-19 | WUR Assessment | LORI ANN STUMP Other. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat No. WUR Required No. Provided PUC No. | KC JOHN CUNANAN |
| 2025-08-19 | Special Situation | Caller LORI ANN STUMP Other. email verified 1st 819 25 | KC JOHN CUNANAN |
| 2025-08-16 | Credit | ██████████ Link to Assistance Programs page presented. | SELF SERVICE USER |
| 2025-08-16 | Credit | Self Serve Ratepayer. Offered Operation HELP - Yes . . | SELF SERVICE USER |
| 2025-08-16 | Credit | ██████████ Link to Assistance Programs page presented. | SELF SERVICE USER |
| 2025-08-18 | WEB Customer Initiated Payment | Scheduled date 8 16 2025 Amount 600.00 User ██████████ Owner YES. Confirmation Number 25081622 | SELF SERVICE USER |
| 2025-08-18 | Added Payment Agreement | ██████████ RatePayer. Agreement Type NCU. Cust agrees to PAG terms NO. First payment of 1 058.00 is due 08 25 2025. Future payments beginning with next bill will include installment amount of 60.00. Emailed PAG info to | SELF SERVICE USER |
| 2025-08-16 | Credit | ██████████ Link to Assistance Programs page presented. | SELF SERVICE USER |
| 2025-08-16 | Credit | Self Serve Ratepayer. Offered Operation HELP - Yes . . | SELF SERVICE USER |
| 2025-08-16 | Credit | Confirmed service is scheduled for termination on 08 20 2025. Amount is 1 447.90. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition. | SELF SERVICE USER |
| 2025-08-18 | Credit | ██████████ Ratepayer. Customer indicated there was no change to financial information. | SELF SERVICE USER |
| 2025-08-18 | Financial Statement Added | | SELF SERVICE USER |

| Contact Date | Contact Type | Remarks | User |
|--------------|--------------------------------|---|-------------------|
| 2025-08-14 | Credit | Caller LORI ANN STUMP Other. CONT neighbor s stmnts are only in the 200 s they have bigger families adv of looking into OT that the program would pay the PBD she would only have to pay a portion of stmnt ech mnth cust said she had to go to work would call back later to set up PAG look into OT | MELISSA PATTEN |
| 2025-08-14 | Correspondence - General | Template Name Master Utility Report Created By MELISSA PATTEN Letter Edited No CS Letters ID 6736915 | CSLET |
| 2025-08-14 | SC - GRACE EXTENSION | Suspend Charge automatically added by CSLET | CSLET |
| 2025-08-14 | Credit | Caller LORI ANN STUMP Other User Comments cci to see why her stmnts are so high when her actual usage charge is only 493.37 informed acct is on BB amtnt is 980 cust said they never enrolled in BB informed BB has been on acct since 2021 cust said their stmnts have been over 1000 for yrs they can t afford to pay that any more she said their CONT | MELISSA PATTEN |
| 2025-08-14 | WUR Assessment | LORI ANN STUMP Other. Caller s Concern General Information. Position Stated Yes. Sat No. WUR Required Yes. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No. | MELISSA PATTEN |
| 2025-08-14 | Credit | Confirmed service is scheduled for termination on 08 20 2025. Amount is 1 447.90. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition. | ASIA NANCE |
| 2025-08-11 | Leave Door Hanger Issued | DELIVER 3 DAY NOTICE | CUMCL024 |
| 2025-07-31 | Correspondence - Collections | CUT DATE 2025-08-14 AMOUNT 1 447.90 | |
| 2025-07-14 | WEB Customer Initiated Payment | Scheduled date 7 16 2025 Amount 1 000.00 User [REDACTED] Owner YES. Confirmation Number 25071666 | SELF SERVICE USER |
| 2025-07-14 | Added Payment Agreement | [REDACTED] RatePayer. Agreement Type NCU. Cust agrees to PAG terms NO. First payment of 1 188.00 is due 07 24 2025. Future payments beginning with next bill will include installment amount of 114.00. Emailed PAG info to [REDACTED] | SELF SERVICE USER |
| 2025-07-14 | Credit | [REDACTED] Link to Assistance Programs page presented. | SELF SERVICE USER |
| 2025-07-14 | Credit | Confirmed service is scheduled for termination on 07 21 2025. Amount is 1 373.73. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition. | SELF SERVICE USER |
| 2025-07-14 | Credit | [REDACTED] Ratepayer. Customer declined to provide financial information. | SELF SERVICE USER |
| 2025-07-14 | Financial Statement Added | | SELF SERVICE USER |
| 2025-07-10 | Leave Door Hanger Issued | DELIVER 3 DAY NOTICE | CUMCL024 |
| 2025-07-01 | Correspondence - Collections | CUT DATE 2025-07-15 AMOUNT 1 373.73 | |
| 2025-06-16 | Special Situation | PAYMENTUS WEB paid 1000.00 | SELF SERVICE USER |
| 2025-06-16 | Special Situation | PAYMENTUS WEB paid 1000.00 | SELF SERVICE USER |
| 2025-06-16 | Added Payment Agreement | [REDACTED] RatePayer. Agreement Type CU. Cust agrees to PAG terms YES. First payment of 1 206.00 is due 06 23 2025. Second payment of 1 182.00 is due on 06 24 2025. Payment Plan installment amount 125.00. Emailed PAG info to [REDACTED] | SELF SERVICE USER |
| 2025-06-15 | Credit | [REDACTED] Link to Assistance Programs page presented. | SELF SERVICE USER |
| 2025-06-15 | Credit | Confirmed service is scheduled for termination on 06 24 2025. Amount is 2 316.73. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition. | SELF SERVICE USER |
| 2025-06-16 | Credit | [REDACTED] Ratepayer. Customer indicated there was no change to financial information. | SELF SERVICE USER |
| 2025-06-16 | Financial Statement Added | | SELF SERVICE USER |
| 2025-06-10 | Leave Door Hanger Issued | DELIVER 3 DAY NOTICE | CUMCL024 |
| 2025-06-02 | Correspondence - Collections | CUT DATE 2025-06-16 AMOUNT 2 316.73 | |
| 2025-05-07 | IVR Customer Initiated Payment | Caller IVR Ratepayer. Comments Made Payment in the amount of 904.00. Confirmation number was Read. Confirmation Number 25050728 | IVR |
| 2025-05-07 | Added Payment Agreement | IVR Ratepayer agrees to payment terms of 904.00 due by 05 13 2025 to reinstate the payment plan. The second payment of 1 206.78 due on 05 23 2025. Installments of 125.00 are added to each monthly bill until the previous balance is paid in full. | IVR |
| 2025-05-03 | Special Situation | HIGH BILL ALERT | SUPP_HB |
| 2025-04-30 | Correspondence - Collections | CUT DATE 2025-05-14 AMOUNT 2 138.95 | |
| 2025-04-09 | IVR Customer Initiated Payment | Scheduled date 4 9 2025 Amount 906.64 User IVR Owner YES. Confirmation Number 25040940 | IVR |
| 2025-04-04 | Supplier Switch Letter | Supplier Added - Cust Choice 1 Bill. | CSSDR044 |
| 2025-04-04 | Cust Choice 1 Bill | Supplier added on 2025-04-09 - American Power Gas of PA LLC | |
| 2025-04-04 | Batch Enrollment | | |
| 2025-04-03 | Special Situation | HIGH BILL ALERT | SUPP_HB |

| Contact Date | Contact Type | Remarks | User |
|--------------|--------------------------------|---|-------------------|
| 2025-03-31 | Added Payment Agreement | Ratepayer. Agreement Type NCU. Cust agrees to PAG terms YES. First payment of 904.00 is due 04 07 2025. Future payments beginning with next bill will include installment amount of 125.00. Emailed PAG info to | SELF SERVICE USER |
| 2025-03-31 | Credit | Link to Assistance Programs page presented. | SELF SERVICE USER |
| 2025-03-31 | Financial Statement Added | | SELF SERVICE USER |
| 2025-03-25 | Returned Item | RETURNED ITEM AMOUNT 1484.90 DATE OF RETURNED ITEM 2025-03-25 REASON R01 INSUFFICIENT FUNDS | CUBAR080 |
| 2025-03-25 | Correspondence - Returned Item | Return Item - Friendly | |
| 2025-03-24 | Batch Enrollment | | |
| 2025-03-19 | IVR Customer Initiated Payment | Caller IVR Ratepayer. Comments Made Payment in the amount of 1484.90. Confirmation number was Read. Confirmation Number 25031902 | IVR |
| 2025-03-18 | Post 48 Hour Notice Issued | ISSUE POST 48 HOUR NOTICE | CUMCL024 |
| 2025-03-06 | Correspondence - Collections | CUT DATE 2025-03-20 AMOUNT 1 484.90 | |
| 2025-03-05 | Special Situation | HIGH BILL ALERT | SUPP_HB |
| 2025-02-04 | Special Situation | HIGH BILL ALERT | SUPP_HB |
| 2025-01-24 | IVR Customer Initiated Payment | Caller IVR Ratepayer. Comments Made Payment in the amount of 723.01. Confirmation number was Read. Confirmation Number 25012437 | IVR |
| 2025-01-22 | Post 48 Hour Notice Issued | ISSUE POST 48 HOUR NOTICE | CUMCL024 |
| 2025-01-22 | Credit | Text sent to for web offer. Customer response NO RESPONSE | IVR |
| 2025-01-08 | Correspondence - Collections | CUT DATE 2025-01-23 AMOUNT 723.01 | |
| 2025-01-03 | Special Situation | HIGH BILL ALERT | SUPP_HB |
| 2024-12-23 | WEB Customer Initiated Payment | Scheduled date 12 22 2024 Amount 1 355.75 User Owner YES. Confirmation Number 24122263 | SELF SERVICE USER |
| 2024-12-17 | Post 48 Hour Notice Issued | ISSUE POST 48 HOUR NOTICE | CUMCL024 |
| 2024-12-17 | Credit | Link to Assistance Programs page presented. | SELF SERVICE USER |
| 2024-12-17 | Credit | Confirmed service is scheduled for termination on 12 23 2024. Amount is 1 355.75. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition. | SELF SERVICE USER |
| 2024-12-17 | Credit | Ratepayer. Customer declined to provide financial information. | SELF SERVICE USER |
| 2024-12-17 | Financial Statement Added | | SELF SERVICE USER |
| 2024-12-04 | Correspondence - Collections | CUT DATE 2024-12-18 AMOUNT 1 355.75 | |
| 2024-12-03 | Special Situation | HIGH BILL ALERT | SUPP_HB |
| 2024-10-31 | Special Situation | HIGH BILL ALERT | SUPP_HB |
| 2024-10-29 | IVR Customer Initiated Payment | Caller IVR Ratepayer. Comments Made Payment in the amount of 648.76. Confirmation number was Read. Confirmation Number 24102950 | IVR |
| 2024-10-17 | Correspondence - Collections | CUT DATE 2024-10-31 AMOUNT 648.76 | |
| 2024-10-02 | Special Situation | HIGH BILL ALERT | SUPP_HB |
| 2024-09-23 | Batch Enrollment | | |
| 2024-09-11 | IVR Customer Initiated Payment | Caller IVR Ratepayer. Comments Made Payment in the amount of 1260.40. Confirmation number was Read. Confirmation Number 24091101 | IVR |
| 2024-09-05 | Correspondence - Collections | CUT DATE 2024-09-19 AMOUNT 1 260.40 | |
| 2024-08-31 | Special Situation | HIGH BILL ALERT | SUPP_HB |
| 2024-08-02 | Special Situation | HIGH BILL ALERT | SUPP_HB |
| 2024-07-26 | IVR Customer Initiated Payment | Caller IVR Ratepayer. Comments Made Payment in the amount of 612.00. Confirmation number was Read. Confirmation Number 24072626 | IVR |
| 2024-07-18 | Correspondence - Collections | CUT DATE 2024-08-01 AMOUNT 612.00 | |
| 2024-07-03 | Special Situation | HIGH BILL ALERT | SUPP_HB |
| 2024-06-04 | Special Situation | HIGH BILL ALERT | SUPP_HB |
| 2024-05-20 | IVR Customer Initiated Payment | Scheduled date 5 20 2024 Amount 627.96 User IVR Owner YES. Confirmation Number 24052015 | IVR |
| 2024-05-08 | IVR Customer Initiated Payment | Caller IVR Ratepayer. Comments Made Payment in the amount of 1275.97. Confirmation number was Read. Confirmation Number 24050823 | IVR |
| 2024-05-07 | Correspondence - Collections | CUT DATE 2024-05-21 AMOUNT 1 275.97 | |
| 2024-05-03 | Special Situation | HIGH BILL ALERT | SUPP_HB |

| Contact Date | Contact Type | Remarks | User |
|--------------|--|---|-------------------|
| 2024-04-04 | Special Situation | HIGH BILL ALERT | SUPP_HB |
| 2024-04-01 | IVR Customer Initiated Payment | Caller IVR Ratepayer. Comments Made Payment in the amount of 638.45. Confirmation number was Read. Confirmation Number 24040197 | IVR |
| 2024-03-26 | Data Repair | Suspend Charges due to Delayed bill 3 5 24 | CSSDR044 |
| 2024-03-19 | Correspondence - Collections | CUT DATE 2024-04-02 AMOUNT 638.45 | |
| 2024-03-16 | Data Repair | Delayed Bill 3 5-Grace extension will be added on due date | CSSDR044 |
| 2024-03-05 | Special Situation | HIGH BILL ALERT | SUPP_HB |
| 2024-02-05 | IVR Customer Initiated Payment | Caller IVR Ratepayer. Comments Made Payment in the amount of 676.12. Confirmation number was Read. Confirmation Number 24020555 | IVR |
| 2024-02-02 | Special Situation | HIGH BILL ALERT | SUPP_HB |
| 2024-01-04 | Special Situation | HIGH BILL ALERT | SUPP_HB |
| 2024-01-02 | Removed from Collections - Deferred BB Balance | | CUBSI006 |
| 2023-12-26 | IVR Customer Initiated Payment | Scheduled date 12 23 2023 Amount 1 219.37 User IVR Owner YES. Confirmation Number 23122333 | IVR |
| 2023-12-01 | Special Situation | HIGH BILL ALERT | SUPP_HB |
| 2023-11-10 | IVR Customer Initiated Payment | Scheduled date 11 10 2023 Amount 754.00 User IVR Owner YES. Confirmation Number 23111009 | IVR |
| 2023-10-31 | Special Situation | HIGH BILL ALERT | SUPP_HB |
| 2023-10-19 | Credit | Caller LORI ANN STUMP Other User Comments S W LORI ANN STUMP r p wanted to make a pymt of 500. adv bal due 1 119.37 by 10 23 Adv about PDB and adv about consequences. Offered to Setup a Pymt plan of 267 by 10 26 and 77 11 installments. They agreed. Cx wanted to make a payment of 500 using a chk acct. Confirmation number of pymt provided. SAT | JAMES POITIER |
| 2023-10-19 | WUR Assessment | LORI ANN STUMP Other. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No. | JAMES POITIER |
| 2023-10-19 | CSS WEB Interface Payment | Caller LORI ANN STUMP Other Occupant. Comments Made Payment in the amount of 500.00. Confirmation number was emailed to ██████████ Confirmation Number 23101926 | JAMES POITIER |
| 2023-10-19 | Added Payment Agreement | LORI ANN STUMP Other. Agreement Type NCU. Cust agrees to PAG terms YES. First payment of 267.00 is due 10 26 2023. Future payments beginning with next bill will include installment amount of 77.00. Emailed PAG info to ██████████ | JAMES POITIER |
| 2023-10-19 | Financial Statement Added | | JAMES POITIER |
| 2023-10-19 | Credit | Confirmed service is scheduled for termination on 10 23 2023. Amount is 929.09. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition. | JAMES POITIER |
| 2023-10-03 | Correspondence - Collections | CUT DATE 2023-10-18 AMOUNT 929.09 | |
| 2023-09-30 | Special Situation | HIGH BILL ALERT | SUPP_HB |
| 2023-09-07 | IVR Customer Initiated Payment | Caller IVR Ratepayer. Comments Made Payment in the amount of 751.40. Confirmation number was Read. Confirmation Number 23090762 | IVR |
| 2023-09-05 | Correspondence - Collections | CUT DATE 2023-09-19 AMOUNT 751.40 | |
| 2023-08-31 | Special Situation | HIGH BILL ALERT | SUPP_HB |
| 2023-08-16 | IVR Customer Initiated Payment | Caller IVR Ratepayer. Comments Made Payment in the amount of 300.00. Confirmation number was Read. Confirmation Number 23081600 | IVR |
| 2023-08-10 | WEB Customer Initiated Payment | Scheduled date 8 10 2023 Amount 800.00 User ██████████ Owner YES. Confirmation Number 23081035 | SELF SERVICE USER |
| 2023-08-03 | Correspondence - Collections | CUT DATE 2023-08-17 AMOUNT 920.20 | |
| 2023-08-02 | Special Situation | HIGH BILL ALERT | SUPP_HB |
| 2023-07-01 | Special Situation | HIGH BILL ALERT | SUPP_HB |
| 2023-06-22 | IVR Customer Initiated Payment | Caller IVR Ratepayer. Comments Made Payment in the amount of 2542.58. Confirmation number was Read. Confirmation Number 23062259 | IVR |
| 2023-06-02 | Special Situation | HIGH BILL ALERT | SUPP_HB |
| 2023-05-03 | Special Situation | HIGH BILL ALERT | SUPP_HB |
| 2023-04-01 | Special Situation | HIGH BILL ALERT | SUPP_HB |
| 2023-03-15 | IVR Customer Initiated Payment | Caller IVR Ratepayer. Comments Made Payment in the amount of 1972.63. Confirmation number was Read. Confirmation Number 23031526 | IVR |
| 2023-03-03 | Special Situation | HIGH BILL ALERT | SUPP_HB |
| 2023-02-02 | Data Repair | DR_REQ10782282 - CD-NXT-COLL-ACTION UPDATE | CSSDR044 |

| Contact Date | Contact Type | Remarks | User |
|--------------|--------------------------------|--|-----------------|
| 2023-02-01 | Special Situation | HIGH BILL ALERT | SUPP_HB |
| 2023-01-20 | Special Situation | HIGH BILL ALERT | SUPP_HB |
| 2023-01-19 | Data Repair | INC10765324 - Reads Workaround | CSSDR044 |
| 2023-01-16 | Miscellaneous | WATT No Bill - No Bill Residential Work Item 3124991 Created | CSS |
| 2023-01-13 | Cancel/Only Service | DR_IR170744 - Perform Cancel Only. | |
| 2023-01-13 | IVR Customer Initiated Payment | Caller IVR Ratepayer. Comments Made Payment in the amount of 600.20. Confirmation number was Read. Confirmation Number 23011303 | IVR |
| 2023-01-06 | OB Call - Outreach | Caller Back Office Ratepayer. LM for pdb - referred to website | MICHELE BARDI |
| 2023-01-06 | Special Situation | HIGH BILL ALERT | SUPP_HB |
| 2023-01-05 | Correspondence - Collections | CUT DATE 2023-01-23 AMOUNT 600.20 | |
| 2022-12-01 | Special Situation | HIGH BILL ALERT | SUPP_HB |
| 2022-11-28 | IVR Customer Initiated Payment | Scheduled date 11 28 2022 Amount 600.20 User IVR Owner YES. Confirmation Number 22112894 | IVR |
| 2022-11-01 | Special Situation | HIGH BILL ALERT | SUPP_HB |
| 2022-10-07 | Credit | Caller LORI ANN STUMP Other User Comments LORI ANN STUMP want to pay statement bal. term amt 677.44 10 19 22 will pay bal 1354.90 10 24 22. | GAIL HARRY |
| 2022-10-07 | WUR Assessment | LORI ANN STUMP Other. Caller s Concern Account Balance. Position Stated No. Investigation reqd No. WUR Required No. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. | GAIL HARRY |
| 2022-10-07 | CSS WEB Interface Payment | Caller LORI ANN STUMP Other. Comments Made Payment in the amount of 1354.90. Confirmation number was Emailed to [REDACTED] Confirmation Number 22100785 | GAIL HARRY |
| 2022-10-07 | Credit | Confirmed service is scheduled for termination on 10 19 2022. Amount is 677.44. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition. | GAIL HARRY |
| 2022-10-05 | Credit - Outbound Call | Caller Back Office Ratepayer. Working OB Call PDB no answer left mssg- Pay assist | ENID GONZALEZ |
| 2022-10-04 | Correspondence - Collections | CUT DATE 2022-10-19 AMOUNT 677.44 | |
| 2022-10-01 | Special Situation | HIGH BILL ALERT | SUPP_HB |
| 2022-09-12 | IVR Customer Initiated Payment | Caller IVR Ratepayer. Comments Made Payment in the amount of 675.43. Confirmation number was Read. Confirmation Number 22091264 | IVR |
| 2022-09-07 | Credit - Outbound Call | Caller Back Office Ratepayer. Called [REDACTED] regarding overdue balance no answer left message. Referred to website for self service. | DESTINY GARNETT |
| 2022-09-06 | Correspondence - Collections | CUT DATE 2022-09-20 AMOUNT 675.43 | |
| 2022-09-01 | Special Situation | HIGH BILL ALERT | SUPP_HB |
| 2022-08-11 | IVR Customer Initiated Payment | Caller IVR Ratepayer. Comments Made Payment in the amount of 514.50. Confirmation number was Read. Confirmation Number 22081106 | IVR |
| 2022-08-09 | OB Call - Outreach | Caller Back Office Ratepayer. Regarding p a called [REDACTED] left msg to contact us | WYATT ANGSTADT |
| 2022-08-08 | Correspondence - Collections | CUT DATE 2022-08-22 AMOUNT 514.50 | |
| 2022-08-03 | Special Situation | HIGH BILL ALERT | SUPP_HB |
| 2022-07-19 | IVR Customer Initiated Payment | Caller IVR Ratepayer. Comments Made Payment in the amount of 520.29. Confirmation number was Read. Confirmation Number 22071994 | IVR |
| 2022-07-19 | Maintain Bill Account | Caller IVR Ratepayer added [REDACTED] as alternate phone | IVR |
| 2022-07-18 | OB Call - Outreach | Caller Back Office Ratepayer. OBC to review PA left vm for cb | DAVID SOTO |
| 2022-07-14 | Credit - Outbound Call | Caller Back Office Ratepayer. Regarding overdue balance Voice mail was left advising to call back | FLAXINE GRUBE |
| 2022-07-12 | OB Call - Outreach | Caller Back Office Ratepayer. Called reg p a - left msg | TAYLOR JONES |
| 2022-07-08 | OB Call - Outreach | Caller Back Office Ratepayer. Regarding p a called [REDACTED] left msg to contact us | WYATT ANGSTADT |
| 2022-07-07 | Correspondence - Collections | CUT DATE 2022-07-21 AMOUNT 520.29 | |
| 2022-07-06 | OB Call - Outreach | Caller Back Office Ratepayer. called [REDACTED] no answer left vm regarding pay assist | KATHERINE SAWKA |
| 2022-07-02 | Special Situation | HIGH BILL ALERT | SUPP_HB |
| 2022-07-01 | Credit - Outbound Call | Caller Back Office Ratepayer. Called [REDACTED] re pay asst.lm on vm. | DIANA RAMOS |
| 2022-06-21 | Batch Enrollment | | |
| 2022-06-16 | IVR Customer Initiated Payment | Caller IVR Ratepayer. Comments Made Payment in the amount of 983.46. Confirmation number was Read. Confirmation Number 22061614 | IVR |
| 2022-06-13 | Credit - Outbound Call | Caller Back Office Ratepayer. Left a message regarding a past due balance. | BRIAN BENTON |

| Contact Date | Contact Type | Remarks | User |
|--------------|--------------------------------|---|-----------------|
| 2022-06-03 | Credit - Outbound Call | Caller Back Office Ratepayer. Left a message regarding a past due balance | BRIAN BENTON |
| 2022-06-03 | Special Situation | HIGH BILL ALERT | SUPP_HB |
| 2022-06-01 | Correspondence - Collections | CUT DATE 2022-06-15 AMOUNT 983.46 | |
| 2022-06-01 | OB Call - Outreach | Caller Back Office Ratepayer. OB Call attempt regarding pay assist. Called [REDACTED] - Left message to give us a call back or visit our website. | BRITTANY BURHAM |
| 2022-05-25 | Credit - Outbound Call | Caller Back Office Ratepayer. voice mail was left regarding overdu ebalance | GLORIA MOYER |
| 2022-05-23 | OB Call - Outreach | Caller Back Office Ratepayer. called for pay assist. no answer l m | DANIEL LAROCCO |
| 2022-05-04 | Special Situation | HIGH BILL ALERT | SUPP_HB |
| 2022-04-19 | IVR Customer Initiated Payment | Caller IVR Ratepayer. Comments Made Payment in the amount of 426.49. Confirmation number was Read. Confirmation Number 22041950 | IVR |
| 2022-04-14 | Leave Door Hanger Issued | DELIVER 3 DAY NOTICE | CUMCL024 |
| 2022-04-06 | Correspondence - Collections | CUT DATE 2022-04-20 AMOUNT 426.49 | |
| 2022-04-04 | IVR Customer Initiated Payment | Scheduled date 4 4 2022 Amount 500.00 User IVR Owner YES. Confirmation Number 22040473 | IVR |
| 2022-04-02 | Special Situation | HIGH BILL ALERT | SUPP_HB |
| 2022-03-21 | Data Repair | Data Repair DR_IR166395_D2 - UPDATE N A-DT TO 260 | CSSDR044 |
| 2022-03-04 | Special Situation | HIGH BILL ALERT | SUPP_HB |
| 2022-02-17 | IVR Customer Initiated Payment | Caller IVR Ratepayer. Comments Made Payment in the amount of 900.00. Confirmation number was Read. Confirmation Number 22021795 | IVR |
| 2022-02-03 | Special Situation | HIGH BILL ALERT | SUPP_HB |
| 2022-01-05 | Special Situation | HIGH BILL ALERT | SUPP_HB |
| 2021-12-15 | Batch Enrollment | | |
| 2021-12-03 | Special Situation | HIGH BILL ALERT | SUPP_HB |
| 2021-11-16 | IVR Customer Initiated Payment | Caller IVR Ratepayer. Comments Made Payment in the amount of 1282.49. Confirmation number was Read. Confirmation Number 21111684 | IVR |
| 2021-11-16 | Maintain Bill Account | Caller IVR Ratepayer added [REDACTED] as alternate phone | IVR |
| 2021-11-03 | Special Situation | HIGH BILL ALERT | SUPP_HB |

PPL ELECTRIC EXHIBIT NO. 3

View Payment Agreement for Account [REDACTED]

Edit Help

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

| | |
|------------------------------------|---|
| Current Billing Information | Budget Billing Details |
| Bill Due Date: 11/20/25 | Enroll in Budget Bill: <input type="checkbox"/> |
| Bill Amount: \$4,315.91 | Current BB Amount: \$827.00 |
| Agreement Details | Installment Details |
| Start Date: 08/18/25 | Installment Amount: \$60.00 |
| Agreement Amount: \$2,445.99 | Number Of Installments: 23 |
| Initial Payment Details | Remaining Installments: 23 |
| Due Date: 08/25/25 | Final Installment Amount: \$67.99 |
| Payment Amount: \$1,058.00 | Customer Offer |
| Restore Amount: \$1,058.00 | Downpayment Amount: \$0.00 |
| Task List | Downpayment Due Date: // |
| Customer Contact... | Installment Amount: \$0.00 |
| | Installment Due Date: // |

OK Cancel

Outstanding Money... ?

Special Situation Details

Special Circumstance: [REDACTED]

Supervisor Discretion: [REDACTED]

View Payment Agreement for Account [REDACTED]

Edit Help

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

| Current Billing Information | | Budget Billing Details | |
|-----------------------------|------------|------------------------|--------------------------|
| Bill Due Date: | 11/20/25 | Enroll in Budget Bill: | <input type="checkbox"/> |
| Bill Amount: | \$4,315.91 | Current BB Amount: | \$827.00 |

| Agreement Details | | Installment Details | |
|-------------------|------------|---------------------------|----------|
| Start Date: | 07/14/25 | Installment Amount: | \$114.00 |
| Agreement Amount: | \$2,447.90 | Number Of Installments: | 11 |
| | | Remaining Installments: | 11 |
| | | Final Installment Amount: | \$119.90 |

| Initial Payment Details | | Customer Offer | |
|-------------------------|------------|-----------------------|--------|
| Due Date: | 07/24/25 | Downpayment Amount: | \$0.00 |
| Payment Amount: | \$1,188.00 | Downpayment Due Date: | // |
| | | Installment Amount: | \$0.00 |
| Restore Amount: | \$1,188.00 | Installment Due Date: | // |

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**

| | |
|------------------------------------|---|
| Current Billing Information | Budget Billing Details |
| Bill Due Date: 11/20/25 | Enroll in Budget Bill: <input type="checkbox"/> |
| Bill Amount: \$4,315.91 | Current BB Amount: \$827.00 |
| Agreement Details | Installment Details |
| Start Date: 06/16/25 | Installment Amount: \$125.00 |
| Agreement Amount: \$3,373.73 | Number Of Installments: 18 |
| Initial Payment Details | Remaining Installments: 11 |
| Due Date: 06/23/25 | Final Installment Amount: \$123.73 |
| Payment Amount: \$1,206.00 | Customer Offer |
| Restore Amount: \$1,206.00 | Downpayment Amount: \$0.00 |
| Task List | Downpayment Due Date: // |
| Customer Contact... | Installment Amount: \$0.00 |
| | Installment Due Date: // |

OK Cancel

Outstanding Money... ?

Special Situation Details

Special Circumstance: [Redacted]

Supervisor Discretion: [Redacted]

View Payment Agreement for Account [Redacted]

Edit Help

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

| | |
|------------------------------------|---|
| Current Billing Information | Budget Billing Details |
| Bill Due Date: 11/20/25 | Enroll in Budget Bill: <input type="checkbox"/> |
| Bill Amount: \$4,315.91 | Current BB Amount: \$827.00 |
| Agreement Details | Installment Details |
| Start Date: 05/07/25 | Installment Amount: \$125.00 |
| Agreement Amount: \$2,138.95 | Number Of Installments: 10 |
| Initial Payment Details | Remaining Installments: 10 |
| Due Date: 05/13/25 | Final Installment Amount: \$109.95 |
| Payment Amount: \$904.00 | Customer Offer |
| Restore Amount: \$904.00 | Downpayment Amount: \$0.00 |
| Task List | Downpayment Due Date: // |
| Customer Contact... | Installment Amount: \$0.00 |
| | Installment Due Date: // |

OK Cancel

Outstanding Money... ?

Special Situation Details

Special Circumstance: [Redacted]

Supervisor Discretion: [Redacted]

View Payment Agreement for Account [Redacted]

Edit Help

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

| | |
|------------------------------------|---|
| Current Billing Information | Budget Billing Details |
| Bill Due Date: 11/20/25 | Enroll in Budget Bill: <input type="checkbox"/> |
| Bill Amount: \$4,315.91 | Current BB Amount: \$827.00 |
| Agreement Details | Installment Details |
| Start Date: 03/31/25 | Installment Amount: \$125.00 |
| Agreement Amount: \$2,283.95 | Number Of Installments: 11 |
| Initial Payment Details | Remaining Installments: 11 |
| Due Date: 04/07/25 | Final Installment Amount: \$127.31 |
| Payment Amount: \$904.00 | Customer Offer |
| Restore Amount: \$904.00 | Downpayment Amount: \$0.00 |
| Task List | Downpayment Due Date: // |
| Customer Contact... | Installment Amount: \$0.00 |
| | Installment Due Date: // |

OK Cancel

Outstanding Money... ?

Special Situation Details

Special Circumstance: [Redacted]

Supervisor Discretion: [Redacted]

View Payment Agreement for Account [Redacted]

Edit Help

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

| | |
|------------------------------------|---|
| Current Billing Information | Budget Billing Details |
| Bill Due Date: 11/20/25 | Enroll in Budget Bill: <input type="checkbox"/> |
| Bill Amount: \$4,315.91 | Current BB Amount: \$827.00 |
| Agreement Details | Installment Details |
| Start Date: 10/19/23 | Installment Amount: \$77.00 |
| Agreement Amount: \$1,119.37 | Number Of Installments: 11 |
| Initial Payment Details | Remaining Installments: 7 |
| Due Date: 10/26/23 | Final Installment Amount: \$80.37 |
| Payment Amount: \$267.00 | Customer Offer |
| Restore Amount: \$267.00 | 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: [Dropdown]

Supervisor Discretion: [Dropdown]

PPL ELECTRIC EXHIBIT NO. 4

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



DOUGLAS STUMP
98 S KING ST
STEVENS, PA 17578

October 13, 2025

Bill Account Number: [REDACTED]

Dear DOUGLAS STUMP:

On 09/08/2025, you contacted us to discuss the amount of your electric bill (bill period ending 09/08/2025).

To assist you with understanding your electricity consumption and the resulting bill, we reviewed your usage history. We discussed your energy usage, which among other things, looks at the size of your home or business, number of occupants, the heating and cooling sources, and appliances. We conducted the analysis to learn more about your home and your energy consumption.

We tested your meter and have enclosed the report from the test. Based on the results, your electric meter was recording your electricity consumption accurately. Based on our review, your bills are correct.

Lastly, we encourage you to view and monitor your electricity use regularly on our website at ppllectric.com. If you have not already done so, you will need to create a username and password to link your bill account number to your profile.

After logging into your account, at ppllectric.com, you will see a graph of electricity use. To the right of that graph, select View Usage Details. This application lets you track your home's energy use. It also shows the average daily temperature. The weather has a direct impact on electricity usage for homes that rely on electricity for heating or cooling. Using this site regularly will improve your understanding of your electricity use and might help you find ways to save money on future bills.

We have enclosed an account activity statement for your reference. Your balance of \$3,488.91 is due on 10/09/2025. If you cannot pay the bill in full, please visit our website at ppllectric.com or call us.

You can pay your bill:

- Electronically, at ppllectric.com.
- By phone at 1-800-342-5775.
- By mail, send your payment to PPL electric Utilities, PO Box 419054, St. Louis, MO 63141.
- In person, at a bill payment center (service fee applies). See list of payment centers at ppllectric.com/paybill.
- By credit or debit card, by calling Paymentus at 1-844-278-3310, (service fee applies) to pay using Visa, MasterCard, Discover or debit card.

If you have questions or need more information, please visit ppllectric.com or call us at 1-800-342-5775. Customer service is available 24/7 for emergencies and outages, and 8 a.m. to 5 p.m. Monday through Friday for all other questions.

Sincerely,

PPL Electric Utilities

56.152 (7)(ii) The date on or after which the account will become delinquent unless a payment arrangement is entered into or an informal complaint is filed with the Commission. This date may not be earlier than the due date of the bill or 15 days after the issuance of a public utility company report, whichever is later.

Metering Support Laboratory

Laboratory Test Results

Customer Name: Douglas Stump
Customer Billing Account: [REDACTED]
Meter Manufacturer: Landis and Gyr
Meter Serial Number: [REDACTED]
Meter Test Date: 10/9/2025

Meter Test Results:
- Full Load Test: 99.99%
- Light Load Test: 100.01%
- Average Accuracy: 99.99%

PPL Electric Utilities Metering Laboratory is certified by the Pennsylvania Public Utility Commission. Meters are tested in accordance with Chapter 57.20. Full load meter testing is conducted at 100% of rated nameplate test current. Light Load meter testing is conducted at 10% of rated nameplate test current. Average Result is a weighted average of the two test points using 80% full load and 20% light load.

All meter accuracy results and equipment used are traceable to the National Institute of Standards and Technology (NIST) in Gaithersburg, Maryland.

Certified meter test results for Meter Serial number [REDACTED] were obtained using a WECO Model 4150 test system with serial number 7753 301545.

Additional testing notes:

Certified:
Joseph Chunko
Supervising Engineer, Metering Support

Understanding Your Rights

The Pennsylvania Public Utility Commission (PUC) is a regulatory agency that balances the needs of consumers and utilities to ensure safe and reliable utility service at reasonable rates. Additionally, the PUC establishes the rules and regulations with which utilities must comply.

If you do not agree with this report, you may file an informal complaint with the PUC by calling toll-free in PA at 1-800-692-7380. If you prefer, you may write the PUC, P.O. Box 3265, Harrisburg, PA 17105-3265.

The PUC will ask you to provide the following information.

- The customer's name and phone number.
- The customer's address, and if different, the service address.
- The utility company's name and the customer's account number, if there is one.
- A brief statement of the dispute and the relief sought.
- Whether the company has already investigated and reported the dispute.
- Whether the same formal or informal complaint was filed with the PUC in the past.
- The proposed shut-off date, if any.

If you need additional information or have other concerns, please call PPL toll-free at 1-800-DIAL-PPL (1-800-342-5775).

PPL ELECTRIC EXHIBIT NO. 5

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] 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, 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 Utilities

We deliver.

1-800-342-5775
For hours of operation and to pay/manage your account, visit ppelectric.com.

Service to:
DOUGLAS STUMP
98 S KING ST
STEVENS, PA 17578

| | |
|------------------|--------------------|
| Meter [REDACTED] | Account [REDACTED] |
| Due Date | Amount Due |
| 11/20/24 | \$1,355.75 |

Billing Details on Back
Because you are on Budget Billing, your amount due does not equal your Usage Charges.

| | | | | |
|--------------------------------------|----------------------------|----------------------------|-----------------|------------------------|
| Supply | \$317.52 | Usage from Sep 30 - Oct 29 | \$108.56 | Delivery |
| NRG Retail Solutions 855-500-8703 | Effective Date 11/28/18 | | | PPL Electric Utilities |

Electric Chg: 1997 KWH @ \$0.15900
PPL Electric Utilities Price to Compare
\$0.10040 Use this price when comparing supplier offers.



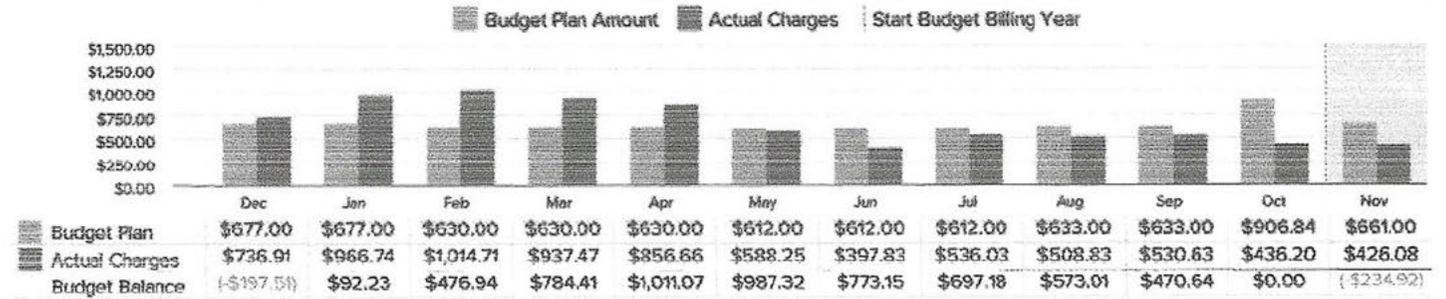
Budget Plan Summary
To date, you are 1 months into your 12-month Budget Billing Plan and have used \$234.92 less than your monthly Budget Plan Amounts.

Budget Plan Amount: \$661.00
Your Budget Bill balance is ahead: -\$234.92
Next Budget Review: January 2025
Budget Plan Year Ends: September 2025

SHOP FOR ELECTRICITY
Visit PPowerSwitch.com or www.oca.state.pa.us
If you're shopping, know your contract expiration date.
Account Number [REDACTED]
The price to compare is updated June 1st and December 1st.
Rate: RS. View schedule at ppelectric.com/rates

Continued on back

Monthly Budget Plan vs. Actual Charges



About this graph: A green budget balance means you've used less than your budget. Black means you've used more. Your plan is reviewed every 3 months.

Questions/concerns? Contact us by 11/20/24

1-800-342-5775
Visit ppelectric.com for hours of operation.

Correspondence to:
PPL Customer Service
827 Hausman Road
Allentown, PA 18104-9392

| | | |
|----------------|----------|------------|
| Account Number | Due Date | Amount Due |
| [REDACTED] | 11/20/24 | \$1,355.75 |

Amount Enclosed:

| | | | | | | | |
|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| <input type="text"/> |
|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|

DOUGLAS STUMP
98 S KING ST
STEVENS, PA 17578

Please make check payable to: PPL ELECTRIC UTILITIES
PO BOX 419054
ST LOUIS, MO 63141-9054

B.B. 12/1/25
Complainant Exhibit
1



< Account summary

Bills and Payments

98 S King St Stevens PA 17578



My Bills

My Payments

| Bill Date | Due Date | Energy Usage | Amount | |
|--------------|--------------|--------------|-----------|---|
| Nov 30, 2023 | Dec 21, 2023 | 3370 kWh | \$1219.37 | ⋮ |
| Oct 30, 2023 | Nov 20, 2023 | 1888 kWh | \$1296.37 | ⋮ |
| Sep 29, 2023 | Oct 23, 2023 | 1463 kWh | \$1119.37 | ⋮ |
| Aug 30, 2023 | Sep 20, 2023 | 1581 kWh | \$1680.49 | |
| Aug 1, 2023 | Aug 22, 2023 | 2395 kWh | \$1851.40 | |
| Jun 30, 2023 | Jul 24, 2023 | 1885 kWh | \$920.20 | |
| Jun 1, 2023 | Jun 22, 2023 | 1796 kWh | \$2542.58 | |
| May 2, 2023 | May 23, 2023 | 3032 kWh | \$1603.34 | |
| Mar 31, 2023 | Apr 24, 2023 | 4367 kWh | \$675.20 | |
| Mar 2, 2023 | Mar 23, 2023 | 4775 kWh | \$1972.63 | |

Items per page: 10 ▾ 21 – 30 of 48 < >

B.B. 12/1/25
**Complainant
 Exhibit
 2**