

COMMONWEALTH OF PENNSYLVANIA
(Public Utility Commission)

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JULIA HARNISH, :
Complainant, : Docket No.:
vs. : F-2025-3057612
PPL ELECTRIC UTILITIES :
CORP., :
Respondent. :
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Pages 1 through 68 INITIAL HEARING
Judge's Chambers
Commonwealth Keystone Bldg.
400 North Street
Harrisburg, PA 17120

Tuesday, December 16, 2025
Met, pursuant to notice, at 1:05 p.m.

BEFORE: THE HONORABLE JOHN COOGAN
Administrative Law Judge

INDEX TO EXHIBITS
Docket No.: F-2025-3057612
Hearing Date: December 16, 2025

EXHIBITS INDEX

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PPL ELECTRIC EXHIBIT NO. 1

*** Account Information ***

Account Number: [REDACTED]
 Mail To:
 JULIA HARNISH
 738 HILLDALE RD UNIT B
 HOLTWOOD PA 17532
 Requested By:
 JULIA HARNISH
 Extension:

*** Current Account Status ***

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

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
10/15/2025	ELECTRIC SERVICE		\$100.07								
10/15/2025	Regular Bill	11/05	\$100.07				0071/0027	01743A	18	516	

11/04/2025	Payment		\$-100.07								

11/13/2025	ELECTRIC SERVICE		\$242.29								
11/13/2025	Regular Bill	12/04	\$242.29				0430/0000	03032A	29	1289	

PPL ELECTRIC EXHIBIT NO. 2

Account Contact History
Account: [REDACTED] **Customer Name: JULIA HARNISH**
 From 12/1/2021 to 12/4/2025

Contact Date	Contact Type	Remarks	User
2025-12-03	Special Situation	PAYMENTUS IVR paid 242.29	SELF SERVICE USER
2025-11-03	Special Situation	PAYMENTUS IVR paid 100.07	SELF SERVICE USER
2025-10-09	Customer Maintained	Added SSN to account record per request from RevOps	AMANDA R BACHMAN
2025-09-29	Choice Inquiry	New Connect Privacy Release Default - OK to Release All	SYSTEM SYSTEM
2025-09-27	Connect Completed		BATCH
2025-09-26	Connect/Disconnect	Caller JULIA HARNISH Ratepayer User Comments issued connect 9 27 2025 adv cx if power not on cx would have to call monday to speak with an agent adv cx most liekly bal from acct [REDACTED] will be trasns to new acct with in 1-2 weeks SAT y	THOMAS HENRIQUEZ
2025-09-26	WUR Assessment	JULIA HARNISH Ratepayer. Caller s Concern Account Activation Date, Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Application for Service, Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	THOMAS HENRIQUEZ
2025-09-26	Maintain Bill Account	Caller JULIA HARNISH Ratepayer added - as alternate phone Does Not Have	THOMAS HENRIQUEZ
2025-09-26	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 N RESIDENTIAL USE ASSOCIATED WITH THE PROPERTY RESIDENTIAL USE WILL BE FOR THE RATEPAYERS SOLE BENEFIT	THOMAS HENRIQUEZ
2025-09-26	Connect Issued	Electric CTP-Applicant caller JULIA HARNISH CallerRelation Ratepayer date of connect 09 27 2025 new address 738 HILLDALE RD UNIT B HOLTWOOD PA 17532 DepositAmt 0 DepositReq No Pre Bal 0 Pre Bal Req No ID Req No Send AddName Letter No	THOMAS HENRIQUEZ

PPL ELECTRIC EXHIBIT NO. 3

*** Account Information ***

*** Current Account Status ***

Account Number: [REDACTED]
 Mail To:
 JULIA HARNISH
 738 HILLDALE RD UNIT B
 HOLTWOOD PA 17532
 Requested By:
 JULIA HARNISH
 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
03/24/2025	Transfer Debit		\$0.18								
03/24/2025	Transfer Debit		\$0.18								
03/24/2025	Transfer Debit		\$0.27								
03/24/2025	Transfer Debit		\$0.54								
03/24/2025	Transfer Debit		\$0.85								
03/24/2025	Transfer Debit		\$1.18								
03/24/2025	Transfer Debit		\$1.18								
03/24/2025	Transfer Debit		\$1.90								
03/24/2025	Transfer Debit		\$2.27								
03/24/2025	Transfer Debit		\$3.10								
03/24/2025	Transfer Debit		\$3.58								
03/24/2025	Transfer Debit		\$4.12								
03/24/2025	Transfer Debit		\$4.23								
03/24/2025	Transfer Debit		\$4.72								
03/24/2025	Transfer Debit		\$14.00								
03/24/2025	Transfer Debit		\$17.96								
03/24/2025	Transfer Debit		\$21.58								
03/24/2025	Transfer Debit		\$24.17								
03/24/2025	Transfer Debit		\$25.91								
03/24/2025	Transfer Debit		\$27.34								
03/24/2025	Transfer Debit		\$28.12								
03/24/2025	Transfer Debit		\$28.97								
03/24/2025	Transfer Debit		\$29.56								
03/24/2025	Transfer Debit		\$31.93								
03/24/2025	Transfer Debit		\$35.22								
03/24/2025	Transfer Debit		\$39.75								
03/24/2025	Transfer Debit		\$43.60								
03/24/2025	Transfer Debit		\$47.32								
03/24/2025	Transfer Debit		\$3932.21								
03/24/2025	Transfer Debit		\$0.18								
03/24/2025	Transfer Debit		\$0.18								
03/24/2025	Transfer Debit		\$0.18								
03/24/2025	Transfer Debit		\$0.18								
03/24/2025	Transfer Debit		\$0.18								
03/24/2025	Transfer Debit		\$0.05								
03/24/2025	Transfer Debit		\$2.27								

04/16/2025	ELECTRIC SERVICE		\$227.86								
04/16/2025	Regular Bill	05/07	\$4607.02				0445/0000	95745A	28	1342	

05/13/2025	Late Payment Charge		\$2.85								

05/16/2025	ELECTRIC SERVICE		\$145.95								
05/16/2025	Regular Bill	06/06	\$4755.82	\$4607.02			0086/0031	96569A	30	824	

06/26/2025	ELECTRIC SERVICE		\$175.88								
06/26/2025	Regular Bill	07/17	\$4931.70	\$4755.82			0097/0101	975250	32	956	

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
07/17/2025	ELECTRIC SERVICE		\$196.47								
07/17/2025	Regular Bill	08/07	\$5128.17	\$4931.70			0000/0423	01028A	30	1028	

08/07/2025	ELECTRIC SERVICE		\$34.45								
08/07/2025	Regular Bill	08/28	\$5162.62	\$5128.17			0000/0073	012090	5	181	

PPL ELECTRIC EXHIBIT NO. 4

Account Contact History
Account: [REDACTED] **Customer Name: JULIA HARNISH**
 From 12/1/2021 to 12/4/2025

Contact Date	Contact Type	Remarks	User
2025-09-26	Connect/Disconnect	Caller JULIA HARNISH Ratepayer. advc x needs to create a new acct current acct cloesd due to non pay adv cx bal 5162.62 adv will be most likey to be trans to new acct with in 1-2 weeks issued connect 9 27 2025 [REDACTED] adv cx if not on time would have to call monday to speak with anagent	THOMAS HENRIQUEZ
2025-09-26	Connect/Disconnect	Caller JULIA HARNISH Ratepayer. adv cx acct is cloesed adv needs to restart cx service cx bill since 1988 have been paid except the disputed ones cx adv has a PUC case adv cx their was decison made regarding cx was billed properly under PA law cx did not wnat to hear more abt the case	THOMAS HENRIQUEZ
2025-09-26	Connect Issued	CTP-Applicant caller JULIA HARNISH CallerRelation Ratepayer date of connect 09 27 2025 new address 738 HILLDALE RD UNIT B HOLTWOOD PA 17532 DepositAmt 0 DepositReq No Pre Bal 0 Pre Bal Req No ID Req No Send AddName Letter No	THOMAS HENRIQUEZ
2025-09-23	SC - PUC Formal Complaint	The customer filed Formal Complaint Docket No. F-2025-3057612- WATT ID 4563850	E02623
2025-09-23	Miscellaneous	WATT CCC Formal Complaint - Bill Dispute High Bill Work Item 4563850 Created	CARMEN P URBAN
2025-09-17	Call Transfer	Caller JULIA HARNISH Ratepayer User Comments cci bec she have a complain about her bill cx mention she is complaining about incorrect bill. cx has puc complain. for further assistance TR to EE. cx agree and und	RHIZA SANTOS
2025-09-17	WUR Assessment	JULIA HARNISH Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	RHIZA SANTOS
2025-09-17	WUR Assessment	JULIA HARNISH Ratepayer. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	JAYDEN LYONS
2025-09-17	Miscellaneous	Caller JULIA HARNISH Ratepayer User Comments cx call saying filed complaint with PUC was told once paying then power should not be cut cx hung up	JAYDEN LYONS
2025-09-16	WUR Assessment	JULIA HARNISH Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	KAMAL SAMAROO
2025-09-16	Credit	Caller JULIA HARNISH Ratepayer. sept re formal complaint. adv no new info re complaint. cx hung up no sat under.	KAMAL SAMAROO
2025-09-16	Credit	Caller JULIA HARNISH Ratepayer. cci file complaint with PUC as shut erlec off said f was paying undispyted bill wont shut elec off. adv PUC CASE DISMISSED. THE COMPANY PROPERLY BILLED THE CUSTOMER S ACCOUNT IN ACCORDANCE WITH PA LAW REGULATION AND CURRENT PUC PROCEDURES. THE METER WAS TESTED AND FOUND TO BE OPERATING WITHIN ACCEPTABLE. cx talking re 8th	KAMAL SAMAROO
2025-09-10	Correspondence - Collections	Final Bill Reminder	
2025-08-28	Miscellaneous	WATT CSS - PUC Payment Agreement Residential Work Item 4546839 Completed	RPAPR16
2025-08-28	SC - GRACE EXTENSION	Caller Back Office Ratepayer. Complaint dismissed. Refer to WATT 4546839 for dismissal details.	RPAPR16
2025-08-28	SC - PUC Mediation	Caller Back Office Ratepayer. SC Status from Open to Closed Cust Rights Given Y Cust Satisfied Y Comments Complaint dismissed. Refer to WATT 4546839 for dismissal details.	CUCL143
2025-08-28	Miscellaneous	WATT CSS - PUC Payment Agreement Residential Work Item 4546839 Created	PUCMED
2025-08-27	Miscellaneous	Caller Back Office Ratepayer. CONTINUED... and the bills are correct. It was noted Ms. Harnish was satisfied. Reber Testerman replied back to me thanking me for my help but did not request that I contact Ms. Harnish. Attached email to Legis. watt 4526549	SHERRI MORELL
2025-08-27	Miscellaneous	Caller Back Office Ratepayer. continued... based program. The meter test results were also discussed and that the meter readings were actual. Our 800-phone number was provided and the PO BOX mailing address for sending a payment. The Representative added notes to the account regarding the discussion. 427.00 required for reconnection ... CONT..	SHERRI MORELL
2025-08-27	Miscellaneous	Caller Back Office Ratepayer. sent email to Reber Testerman to see if Ms. Harnish needed any additional assistance or to be contacted. I received an email update from Courtney Birkhead that she called in on 8 26 25 regarding amount needed for reconnection 427.00 and the Representative provided some information about our WRAP program being an income-Cont	SHERRI MORELL

Contact Date	Contact Type	Remarks	User
2025-08-26	Credit	Caller JULIA HARNISH Ratepayer. ... payment is due with next bill. Adv would pay to us PPL. Provided 1800 and PO Box for mailing. Adv once receive confirmation of pmt reco anytime within nbd. Cust stated thats all she needed to know. Adv 427.00 is required for reco as rendered. Bills are correct. Sat	ASHLEY IRICK
2025-08-26	Credit	Caller JULIA HARNISH Ratepayer. ... income basted. Adv no apparent issue with meter. Readings are actual no est bills meter test came back 100 accurate. Update FS. Restate the RECO terms provided previously for this cut Agreement Type Reco 1. Min reco amt of 427.00 is due to reco service. Future payments will include installment of 427.00. Next ...	ASHLEY IRICK
2025-08-26	Credit	Caller JULIA HARNISH Ratepayer. Cust called due to complaint of high bill filed with puc. Requested appliance check is without electric and was last informed have to make a pmt and unsure where and to contact us. Adv do not have a ltr for appliances unable to see area or item of home with high use only days hours and months itself. Adv of wrap but is ...	ASHLEY IRICK
2025-08-26	Credit	Caller JULIA HARNISH Ratepayer User Comments Restate the RECO terms provided previously for this cut Agreement Type Reco 1. Min reco amt of 427.00 is due to reco service. Future payments will include installment of 427.00. Next payment is due with next bill.	ASHLEY IRICK
2025-08-26	WUR Assessment	JULIA HARNISH Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Investigation into Prior Concern. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	ASHLEY IRICK
2025-08-26	Financial Statement Added		ASHLEY IRICK
2025-08-26	Call Transfer	Caller JULIA HARNISH Ratepayer User Comments RP called about current issues going on and wanting to make payment. Wanted to speak with Sherri Morell will email her but she is OOO today. Transferring to billing bc acct is finalized and I cannot take payment.	COURTNEY BIRKHEAD
2025-08-26	WUR Assessment	JULIA HARNISH Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	COURTNEY BIRKHEAD
2025-08-18	SC - PUC Mediation	PUC MDIA BCS 4085688	CUCL143
2025-08-18	Miscellaneous	Caller Back Office Ratepayer. CONT.. revd what a home audit can do if cust requests one See watt attachmnt for more info	SHERRI MORELL
2025-08-18	Miscellaneous	Caller Back Office Ratepayer. Legislative watt 4526549- inquiry recvd asking if we spk w Ms. Harnish on the 7th- lowest amt for reco-and appliance review request to know what was using so much power this past winter re-stated reco revd Home Prof was offered 7-30-25 but was declined expld what home energy monitor can do if cust purchases one .. CONT..	SHERRI MORELL
2025-08-16	Miscellaneous	Caller JULIA HARNISH Ratepayer. cci about power shut of on 7 22 dv to call us on operation day mon-fri 8am to fri since on weekend only handle outage	ALDRIN CATCHUELA
2025-07-22	Disconnect Completed		BATCH
2025-08-07	Special Situation	left voice on ph [REDACTED] for JULIA HARNISH-prior meter [REDACTED] was tested on 6-19-25 Avg Accuracy 100 . Called to discuss any meter test questions to review her home profile to review RECO P A any other questions she may have. Please email Sherri Morell if cust calls back w outcome so I can send follow-up email on Legis.watt 4526549	SHERRI MORELL
2025-08-07	Miscellaneous	Caller Reber Testerman- Legislative watt 4526549 District Chief of Staff Other. Call outcome to Reber Testerman- Legislative watt 4526549 was attached- he req I call JULIA HARNISH again about mtr test home prof and p a see all attachments here for more info- expld I will call her and send him the outcome I will attach the email I send to him in the watt	SHERRI MORELL
2025-08-07	EFT Validation Failure Notice	ACTIVE PAYMENT AGREEMENT Rev 08 07 2025 11 37 invalid hot keys	SHERRI MORELL
2025-08-06	Disconnect Issued		BATCH
2025-08-06	Credit	Caller Back Office Ratepayer. cx call asking for reco the serv she said she spoke whit somebody who said the balance was 0.00 but the cx has a final acc whit balance of 0.00 but also has this active acc cut out for non pay we explain this and the cx hang up the call	SALLY BLANDIN
2025-08-04	Miscellaneous	WATT ID 4526549 legislative- recvd thank you email from Reber J. Testerman II -District Chief of Staff -Rep. Bryan Cutler stating he will let me know any other questions they may have.	SHERRI MORELL
2025-07-31	Correspondence - General	Template Name Statement of Account - No Dispute Created By Morell Sherri Letter Edited No CS Letters ID 6709891	CSLET
2025-07-31	Correspondence - General	Template Name Information Request Created By Morell Sherri Letter Edited Yes CS Letters ID 6709888	CSLET

Contact Date	Contact Type	Remarks	User
2025-07-31	Credit	Caller Back Office Ratepayer. I sent the activity stmts for the accts [REDACTED] attached to an info request letter on the active active to [REDACTED] sent to JULIA HARNISH directly attached Legislative response in watt 4526549 .. Julie s stmt on [REDACTED] sent separately LEGISLATIVE watt 4526549 -REQUEST WAS RECV	SHERRI MORELL
2025-07-30	Correspondence - General	Template Name Master Utility Report Created By SHERRI MORELL Letter Edited No CS Letters ID 6707820	CSLET
2025-07-30	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2025-07-30	WUR Assessment	JULIA HARNISH Ratepayer. Caller s Concern Billed Amounts. Position Stated Yes. Sat No. WUR Required Yes. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Caller s Concern Transferred Balance. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC Yes.	SHERRI MORELL
2025-07-30	Credit	Caller JULIA HARNISH Ratepayer. CONT.. Provided PUC ph as seen in scripting. Not satis	SHERRI MORELL
2025-07-30	Credit	Caller JULIA HARNISH Ratepayer. CONT.. She also disputes bal. of 6 451.89 on her roommates w o acct [REDACTED] gave Contractor Caller s agency pH .. expld she can dispute w agency. She s also waiting to hear back from PUC Rep Tom Harding. We discussed 2 prior PUC case she had 4017699 and 3884225 both showing closed cases dismissed. . CONT..	SHERRI MORELL
2025-07-30	Credit	Caller JULIA HARNISH Ratepayer. CONT.. She declined to review home profile said she already did that before. I rev d the old meter that was tested of meter [REDACTED] tested on 6 19 2025 mtr test results mailed on 6 20 25 showing average Accuracy 100.00 She did not want to have her new meter tested. . CONT..	SHERRI MORELL
2025-07-30	Credit	Caller JULIA HARNISH Ratepayer. CONT. Revd final balance from her closed account [REDACTED] was 4379.16. The unpaid balance was transferred to active account [REDACTED] on 3-24-25 and a balance transfer letter was sent. Cust disputes bal. on her [REDACTED] high bill concern. . CONT..	SHERRI MORELL
2025-07-30	Credit	Caller JULIA HARNISH Ratepayer. CONT.. Then his account was closed when JULIA HARNISH requested to place back under her name. Date of her connect was 03 19 2025. Her new acct now is [REDACTED] and her service was turned off for non-payment on 7-22-25. Revd RECO P A. . CONT..	SHERRI MORELL
2025-07-30	Credit	Caller JULIA HARNISH Ratepayer. call back on watt 4526549 - Legislative-s w JULIA HARNISH had service in her name under acct [REDACTED] She had her meter tested. Her roommate CECIL NEFF setup a new account in his name under a new account number w o [REDACTED] and her account was closed. . CONT..	SHERRI MORELL
2025-07-30	Credit	Customer meets eligibility requirements for a med cert. Customer declined information about protections available to at-risk customers.	SHERRI MORELL
2025-07-30	Added Payment Agreement	JULIA HARNISH Ratepayer. Agreement Type Reco 1. Min reco amt of 427.00 is due to reco service. Cust Offered 0.00. Future payments will include installment of 427.00. Next payment is due with next bill. Interested in BB est NO.	SHERRI MORELL
2025-07-30	Credit	JULIA HARNISH Ratepayer. Customer declined to provide financial information.	SHERRI MORELL
2025-07-30	Financial Statement Added		SHERRI MORELL
2025-07-26	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note IVR Call Type 10 No Lights Comments Disconnected Customer	IVR
2025-07-26	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note IVR Call Type 10 No Lights Comments Disconnected Customer	IVR
2025-07-17	Cut Out for Non-Pay Issued		CUMCL024
2025-07-11	3-day call - Ratepayer	CUBCL024	CUBCL024
2025-07-07	Correspondence - Collections	CUT DATE 2025-07-21 AMOUNT 4 308.87	
2025-06-30	Miscellaneous	WATT Non Crisis No Bill - WFM - CMO Completed in Billing Window Work Item 4502653 Completed	ALYSSIA M RODRIGUEZ
2025-06-30	Change Meter Only Issued	Re-entering CMO order previously issued	ALYSSIA M RODRIGUEZ
2025-06-26	Billing - In Progress	VOIDED CMO - account needs to bill for June will repost and complete CMO once billed. Entered 06 17 25 @ 97525 0.0 New meter [REDACTED] - 0 0.0	ALYSSIA M RODRIGUEZ
2025-06-23	Miscellaneous	WATT Non Crisis No Bill - WFM - CMO Completed in Billing Window Work Item 4502653 Created	RPAPR90
2025-06-20	Correspondence - General	Template Name Bill Inquiry-Meter Tested OK Created By Eibach Linda Letter Edited Yes CS Letters ID 6623975	CSLET
2025-06-20	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2025-06-20	SC - GRACE EXTENSION	SENT METER TEST RESULTS TO CUSTOMER 6 20 25 METER TEST RESULTS ATTACHED TO THE WATT	309157
2025-06-20	Miscellaneous	WATT Generalist - Meter Test-CMO Issued Work Item 4496527 Completed	LINDA M EIBACH

Contact Date	Contact Type	Remarks	User
2025-06-20	Miscellaneous	WATT ID 4496527 SENT METER TEST RESTULTS TO CUSTOMER ON 6 20 25- METER TEST RESULTS ARE ATTACHED TO THE WATT.	LINDA M EIBACH
2025-06-16	Miscellaneous	WATT Generalist - Workforce BO Meter Test Work Item 4493423 Completed	LINDA M EIBACH
2025-06-16	Change Meter Only Voided	voided duplicate order	LINDA M EIBACH
2025-06-16	SC - METER TEST	Caller JULIA HARNISH Ratepayer. Received 35 Meter test fee. Issued CMO	311450
2025-06-16	Miscellaneous	Received 35 meter test fee-issued CMO.	LISA PERNOT
2025-06-16	Miscellaneous	WATT Generalist - Meter Test-CMO Issued Work Item 4496527 Created	LISA PERNOT
2025-06-16	Change Meter Only Issued	Customer requested meter test. Tag and box the old meter with the bill account number and send to SFC-Meter Test-Customer Complaint.	LISA PERNOT
2025-06-16	Change Meter Only Issued	Customer requested meter test. Tag and box the old meter with the bill account number and send to SFC-Meter Test-Customer Complaint.	LISA PERNOT
2025-06-11	Miscellaneous	WATT Generalist - Workforce BO Meter Test Work Item 4493423 Created	NICOLE MARQUIS
2025-05-30	Bill Comparison	Caller JULIA HARNISH Ratepayer. pyt to be sent via check made payable to PPL Electric Utilities attn Meter Testing PO Box 419054 St Louis MO [REDACTED] cx und	JOSEPH LIVERPOOL
2025-05-30	Bill Comparison	Caller JULIA HARNISH Ratepayer. 145.95. adv cx 227.86. adv cx adv cx of consequences if pmt not made. late fee coll term. METER TEST 35 FEE non-refundable unless meter tests outside of PUC limits if it tests within limits 35 will be refunded last 12 months of bills will be adjusted	JOSEPH LIVERPOOL
2025-05-30	Bill Comparison	Caller JULIA HARNISH Ratepayer. Installment Amount added to Monthly Bill 255.00Number of Months until Balance is Paid Off 17. adv cx Amount Due 4 755.82Bill Due Date 6 6 2025. adv cx trf bal on acct for the total amt 3 24 2025 REINSTATE BAD DEBT - SERVICE 3 932.21. cx while in hospital acct was closed and now tf to new acct. adv cx	JOSEPH LIVERPOOL
2025-05-30	Correspondence - General	Template Name Master Utility Report Created By JOSEPH LIVERPOOL Letter Edited No CS Letters ID 6586105	CSLET
2025-05-30	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2025-05-30	Bill Comparison	Caller JULIA HARNISH Ratepayer. and was not given opt to make pmt. adv cx add email address on acct cx refused does not have. adv cx Service is scheduled for termination on Monday June 9 2025 but a payment of 4 160.07 adv cx First Payment Amount 404.00First Payment Due Date 6 7 2025	JOSEPH LIVERPOOL
2025-05-30	Bill Comparison	Caller JULIA HARNISH Ratepayer User Comments Cci abt acct. adv cx PPL Electric Utilities returning your call on a recorded line. Thank you for your patience. How can I help you today term notice and want a meter test 3 17 and was going to have meter test and see what issue was. cx said charge for test	JOSEPH LIVERPOOL
2025-05-30	WUR Assessment	... Required Yes. Provided PUC Yes. Interested in SO No.	JOSEPH LIVERPOOL
2025-05-30	WUR Assessment	JULIA HARNISH Ratepayer. Caller s Concern Billed Amounts. Position Stated Yes. Sat No. WUR Required Yes. Caller s Concern Account Balance. Position Stated Yes. Sat No. WUR Required Yes. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Caller s Concern Transferred Balance. Position Stated Yes. Sat No. WUR ...	JOSEPH LIVERPOOL
2025-05-30	Added Payment Agreement	JULIA HARNISH Ratepayer. Agreement Type NCU. Cust agrees to PAG terms NO. First payment of 404.00 is due 06 07 2025. Future payments beginning with next bill will include installment amount of 255.00. Interested in BB est NO.	JOSEPH LIVERPOOL
2025-05-30	Financial Statement Added		JOSEPH LIVERPOOL
2025-05-30	Credit	Confirmed service is scheduled for termination on 06 09 2025. Amount is 4 160.07. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	JOSEPH LIVERPOOL
2025-05-30	Call Transfer	Caller JULIA HARNISH Ratepayer User Comments cci to get more info on a meter test she requested two months ago tx to billing	MIGUEL PANIAGUA
2025-05-30	WUR Assessment	JULIA HARNISH Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	MIGUEL PANIAGUA
2025-05-20	Correspondence - Collections	CUT DATE 2025-06-04 AMOUNT 4 160.07	
2025-03-24	Continuous Transfer Letter	Continuous Transfer Letter	
2025-03-24	Continuous Transfer	THIS ACCOUNT IS CURRENTLY IN A CONTINUOUS TRANSFER RELATIONSHIP. SEE THE MAINTAIN TRANSFER HISTORY WINDOW FOR DETAILS.	SYSTEM SYSTEM
2025-03-19	Choice Inquiry	New Connect Privacy Release Default - OK to Release All	SYSTEM SYSTEM
2025-03-19	Connect Completed		BOBBY MYERSMADDEN

Contact Date	Contact Type	Remarks	User
2025-03-18	WUR Assessment	JULIA HARNISH Ratepayer. Caller s Concern Enhanced Verification Procedures. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Account Activation Date. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	BOBBY MYERSMADDEN
2025-03-18	Credit - Connect/Disconnect	Caller JULIA HARNISH Ratepayer. S W Julia Harnish cci to s s placed order adv of 4379.16 bal that was turned over to OCA on 6 26 24 will trans to new acct-Gave acct	BOBBY MYERSMADDEN
2025-03-18	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 N RESIDENTIAL USE ASSOCIATED WITH THE PROPERTY RESIDENTIAL USE WILL BE FOR THE RATEPAYERS SOLE BENEFIT	BOBBY MYERSMADDEN
2025-03-18	Connect Issued	Electric CTP-Applicant caller JULIA HARNISH CallerRelation Ratepayer date of connect 03 19 2025 new address 738 HILLDALE RD UNIT B HOLTWOOD PA 17532 DepositAmt 0 DepositReq No Pre Bal 0 Pre Bal Req No ID Req No Send AddName Letter No	BOBBY MYERSMADDEN

PPL ELECTRIC EXHIBIT NO. 6

Informals Formals

Home

Mediation Case View

Case Search

Reports

Final Review

General			
BCS Case No.	4085688	Case Notes	Count : 1 Detail...
CSS Account No.	[REDACTED]	Received Date	08/18/2025
CSS Name	JULIA HARNISH	Due Date	08/23/2025
PUC Name	JULIA HARNISH	Investigator Name	PROUGH, NATHAN
Service Address 1	738 HILLDALE RD UNIT B	Mailing Address 1	
Service Address 2		Mailing Address 2	
Service City, State Zip	HOLTWOOD, PA 17532-	Mailing City, State Zip	, -
PUC Address	738 B HILLDALE RD,,HOLTWOOD,PA,17352-		
Service Class	RESIDENTIAL	Case Origin	TELEPHONE
Phone Number	[REDACTED]	Prior Case Number	3884225
Income Level	2	On Track	No
Reason For Contact	OFF - SERVICE IS TERMINATED/SUSPENDED - DISPUTE (# 76)		
Customer Position	OFF - CUSTOMER CANNOT AFFORD TO RESTORE SERVICE. CUSTOMER STATING COMPANY TESTED THE METER AND IT WAS DETERMINED TO BE ACCURATE, BUT CUSTOMER STILL BELIEVES SOMETHING IS WRONG. CUSTOMER STATING COMPANY WAS SUPPOSED TO DO AN APPLIANCE ANALYSIS BUT NEVER FOLLOWED THROUGH. CUSTOMER ALSO CONFUSED ABOUT BALANCE BEING SENT TO COLLECTIONS AND WHY THE COLLECTION AGENCY DID NOT BILL HER OR CONTACT HER. - RELIEF SOUGHT - PAR TO RESTORE SERVICE AND FOR COMPANY TO CONTACT CUSTOMER TO PERFORM APPLIANCE ANALYSIS.		
Company Position	08/05/2025 COMPANY REQUESTING \$427 TO RESTORE SERVICE.		
Related Information			
Misc Info	NO EMAIL		
Heating	No	Service	Off
Acct Bal Due Date	08/28/2025	Total Account Balance	5162.62
Budget Bill Amount	230.00	Termination Date	
Arrearage	0.00	Reported Income	0.00

	Amount
Date of Last Customer Contact prior to Complaint	07/30/2025

Type Assignment

Case Type	Mediation
Mediation Type	Off

Ownership

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

Income Fields

Total Gross Income	0.00	Employment Income	0.00
DPW	0.00	Social Security	0.00
Unemployment Comp	0.00	Disability	0.00
Pension		Other	0.00
Date Info Obtained	07/30/2025		

Other Information

Adults	1	Children	0
Amount Needed to Update Most Recent Payment Arrangement	427.00	Universal Service Program	No

Final Report

Did the customer accurately state the company position?	No
What did the company tell the customer?	On 07/30/2025, the customer called to determine the amount to pay to have the Company reconnect the electric service. The customer offered to pay \$0.00 to restore. The Company updated the customer's ability to pay (level 2 income) and informed the customer that the minimum amount it would accept for reconnection is \$427. The Company explained the repayment terms were to pay \$427 plus the monthly bill until the customer completely paid the overdue balance. The Company explained it would apply the reconnection charge to the first bill statement after restoration. The Company provided the customer with rights to contact the PUC to file a complaint.
Dispute Information	7/7/2025 - The Company rendered a residential termination notice for \$4,308.87 with a proposed termination date on or after 7/21/2025. 7/11/2025 (9:24 AM) - The Company spoke to the

	<p>customer of record. The Company informed the customer of the pending service termination, which satisfies the regulations found at 56.93(d) and (e). 7/22/2025 - The Company terminated the electric service for non-payment.</p> <p>Meter was tested and came back at 100% accuracy.</p> <p>The Company has no record of advising we would test appliances.</p>
<p>Company Final Position</p>	<p>The electric service is off. The Company requests \$427 for reconnection. The Company will restore the electric service on the first business day following confirmation of payment. The customer would need to pay the monthly bill plus \$427 until overdue balance is completely paid. The Company will add the \$14.00 reconnection fee to the first rendered bill after the reconnection.</p> <p>The Company records show JULIA HARNISH does not have an active electric service account at 738 HILLDALE RD UNIT B HOLTWOOD, PA 17532 as of 08/06/2025. Service was off for an extended period of time, service became final. The Company requests JULIA HARNISH call to provide a mailing address for the final bill. The Company would be willing to establish a payment plan for the final bill.</p> <p>While the Company report details payment arrangements that are associated with the customer balance, all other data is relative to transactions that occurred on this particular account. The investigator can obtain account activity statements, as well as other information from current and prior accounts, including up to 48 months of payment history, by visiting the BCS Portal. If the investigator needs access rights, or has questions regarding this report, he or she could contact the Company at EUComplianceTeam@pplweb.com.</p>
<p>CAP Amount (OnTrack)</p>	<p>0.00</p>

[Prior Agreement Information](#)

Type	Date	Balance	Income Level	Terms
Reconnection	7/30/2025	\$5,128.17	2	\$427.00 by 7/30/2025, then monthly bills + \$427.00 beg next bill due date. Adults 1, Children 0. Level 2 customer, \$0 gross monthly income.
Settlement	5/30/2025	\$4,755.82	2	\$404.00 by 6/7/2025, then monthly bills + \$255.00 beg next bill due date. Adults 2, Children 0.

[Payment Information](#)

No payment arrangements found

[Analysis Information](#)

Justified	Not Analyzed
No Analysis Items Found	

Return To Search	Case History	Attachments
Print	Decision	Change State
	Dismiss	

Home

Decision Detail

Case Search

Reports

Final Review

General			
BCS Case No.	4085688	CSS Account No.	██████████
Customer Name	JULIA HARNISH	Investigator Name	PROUGH, NATHAN
Address 1	738 HILLDALE RD UNIT B	Service Class	RESIDENTIAL
Address 2		Case Origin	TELEPHONE
City, State Zip	HOLTWOOD , PA 17532	Head Date	08/27/2025
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	5162.62	Closed Date	08/27/2025
Reconnect Amount	0.00	Balance Date	08/19/2025
Special Budget Amount	0.00	Regular Budget Amount	230.00
Arrears Payment Plus	0.00	Final Monthly Payment	0.00
Resolution	<p>DECISION ISSUED: CASE DISMISSED. THE COMPANY PROPERLY BILLED THE CUSTOMER'S ACCOUNT IN ACCORDANCE WITH PA LAW, REGULATION AND CURRENT PUC PROCEDURES. THE METER WAS TESTED AND FOUND TO BE OPERATING WITHIN ACCEPTABLE PARAMETERS IN ACCORDANCE WITH PA REGULATION AND CURRENT PUC PROCEDURES. THE CUSTOMER'S DISPUTED BILL(S) ARE CORRECT AS RENDERED. NO GOOD FAITH. CUSTOMER SHOULD PAY \$427.00 FOR RECONNECTION, THEN MONTHLY BILL PLUS \$427.00 UNTIL OVERDUE BALANCE IS COMPLETELY PAID. THE COMPANY WILL ADD THE \$14.00 RECONNECTION FEE TO THE FIRST RENDERED BILL AFTER THE RECONNECTION. THE PUC CANNOT ISSUE PAYMENT ARRANGEMENTS ON FINAL BILLED ACCOUNTS, AND THE COMPANY MAY PURSUE COLLECTIONS BY OTHER MEANS POSSIBLE.</p>		
Terms			
Letter Description			

Action Required Options			
Action Required	<input type="radio"/> Yes <input type="radio"/> No		
WorkQ Category	<input type="text"/>		
Sub Category	<input type="text"/>		
Up Front Amount	<input type="text"/>	Up Front Due Date	<input type="text"/>
Bill Type	<input type="text"/>		
Plus Amount	<input type="text"/>		
Beginning Date	<input type="text"/>		
Write-Off Amount	<input type="text"/>		
Comments	<div style="border: 1px solid #ccc; height: 60px; width: 100%;"></div>		
Processed By	SYSTEM	Processed Date	8/27/2025 10:00:07 AM

[Return to Case](#)

PPL ELECTRIC EXHIBIT NO. 7

*** Account Information ***

*** Current Account Status ***

Account Number: [REDACTED]
 Mail To:
 JULIA HARNISH
 738 HILLDALE RD UNIT B
 HOLTWOOD PA 17532
 Requested By:
 JULIA HARNISH
 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
12/07/2021	Payment		\$-142.87								
12/16/2021	ELECTRIC SERVICE		\$219.13								
12/16/2021	Regular Bill	01/06	\$219.13				0739/0000	46596A	30	1600	
01/04/2022	Payment		\$-219.13								
01/19/2022	ELECTRIC SERVICE		\$220.78								
01/19/2022	Regular Bill	02/09	\$220.78				1032/0000	48142A	34	1546	
02/09/2022	Payment		\$-220.78								
02/16/2022	ELECTRIC SERVICE		\$104.78								
02/16/2022	Regular Bill	03/09	\$104.78				1027/0000	48827A	28	685	
03/09/2022	Payment		\$-104.78								
03/17/2022	ELECTRIC SERVICE		\$102.56								
03/17/2022	Regular Bill	04/07	\$102.56				0702/0000	49495A	29	668	
04/06/2022	Payment		\$-102.56								
04/18/2022	ELECTRIC SERVICE		\$153.71								
04/18/2022	Regular Bill	05/09	\$153.71				0540/0002	50558A	32	1063	
05/11/2022	Payment		\$-153.71								
05/17/2022	ELECTRIC SERVICE		\$164.23								
05/17/2022	Regular Bill	06/07	\$164.23				0266/0021	51703A	29	1145	
06/08/2022	Payment		\$-164.23								
06/16/2022	ELECTRIC SERVICE		\$131.75								
06/16/2022	Regular Bill	07/07	\$131.75				0004/0191	52488A	30	785	
07/05/2022	Payment		\$-131.75								
07/18/2022	ELECTRIC SERVICE		\$171.29								
07/18/2022	Regular Bill	08/08	\$171.29				0000/0348	53439A	32	951	
08/11/2022	Payment		\$-171.29								
08/16/2022	ELECTRIC SERVICE		\$142.38								
08/16/2022	Regular Bill	09/06	\$142.38				0000/0432	54215A	29	776	
09/07/2022	Payment		\$-142.38								
09/15/2022	ELECTRIC SERVICE		\$150.06								

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
09/15/2022	Regular Bill	10/06	\$150.06				0000/0302	55029A	30	814	
10/06/2022	Payment		\$-150.06								
10/14/2022	ELECTRIC SERVICE		\$165.06								
10/14/2022	Regular Bill	11/07	\$165.06				0181/0036	55924A	29	895	
11/07/2022	Payment		\$-165.06								
11/14/2022	ELECTRIC SERVICE		\$242.97								
11/14/2022	Regular Bill	12/05	\$242.97				0351/0009	57284A	31	1360	
12/05/2022	Payment		\$-242.97								
12/14/2022	ELECTRIC SERVICE		\$338.47								
12/14/2022	Regular Bill	01/04	\$338.47				0824/0000	59100A	30	1816	
01/10/2023	Late Payment Charge		\$4.23								
01/17/2023	ELECTRIC SERVICE		\$432.79								
01/17/2023	Regular Bill	02/07	\$775.49	\$338.47			1022/0000	61276A	34	2176	
02/04/2023	Miscellaneous		\$-4.23								
02/14/2023	ELECTRIC SERVICE		\$327.88								
02/14/2023	Regular Bill	03/07	\$1099.14	\$771.26			0777/0000	62908A	28	1632	
03/16/2023	ELECTRIC SERVICE		\$341.49								
03/16/2023	Regular Bill	04/06	\$1440.63	\$1099.14			0706/0000	64611A	30	1703	
04/12/2023	Late Payment Charge		\$0.05								
04/12/2023	Late Payment Charge		\$17.96								
04/17/2023	ELECTRIC SERVICE		\$289.55								
04/17/2023	Regular Bill	05/08	\$1748.19	\$1440.63			0429/0019	66043A	32	1432	
05/16/2023	ELECTRIC SERVICE		\$207.57								
05/16/2023	Late Payment Charge		\$0.27								
05/16/2023	Late Payment Charge		\$21.58								
05/16/2023	Regular Bill	06/06	\$1977.61	\$1748.19			0241/0009	67047A	29	1004	
06/13/2023	Late Payment Charge		\$0.54								
06/13/2023	Late Payment Charge		\$24.17								
06/15/2023	ELECTRIC SERVICE		\$138.81								
06/15/2023	Regular Bill	07/06	\$2141.13	\$1977.61			0027/0088	67736A	30	689	
07/12/2023	Late Payment Charge		\$25.91								
07/12/2023	Late Payment Charge		\$0.85								
07/17/2023	ELECTRIC SERVICE		\$114.30								
07/17/2023	Regular Bill	08/07	\$2282.19	\$2141.13			0003/0328	68329A	32	593	
08/15/2023	ELECTRIC SERVICE		\$130.55								
08/15/2023	Regular Bill	09/05	\$2412.74	\$2282.19			0000/0344	69012A	29	683	
08/16/2023	Late Payment Charge		\$27.34								

Bill Account: XXXXXXXXXX

Account Activity Statement

Date: 12/04/25
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
08/16/2023	Late Payment Charge		\$1.18								
09/12/2023	Late Payment Charge		\$28.97								
09/12/2023	Late Payment Charge		\$1.18								
09/14/2023	Payment		\$-205.00								
09/14/2023	ELECTRIC SERVICE		\$137.19								
09/14/2023	CONP FEE ELEC - RMT NORM HRS		\$14.00								
09/14/2023	Regular Bill	10/05	\$2417.60	\$2207.74			0000/0311	69727A	30	715	
10/13/2023	ELECTRIC SERVICE		\$115.38								
10/13/2023	Late Payment Charge		\$0.18								
10/13/2023	Late Payment Charge		\$28.12								
10/13/2023	Late Payment Charge		\$1.90								
10/13/2023	Regular Bill	11/06	\$2563.18	\$2417.60			0103/0029	70314A	29	587	
11/13/2023	ELECTRIC SERVICE		\$189.80								
11/13/2023	Regular Bill	12/04	\$2752.98	\$2563.18			0406/0004	71338A	31	1024	
11/14/2023	Late Payment Charge		\$2.27								
11/14/2023	Late Payment Charge		\$0.18								
11/14/2023	Late Payment Charge		\$29.56								
12/12/2023	Late Payment Charge		\$2.27								
12/12/2023	Late Payment Charge		\$31.93								
12/12/2023	Late Payment Charge		\$0.18								
12/14/2023	ELECTRIC SERVICE		\$262.97								
12/14/2023	Regular Bill	01/04	\$3082.34	\$2752.98			0759/0000	72835A	31	1497	
01/10/2024	Late Payment Charge		\$35.22								
01/10/2024	Late Payment Charge		\$0.18								
01/10/2024	Late Payment Charge		\$3.10								
01/18/2024	ELECTRIC SERVICE		\$362.63								
01/18/2024	Regular Bill	02/08	\$3483.47	\$3082.34			0947/0000	75030A	35	2195	
02/14/2024	Late Payment Charge		\$3.58								
02/14/2024	Late Payment Charge		\$0.18								
02/14/2024	Late Payment Charge		\$39.75								
02/15/2024	ELECTRIC SERVICE		\$307.95								
02/15/2024	Regular Bill	03/07	\$3834.93	\$3483.47			0812/0000	76895A	28	1865	
03/13/2024	Late Payment Charge		\$0.18								
03/13/2024	Late Payment Charge		\$43.60								
03/13/2024	Late Payment Charge		\$4.12								
03/18/2024	ELECTRIC SERVICE		\$297.74								
03/18/2024	Regular Bill	04/08	\$4180.57	\$3834.93			0696/0000	78695A	32	1800	
04/16/2024	Late Payment Charge		\$0.18								
04/16/2024	Late Payment Charge		\$47.32								
04/16/2024	Late Payment Charge		\$4.72								
04/18/2024	ELECTRIC SERVICE		\$146.37								
04/18/2024	Regular Bill	05/09	\$4379.16	\$4180.57			0335/0000	795790	15	884	

Bill Account: XXXXXXXXXX

Account Activity Statement

Date: 12/04/25
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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
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03/24/2025	Debit	Uncollectible	\$0.18
03/24/2025	Debit	Uncollectible	\$0.18
03/24/2025	Debit	Uncollectible	\$43.60
03/24/2025	Debit	Uncollectible	\$0.18
03/24/2025	Debit	Uncollectible	\$47.32
03/24/2025	Debit	Uncollectible	\$39.75
03/24/2025	Debit	Uncollectible	\$28.97
03/24/2025	Debit	Uncollectible	\$0.18
03/24/2025	Debit	Uncollectible	\$28.12
03/24/2025	Debit	Uncollectible	\$21.58
03/24/2025	Debit	Uncollectible	\$31.93
03/24/2025	Debit	Uncollectible	\$0.18
03/24/2025	Debit	Uncollectible	\$3932.21
03/24/2025	Debit	Uncollectible	\$14.00
03/24/2025	Transfer		\$-4379.16

PPL ELECTRIC EXHIBIT NO. 11

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



JULIA HARNISH
738 HILLDALE RD UNIT B
HOLTWOOD, PA 17532

June 20, 2025

Bill Account Number: [REDACTED]

Dear JULIA HARNISH:

On 05/30/2025, you contacted us about the amount of your bill for electric use through 05/16/2025.

At that time, we asked you questions about the size of your home, the number of residents, heating, air conditioning, and appliances, to better understand your usage.

We also confirmed this bill was based on actual electric use and verified the meter data.

You still had some concerns with the amount of the bill, so we offered to test the accuracy of the electric meter at your home. You accepted and paid \$35 for this service.

We tested your meter on 06/19/2025 and have included the results with this letter. Our test confirmed that your meter was accurately recording your electric use and your bill is correct.

If you'd like to monitor your daily usage, you can do so on our website. Sign into your online account at ppllectric.com or create a new one in three easy steps. This can help you track trends or spikes in your electric use and find ways to save energy.

We have enclosed a statement of your account as a reference. Your account balance is \$4,755.82 and will become past due on 07/06/2025.

If you're unable to pay your full account balance by the due date, we can set up a payment arrangement to spread the cost out over time. It's easy and quick to set up a payment arrangement online at ppllectric.com/billhelp, over our automated system or by speaking with a representative at 1-800-342-5775.

You can also make payments at ppllectric.com, at an authorized bill payment center, or mail a check to PPL Electric Utilities, P.O. Box 419054, St. Louis, MO 63141.

Thank you for being a valued customer.

Sincerely,

PPL Electric Utilities

Save Energy, Save Money.

Your electric bill is determined by the amount of energy you use in your home, as well as the rate you pay for that energy. **YOU** are in control of your electric bill by conserving energy and shopping for the best rate.

Things to keep in mind...

- Many households have computers, large screen TVs, cell phones, video games and many other appliances that we didn't have even five years ago, which accounts for higher usage
- Usage in every household varies
- When using electric heat or air conditioning, you will see seasonal swings in your usage
- When comparing usage, remember to look at the kilowatt hours used, not the dollars billed

Tips to reduce your energy consumption

General Heating and Cooling:

- Install newer, programmable thermostat
- Set thermostat at 68 in winter and 78 in summer
- Turn your thermostat back when sleeping or away from home for four or more hours
- Reducing thermostat in winter and increasing thermostat in summer will result in a savings on your heating/cooling costs of 2% for each 1 degree change
- Make sure vents, registers and radiators are clean
- Add insulation, caulk and seal drafty areas

Heat Pumps:

- Do not increase temperature more than two degrees at one time
- Clean or replace filters monthly
- Keep outside unit free of snow and ice
- Make sure auxiliary/emergency heat is not on when it is not needed
- Set thermostat fan to 'auto'

Cooling:

- Keep window units out of the sun and unobstructed
- Seal gaps alongside of the window

Baseboard Heaters:

- Must be turned off in the electric panel box to shut down completely when not using

Laundry:

- Dry full loads
- Dry loads consecutively
- Clean the lint filter after each load
- Hang laundry instead of using dryer
- Wash in cold water

Cooking:

- Use smaller electric pans or toaster oven for small meals
- Don't open oven when cooking
- Reheat food in microwave or toaster oven

Lighting:

- Use timers
- Use compact fluorescent bulbs
- Keep fixtures and bulbs clean
- Be sure your dishwasher is full when running it

Refrigeration:

- Refrigerator should be set between 36 and 40 degrees
- Freezer should be set between 0 and 5 degrees
- Make sure door seals are airtight
- Allow one inch of space on each side for good circulation
- Keep your refrigerator out of sunlight not in a hot garage
- Clean the cooling coils in the back of refrigerator often
- Refrigerator and freezers operate more efficiently when full, not overloaded

Water Heating:

- Lower the temperature to 120 degrees
- Insulate the hot water pipes
- Repair leaky faucets
- Install low flow showerheads
- Take a short shower instead of a bath
- Do not let the water run
- Run dishwasher with full loads only

Other:

- Turn off TVs when no one is watching
- Lower the setting on your dehumidifier
- Use sleep mode when computer is not in use
- Buy Energy Star rated appliances
- Use the sleep function on devices when available
- Air dry dishes instead of using cycle in dishwasher

Visit papowerswitch.com for options to shop for another generation supplier
Visit ppllectric.com to see your daily and hourly usage to help find ways to conserve

Metering Support Laboratory

Laboratory Test Results

Customer Name: Julia Harnish
Customer Billing Account: [REDACTED]
Meter Manufacturer: Landis and Gyr
Meter Serial Number: [REDACTED]
Meter Test Date: 6/19/2025

Meter Test Results:
- Full Load Test: 99.99%
- Light Load Test: 100.03%
- Average Accuracy: 100.00%

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

PPL Electric Utilities

Account Activity Statement

*** Account Information ***

*** Current Account Status ***

Account Number:



Mail To:
JULIA HARNISH
738 HILLDALE RD UNIT B
HOLTWOOD, PA 17532

Service Address:
JULIA HARNISH
738 HILLDALE RD UNIT B
HOLTWOOD, PA 17532

Payment Agreement:

Installment: 255

Balance: 4351.82

Budget Bill Amortization:

Installment: 0

Balance: 0

Date/Time Retrieved:
6/20/2025 9:50 AM

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
3/24/2025	Transfer Debit		\$0.18	\$0.00	\$0.00	\$0.00			0	0	0
3/24/2025	Transfer Debit		\$0.18	\$0.00	\$0.00	\$0.00			0	0	0
3/24/2025	Transfer Debit		\$0.18	\$0.00	\$0.00	\$0.00			0	0	0
3/24/2025	Transfer Debit		\$0.18	\$0.00	\$0.00	\$0.00			0	0	0
3/24/2025	Transfer Debit		\$0.18	\$0.00	\$0.00	\$0.00			0	0	0
3/24/2025	Transfer Debit		\$0.27	\$0.00	\$0.00	\$0.00			0	0	0
3/24/2025	Transfer Debit		\$0.54	\$0.00	\$0.00	\$0.00			0	0	0
3/24/2025	Transfer Debit		\$0.85	\$0.00	\$0.00	\$0.00			0	0	0
3/24/2025	Transfer Debit		\$1.18	\$0.00	\$0.00	\$0.00			0	0	0
3/24/2025	Transfer Debit		\$1.18	\$0.00	\$0.00	\$0.00			0	0	0
3/24/2025	Transfer Debit		\$1.90	\$0.00	\$0.00	\$0.00			0	0	0
3/24/2025	Transfer Debit		\$2.27	\$0.00	\$0.00	\$0.00			0	0	0
3/24/2025	Transfer Debit		\$2.27	\$0.00	\$0.00	\$0.00			0	0	0
3/24/2025	Transfer Debit		\$3.10	\$2.70	\$0.00	\$0.00			0	0	0
3/24/2025	Transfer Debit		\$4.12	\$0.00	\$0.00	\$0.00			0	0	0
3/24/2025	Transfer Debit		\$4.23	\$0.00	\$0.00	\$0.00			0	0	0
3/24/2025	Transfer Debit		\$4.72	\$0.00	\$0.00	\$0.00			0	0	0
3/24/2025	Transfer Debit		\$14.00	\$0.00	\$0.00	\$0.00			0	0	0
3/24/2025	Transfer Debit		\$17.96	\$0.00	\$0.00	\$0.00			0	0	0
3/24/2025	Transfer Debit		\$21.58	\$0.00	\$0.00	\$0.00			0	0	0
3/24/2025	Transfer Debit		\$24.17	\$0.00	\$0.00	\$0.00			0	0	0
3/24/2025	Transfer Debit		\$25.91	\$0.00	\$0.00	\$0.00			0	0	0
3/24/2025	Transfer Debit		\$27.34	\$0.00	\$0.00	\$0.00			0	0	0
3/24/2025	Transfer Debit		\$28.12	\$0.00	\$0.00	\$0.00			0	0	0
3/24/2025	Transfer Debit		\$28.97	\$0.00	\$0.00	\$0.00			0	0	0

PPL Electric Utilities

Date	Transaction Type	Due Date	Transaction Amount	Balance Forward	Actual Billed	Deferred Balance	Deg Day H/C	RDG Type	Days Used	KWH	Billed KW
3/24/2025	Transfer Debit		\$29.56	\$0.00	\$0.00	\$0.00			0	0	0
3/24/2025	Transfer Debit		\$31.93	\$0.00	\$0.00	\$0.00			0	0	0
3/24/2025	Transfer Debit		\$35.22	\$0.00	\$0.00	\$0.00			0	0	0
3/24/2025	Transfer Debit		\$39.75	\$0.00	\$0.00	\$0.00			0	0	0
3/24/2025	Transfer Debit		\$43.60	\$0.00	\$0.00	\$0.00			0	0	0
3/24/2025	Transfer Debit		\$47.32	\$0.00	\$0.00	\$0.00			0	0	0
3/24/2025	Transfer Debit		\$3,932.21	\$0.00	\$0.00	\$0.00			0	0	0
3/24/2025	Transfer Debit		\$0.18	\$0.00	\$0.00	\$0.00			0	0	0
3/24/2025	Transfer Debit		\$0.18	\$0.00	\$0.00	\$0.00			0	0	0
3/24/2025	Transfer Debit		\$0.05	\$0.00	\$0.00	\$0.00			0	0	0
3/24/2025	Transfer Debit		\$3.58	\$0.00	\$0.00	\$0.00			0	0	0
4/16/2025	ELECTRIC SERVICE		\$227.86	\$0.00	\$0.00	\$0.00			0	0	0
4/16/2025	Regular Bill	05/07	\$4,607.02	\$0.00	\$0.00	\$0.00	0445/0000	95745A	28	1342	0
5/13/2025	Late Payment Charge		\$2.85	\$0.00	\$0.00	\$0.00			0	0	0
5/16/2025	ELECTRIC SERVICE		\$145.95	\$0.00	\$0.00	\$0.00			0	0	0
5/16/2025	Regular Bill	06/06	\$4,755.82	\$4,607.02	\$0.00	\$0.00	0086/0031	96569A	30	824	0

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).