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PPL ELECTRIC EXHIBIT NO. 1

*** Account Information ***

*** Current Account Status ***

Account Number: [REDACTED]
 Mail To: THOMAS PATTARA
 707 RIVER ST
 PECKSVILLE PA 18452
 Requested By: THOMAS PATTARA
 [REDACTED]
 Extension: [REDACTED]

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

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
12/20/2021	OTRK Arrearage Credit		\$-11.15								
12/21/2021	OnTrack Credit		\$-72.78								
12/21/2021	ELECTRIC SERVICE		\$99.78								
12/21/2021	Regular Bill	01/11	\$110.25	\$10.47			0879/0000	33652A	32	646	
01/19/2022	OTRK Arrearage Credit		\$-11.15								
01/24/2022	OnTrack Credit		\$-110.67								
01/24/2022	ELECTRIC SERVICE		\$137.67								
01/24/2022	Regular Bill	02/14	\$126.10				1240/0000	34577A	34	925	
02/22/2022	OTRK Arrearage Credit		\$-11.15								
02/22/2022	OnTrack Credit		\$-74.79								
02/22/2022	ELECTRIC SERVICE		\$101.79								
02/22/2022	Regular Bill	03/15	\$153.10	\$51.31			1095/0000	35239A	29	662	
03/22/2022	OTRK Arrearage Credit		\$-11.15								
03/22/2022	OnTrack Credit		\$-49.71								
03/22/2022	ELECTRIC SERVICE		\$76.71								
03/22/2022	Regular Bill	04/12	\$168.95	\$92.24			0699/0000	35708A	28	469	
04/20/2022	OTRK Arrearage Credit		\$-11.15								
04/21/2022	OnTrack Credit		\$-72.88								
04/21/2022	ELECTRIC SERVICE		\$99.88								
04/21/2022	Regular Bill	05/12	\$173.65	\$73.77			0623/0002	36357A	30	649	
05/19/2022	OTRK Arrearage Credit		\$-11.15								
05/20/2022	OnTrack Credit		\$-44.58								
05/20/2022	ELECTRIC SERVICE		\$71.58								
05/20/2022	Regular Bill	06/13	\$189.50	\$117.92			0230/0023	36789A	29	432	
06/20/2022	OTRK Arrearage Credit		\$-11.15								
06/21/2022	OnTrack Credit		\$-110.03								
06/21/2022	ELECTRIC SERVICE		\$137.03								
06/21/2022	Regular Bill	07/12	\$205.35	\$68.32			0026/0119	37587A	32	798	
07/19/2022	OTRK Arrearage Credit		\$-11.15								
07/21/2022	OnTrack Credit		\$-148.16								
07/21/2022	ELECTRIC SERVICE		\$175.16								
07/21/2022	Regular Bill	08/11	\$221.20	\$46.04			0001/0283	38562A	30	975	
08/18/2022	OTRK Arrearage Credit		\$-11.15								

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
08/19/2022	OnTrack Credit		\$-192.35								
08/19/2022	ELECTRIC SERVICE		\$219.35								
08/19/2022	Regular Bill	09/12	\$237.05	\$17.70			0000/0304	39807A	29	1245	
09/19/2022	OTRK Arrearage Credit		\$-11.15								
09/20/2022	OnTrack Credit		\$-147.89								
09/20/2022	ELECTRIC SERVICE		\$174.89								
09/20/2022	Regular Bill	10/11	\$252.90	\$78.01			0009/0194	40768A	32	961	
10/19/2022	OnTrack Credit		\$-113.38								
10/19/2022	ELECTRIC SERVICE		\$140.38								
10/19/2022	Regular Bill	11/09	\$279.90	\$139.52			0330/0004	41516A	29	748	
11/17/2022	OnTrack Credit		\$-11.05								
11/17/2022	ELECTRIC SERVICE		\$144.05								
11/17/2022	Regular Bill	12/08	\$412.90	\$268.85			0416/0008	42286A	29	770	
12/22/2022	OnTrack Credit		\$-6.47								
12/22/2022	ELECTRIC SERVICE		\$139.47								
12/22/2022	Regular Bill	01/17	\$545.90	\$406.43			1015/0000	42972E	34	686	
01/20/2023	OnTrack Credit		\$-54.06								
01/20/2023	ELECTRIC SERVICE		\$187.06								
01/20/2023	Regular Bill	02/13	\$678.90	\$491.84			0907/0000	43867A	30	895	
01/25/2023	Late Payment Charge		\$6.14								
02/04/2023	Miscellaneous		\$-6.14								
02/17/2023	ELECTRIC SERVICE		\$140.33								
02/17/2023	Regular Bill	03/13	\$819.23	\$672.76			0840/0000	44519A	28	652	
03/21/2023	ELECTRIC SERVICE		\$157.35								
03/21/2023	Late Payment Charge		\$10.15								
03/21/2023	Late Payment Charge		\$0.08								
03/21/2023	Regular Bill	04/11	\$986.81	\$819.23			0923/0000	45260A	32	741	
04/18/2023	Late Payment Charge		\$0.21								
04/18/2023	Late Payment Charge		\$12.12								
04/20/2023	ELECTRIC SERVICE		\$128.00								
04/20/2023	Regular Bill	05/11	\$1127.14	\$986.81			0440/0025	45848A	30	588	
05/17/2023	Late Payment Charge		\$0.36								
05/17/2023	Late Payment Charge		\$13.72								
05/19/2023	ELECTRIC SERVICE		\$148.04								
05/19/2023	Regular Bill	06/12	\$1289.26	\$1127.14			0321/0009	46541A	29	693	
06/20/2023	ELECTRIC SERVICE		\$148.13								
06/20/2023	Late Payment Charge		\$15.57								
06/20/2023	Late Payment Charge		\$0.53								
06/20/2023	Regular Bill	07/11	\$1453.49	\$1289.26			0087/0057	47295A	32	754	
07/18/2023	Late Payment Charge		\$0.73								
07/18/2023	Late Payment Charge		\$17.42								

Bill Account: XXXXXXXXXX

Account Activity Statement

Date: 12/05/25
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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
07/20/2023	ELECTRIC SERVICE		\$186.32								
07/20/2023	Regular Bill	08/10	\$1657.96	\$1453.49			0000/0249	48320A	30	1025	
07/21/2023	Miscellaneous		\$-3.30								
08/18/2023	ELECTRIC SERVICE		\$201.96								
08/18/2023	Regular Bill	09/11	\$1856.62	\$1654.66			0000/0183	49424A	29	1104	
09/19/2023	ELECTRIC SERVICE		\$186.93								
09/19/2023	Regular Bill	10/10	\$2043.55	\$1856.62			0036/0142	50431A	32	1007	
10/17/2023	Late Payment Charge		\$24.57								
10/17/2023	Late Payment Charge		\$0.96								
10/18/2023	ELECTRIC SERVICE		\$106.15								
10/18/2023	Regular Bill	11/08	\$2175.23	\$2043.55			0240/0011	50964A	29	533	
11/14/2023	Late Payment Charge		\$1.28								
11/14/2023	Late Payment Charge		\$25.90								
11/16/2023	ELECTRIC SERVICE		\$114.49								
11/16/2023	Regular Bill	12/07	\$2316.90	\$2175.23			0500/0001	51546A	29	582	
11/20/2025	Transfer Debit		\$333.61								

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Account Number: [REDACTED]
 Mail To: THOMAS PATTARA
 707 RIVER ST
 PECKSVILLE PA 18452
 Requested By: THOMAS PATTARA
 Extension: [REDACTED]

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

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
12/13/2023	Late Payment Charge		\$27.33								
12/13/2023	Late Payment Charge		\$1.62								
12/19/2023	ELECTRIC SERVICE		\$137.55								
12/19/2023	Regular Bill	01/09	\$2483.40	\$2316.90			0872/0000	52291A	33	745	
01/17/2024	Late Payment Charge		\$1.98								
01/17/2024	Late Payment Charge		\$29.05								
01/23/2024	ELECTRIC SERVICE		\$141.64								
01/23/2024	Regular Bill	02/13	\$2656.07	\$2483.40			1161/0000	53091A	35	800	
02/21/2024	ELECTRIC SERVICE		\$106.85								
02/21/2024	Late Payment Charge		\$2.36								
02/21/2024	Late Payment Charge		\$30.82								
02/21/2024	Regular Bill	03/13	\$2796.10	\$2656.07			0886/0000	53674A	29	583	
03/19/2024	Late Payment Charge		\$2.78								
03/19/2024	Late Payment Charge		\$32.16								
03/21/2024	ELECTRIC SERVICE		\$112.33								
03/21/2024	Regular Bill	04/11	\$2943.37	\$2796.10			0667/0000	54292A	29	618	
04/22/2024	ELECTRIC SERVICE		\$88.07								
04/22/2024	Regular Bill	05/13	\$3031.44	\$2943.37			0583/0000	54755A	32	463	
05/21/2024	ELECTRIC SERVICE		\$84.67								
05/21/2024	Regular Bill	06/11	\$3116.11	\$3031.44			0180/0044	55196A	29	441	
06/20/2024	ELECTRIC SERVICE		\$144.32								
06/20/2024	Regular Bill	07/11	\$3260.43	\$3116.11			0023/0162	56053A	30	857	
07/17/2024	Late Payment Charge		\$37.52								
07/17/2024	Late Payment Charge		\$3.21								
07/22/2024	ELECTRIC SERVICE		\$196.77								
07/22/2024	Regular Bill	08/12	\$3497.93	\$3260.43			0000/0350	57286A	32	1233	
08/21/2024	ELECTRIC SERVICE		\$37.05								
08/21/2024	ELECTRIC SERVICE		\$58.85								
08/21/2024	Just Energy		\$99.36								
08/21/2024	Regular Bill	09/11	\$3693.19	\$3497.93			0000/0101	576500	29	942	
09/20/2024	ELECTRIC SERVICE		\$39.74								
09/20/2024	Just Energy		\$89.73								
09/20/2024	Regular Bill	10/15	\$3822.66	\$3693.19			0043/0087	58750A	30	522	
10/21/2024	ELECTRIC SERVICE		\$43.86								

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
10/21/2024	Just Energy		\$105.04								
10/21/2024	Regular Bill	11/12	\$3971.56	\$3822.66			0202/0021	59361A	29	611	
11/19/2024	ELECTRIC SERVICE		\$39.98								
11/19/2024	Just Energy		\$90.76								
11/19/2024	Late Payment Charge		\$3.67								
11/19/2024	Late Payment Charge		\$3.72								
11/19/2024	Late Payment Charge		\$42.23								
11/19/2024	Regular Bill	12/10	\$4151.92	\$3971.56			0431/0008	59889A	31	528	
12/17/2024	Late Payment Charge		\$4.80								
12/17/2024	Late Payment Charge		\$42.73								
12/17/2024	Late Payment Charge		\$4.35								
12/20/2024	ELECTRIC SERVICE		\$44.79								
12/20/2024	Just Energy		\$108.47								
12/20/2024	Regular Bill	01/13	\$4357.06	\$4151.92			0948/0000	60520A	31	631	
01/22/2025	Late Payment Charge		\$6.16								
01/22/2025	Late Payment Charge		\$43.29								
01/22/2025	Late Payment Charge		\$4.99								
01/23/2025	ELECTRIC SERVICE		\$42.08								
01/23/2025	Just Energy		\$95.58								
01/23/2025	Regular Bill	02/13	\$4549.16	\$4357.06			1373/0000	61076A	34	556	
02/19/2025	Late Payment Charge		\$43.82								
02/19/2025	Late Payment Charge		\$5.67								
02/19/2025	Late Payment Charge		\$7.35								
02/24/2025	ELECTRIC SERVICE		\$38.50								
02/24/2025	Just Energy		\$81.31								
02/24/2025	Regular Bill	03/17	\$4725.81	\$4549.16			1219/0000	61549A	30	473	
03/24/2025	ELECTRIC SERVICE		\$43.00								
03/24/2025	Just Energy		\$93.69								
03/24/2025	Regular Bill	04/14	\$4862.50	\$4725.81			0714/0000	62094A	28	545	
03/25/2025	Late Payment Charge		\$44.30								
03/25/2025	Late Payment Charge		\$8.37								
03/25/2025	Late Payment Charge		\$6.38								
04/23/2025	ELECTRIC SERVICE		\$45.17								
04/23/2025	Just Energy		\$100.73								
04/23/2025	Regular Bill	05/14	\$5067.45	\$4862.50			0609/0005	62680A	32	586	
05/22/2025	ELECTRIC SERVICE		\$36.77								
05/22/2025	Just Energy		\$72.03								
05/22/2025	Regular Bill	06/12	\$5176.25	\$5067.45			0160/0016	63099A	29	419	
05/23/2025	Late Payment Charge		\$45.40								
05/23/2025	Late Payment Charge		\$10.80								
05/23/2025	Late Payment Charge		\$7.11								
06/18/2025	Late Payment Charge		\$45.86								
06/18/2025	Late Payment Charge		\$11.70								
06/18/2025	Late Payment Charge		\$7.11								

Bill Account: XXXXXXXXXX

Account Activity Statement

Date: 12/05/25
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DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/ TYPE	DAYS	KWH	BILLED KW
06/23/2025	ELECTRIC SERVICE		\$52.20								
06/23/2025	Just Energy		\$123.60								
06/23/2025	Regular Bill	07/14	\$5480.03	\$5176.25			0145/0066	63818A	30		719
07/23/2025	ELECTRIC SERVICE		\$58.21								
07/23/2025	Just Energy		\$143.54								
07/23/2025	Regular Bill	08/13	\$5681.78	\$5480.03			0003/0301	64653A	32		835
08/19/2025	Late Payment Charge		\$2.51								
08/21/2025	ELECTRIC SERVICE		\$47.47								
08/21/2025	Just Energy		\$107.61								
08/21/2025	Regular Bill	09/11	\$5839.37	\$5681.78			0004/0226	65279A	29		626
09/22/2025	ELECTRIC SERVICE		\$39.41								
09/22/2025	Just Energy		\$80.45								
09/22/2025	Regular Bill	10/14	\$5959.23	\$5839.37			0061/0033	21914A	30		468
10/21/2025	ELECTRIC SERVICE		\$28.78								
10/21/2025	Just Energy		\$44.87								
10/21/2025	Late Payment Charge		\$5.97								
10/21/2025	Regular Bill	11/12	\$6038.85	\$5959.23			0198/0020	22175A	31		261
10/22/2025	Miscellaneous		\$-482.40								
10/22/2025	Transfer Debit		\$482.40								
11/18/2025	Late Payment Charge		\$0.96								
11/19/2025	ELECTRIC SERVICE		\$29.13								
11/19/2025	Just Energy		\$46.07								
11/19/2025	Regular Bill	12/10	\$6115.01	\$5556.45			0614/0000	22443A	29		268
11/20/2025	Transfer Debit		\$333.61								
11/20/2025	Miscellaneous		\$-333.61								

PPL ELECTRIC EXHIBIT NO. 2

Account Contact History
Account: ██████████ **Customer Name:** THOMAS PATTARA
 From 12/1/2021 to 12/5/2025

Contact Date	Contact Type	Remarks	User
2025-11-20	Miscellaneous Accounts Receivable Adjustment	CONSOLIDATED THE OUTSTANDING DEBITS TO COMPLETE THE TOO MANY ACTIVE DEBITS WFM AND ALLOW FOR BILLING.	CUBDB003
2025-11-20	Special Situation	HIGH BILL ALERT	SUPP_HB
2025-11-04	Data Repair	IR182507b DR FOR WINTER COLLECTIONS	CSSDR044
2025-10-22	Miscellaneous Accounts Receivable Adjustment	CONSOLIDATED THE OUTSTANDING DEBITS TO COMPLETE THE TOO MANY ACTIVE DEBITS WFM AND ALLOW FOR BILLING.	CUBDB003
2025-10-22	Special Situation	HIGH BILL ALERT	SUPP_HB
2025-10-20	Correspondence - Collections	CUT DATE 2025-11-03 AMOUNT 479.20	
2025-09-24	Correspondence - General	Template Name Meter Tested OK - Fee Waived Created By Pernot Lisa Letter Edited Yes CS Letters ID 6820957	CSLET
2025-09-24	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2025-09-24	SC - GRACE EXTENSION	results sent to customer	311450
2025-09-24	Miscellaneous	WATT Generalist - Meter Test-CMO Issued Work Item 4557149 Completed	LISA PERNOT
2025-09-24	Miscellaneous	WATT ID 4557149 Sent meter test results to customer on 09 24 25. Meter test results are attached to the WATT item.	LISA PERNOT
2025-09-23	Special Situation	HIGH BILL ALERT	SUPP_HB
2025-09-22	Credit	Caller THOMAS PATTARA Ratepayer User Comments RP ci to adv term notice received. Advd hold placed on acct until PUC contacts us regarding outcome and to disregard term notice.	TAYLOR CHAMBERS
2025-09-22	WUR Assessment	THOMAS PATTARA Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Caller s Concern Investigation into Prior Concern. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	TAYLOR CHAMBERS
2025-09-18	Credit	Caller THOMAS PATTARA Ratepayer User Comments cx adv acct is sus until puc case is resolved	ANTON HUGGINS
2025-09-18	WUR Assessment	THOMAS PATTARA Ratepayer. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	ANTON HUGGINS
2025-09-18	Correspondence - General	Template Name Master Utility Report Created By ALAIR CRAWFORD Letter Edited No CS Letters ID 6809334	CSLET
2025-09-18	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2025-09-18	Credit	Caller THOMAS PATTARA Ratepayer User Comments cci to tlk abt a shut off notice evp to verify acc cx disc call after i informed him we have a different email on file	ALAIR CRAWFORD
2025-09-18	WUR Assessment	THOMAS PATTARA Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Caller s Concern Enhanced Verification Procedures. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No.	ALAIR CRAWFORD
2025-09-12	Change Meter Only Maintained		DALE W DREIBELBIS
2025-09-12	Miscellaneous	Customer has an open PUC informal Issued CMO on 9 15 2025	WENDY M MERKEL
2025-09-12	Miscellaneous	WATT Generalist - Meter Test-CMO Issued Work Item 4557149 Created	WENDY M MERKEL
2025-09-12	SC - METER TEST	customer has open PUC Formal issuing meter test	e154150
2025-09-12	Change Meter Only Issued	Customer requested meter test. Tag and box old meter with bill account . Send to SFC-Meter-Test-Customer Complaint	WENDY M MERKEL
2025-09-11	Credit	rec d email from WFM and OGC requesting we void the pending shut off cust has a hearing on 9 24 no termination svc order to void removed acct from collections	WENDY M MERKEL
2025-09-09	Correspondence - Collections	CUT DATE 2025-09-23 AMOUNT 201.75	
2025-08-22	Special Situation	HIGH BILL ALERT	SUPP_HB
2025-07-24	Special Situation	HIGH BILL ALERT	SUPP_HB
2025-07-07	Credit	Caller THOMAS PATTARA Ratepayer User Comments adv puc complaint has been received all collection activity suspended until completed. SAT	LINDSY SMIGEL
2025-07-07	WUR Assessment	THOMAS PATTARA Ratepayer. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	LINDSY SMIGEL

Contact Date	Contact Type	Remarks	User
2025-06-30	Miscellaneous	WATT CCC Formal Complaint - Ability To Pay Work Item 4506877 Created	CARMEN P URBAN
2025-06-30	SC - PUC Formal Complaint	Received notice from the PUC that the customer filed Formal Complaint Docket No. F-2025-3055984	E02623
2025-06-26	Correspondence - Collections	CUT DATE 2025-07-10 AMOUNT 5 176.25	
2025-06-24	Special Situation	HIGH BILL ALERT	SUPP_HB
2025-05-23	Special Situation	HIGH BILL ALERT	SUPP_HB
2025-05-07	SC - GRACE EXTENSION	Caller Back Office Ratepayer. SC Status from Open to Closed Cust Rights Given Y Cust Satisfied Y Comments BCS 4052963 DEC CLOSED05 07 2025 BILLS BASE ON AMR. CUST DIDN T INITIATE BILL DISPUTE W CO PRIOR TO FILING PUC COMPLAINT. NO RECORD OF ISSUE WITH METER AT PROPERTY. 10-DAY TERM NOTICE ISSUED. CUST HAS OT ARREARS AND IS CURRENTLY INELIGIBLE FOR PUC PAR	CUCL143
2025-04-24	Special Situation	HIGH BILL ALERT	SUPP_HB
2025-04-09	SC - PUC Informal Complaint	PUC MDIA BCS 4052963	CUCL143
2025-04-04	Miscellaneous	Caller THOMAS PATTARA Ratepayer User Comments cx got shutoff notice cx verified email cx not agree paperless billing offering cx the payment plan . cx not agree in payment plan . cx hangup while on set	KC JOHN CUNANAN
2025-04-04	WUR Assessment	THOMAS PATTARA Ratepayer. Caller s Concern Payment Assistance. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	KC JOHN CUNANAN
2025-04-04	Credit	Confirmed service is scheduled for termination on 04 10 2025. Amount is 4 725.81. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	KC JOHN CUNANAN
2025-04-04	Special Situation	Caller THOMAS PATTARA Ratepayer. verify	KC JOHN CUNANAN
2025-04-01	Leave Door Hanger Issued	DELIVER 3 DAY NOTICE	CUMCL024
2025-03-29	Data Repair	Data Repair for REQ11084767 to clear 02914 and 02905 WFMS	CSSDR044
2025-03-25	Correspondence - Collections	CUT DATE 2025-04-08 AMOUNT 4 725.81	
2025-03-25	Special Situation	HIGH BILL ALERT	SUPP_HB
2025-03-18	Data Repair	Data Repair DR IR179762A - UPDATE N A TO 671	CSSDR044
2025-02-25	Winter Collection	Winter Collection Notice	
2025-02-25	Special Situation	HIGH BILL ALERT	SUPP_HB
2025-01-24	Special Situation	HIGH BILL ALERT	SUPP_HB
2025-01-22	Winter Collection	Winter Collection Notice	
2024-12-21	Special Situation	HIGH BILL ALERT	SUPP_HB
2024-12-18	Winter Collection	Winter Collection Notice	
2024-11-20	Winter Collection	Winter Collection Notice	
2024-11-20	Special Situation	HIGH BILL ALERT	SUPP_HB
2024-10-22	Special Situation	HIGH BILL ALERT	SUPP_HB
2024-10-10	Miscellaneous	WATT CSS - PUC Payment Agreement Residential Exception Work Item 4343496 Completed	MARIFE PAGCU
2024-10-10	Miscellaneous	WATT ID 4343496 based on the decision below customer is not granted PUC PAR	JENILYN DIONES
2024-10-09	SC - GRACE EXTENSION	Caller Back Office Ratepayer. SC Status from Open to Closed Cust Rights Given Y Cust Satisfied Y Comments RESOLUTION DISMISSAL LETTER - THE CUSTOMER DID NOT FILE A DISPUTE REGARDING THE ONTRACK ARREARS WITH THE COMPANY PRIOR TO FILING THIS COMPLAINT WITH THE PUC. CASE DISMISSED IN ACCORDANCE WITH 56.166 1 .	CUCL143
2024-10-03	Miscellaneous	WATT CSS - PUC Payment Agreement Residential Work Item 4343496 Created	PUCMED
2024-09-21	Special Situation	HIGH BILL ALERT	SUPP_HB
2024-08-22	Special Situation	HIGH BILL ALERT	SUPP_HB
2024-08-05	SC - PUC Informal Complaint	PUC MDIA BCS 4007825	CUCL143
2024-07-29	Cust Choice 1 Bill	Supplier added on 2024-08-01 - Just Energy	
2024-07-29	Batch Enrollment		
2024-07-24	Correspondence - Collections	CUT DATE 2024-08-07 AMOUNT 3 260.43	
2024-07-03	Credit	Caller THOMAS PATTARA Ratepayer. cx understood information reviewed . Was adv cx of a PAG he had in place cx mentioned that was the reason for the complaint .	ISAIAH NELSON
2024-07-03	Credit	Caller THOMAS PATTARA Ratepayer User Comments cci abt a text msg received abt a hold on acc being released . Confirm as of June 26th 2024 PUC report has been closed adv no confirmation of any new agreements seen as cx can recall PUC to confirm status or what is taking place . Adv cx no schedule term notice on acc and if there is any cx will be alerted .	ISAIAH NELSON

Contact Date	Contact Type	Remarks	User
2024-07-03	WUR Assessment	THOMAS PATTARA Ratepayer. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	ISIAIAH NELSON
2024-06-26	Miscellaneous	WATT CSS - PUC Payment Agreement Residential Work Item 4270631 Completed	RPAPR16
2024-06-26	SC - GRACE EXTENSION	Caller Back Office Ratepayer. Complaint dismissed. Refer to WATT 4270631 for dismissal details.	RPAPR16
2024-06-26	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 4270631 for dismissal details.	CUCL143
2024-06-26	Miscellaneous	WATT CSS - PUC Payment Agreement Residential Work Item 4270631 Created	PUCMED
2024-04-10	SC - PUC Mediation	PUC MDIA BCS 3974982	CUCL143
2024-04-10	Miscellaneous	Caller THOMAS PATTARA Ratepayer. provide asses understanding that if he will not be providing payment and if he will be still waiting in his doctor it can terminate his service .	DANICA HUBOG
2024-04-10	Credit	Caller THOMAS PATTARA Ratepayer User Comments cx call to tasked when is the termination of his service tell that there s a termination date of 4 12 24 the cx said he will wait for his doctor so the doctor can provide a medcert cx asking if we can provide him another option or extension tell the cx that unfortunately that was the best option that we can	DANICA HUBOG
2024-04-10	WUR Assessment	THOMAS PATTARA Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No. Interested in SO No.	DANICA HUBOG
2024-04-10	Credit - Payment Agreement	THOMAS PATTARA Ratepayer. Reviewed disputed payment plan terms. Confirmed 2 032.27 is due by 04 12 2024 to bring payment plan current before dispute expires. Next payment amount and due date will appear on next bill.	DANICA HUBOG
2024-04-10	Credit	Confirmed termination activity resumes after 04 12 2024.	DANICA HUBOG
2024-04-03	WUR Assessment	THOMAS PATTARA Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	ANGELICA GUAVES
2024-04-03	Credit - Payment Agreement	THOMAS PATTARA Ratepayer. Reviewed disputed payment plan terms. Confirmed 2 032.27 is due by 04 12 2024 to bring payment plan current before dispute expires. Next payment amount and due date will appear on next bill.	ANGELICA GUAVES
2024-04-03	Credit	Confirmed termination activity resumes after 04 12 2024.	ANGELICA GUAVES
2024-04-02	Credit	Caller THOMAS PATTARA Ratepayer User Comments As per new PAG new termination date is 4 12 24 caller to provide income to agency provided agency s tel and PUC s tel declined BB. Understands terms	JILLIAN COLLINS
2024-04-02	WUR Assessment	THOMAS PATTARA Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC Yes. Interested in SO No.	JILLIAN COLLINS
2024-04-02	SC - Income Verification	Income verification required.	307748
2024-04-02	Disputed Payment Agreement	THOMAS PATTARA Ratepayer. Agreement Type CU. Cust agrees to PAG terms NO. OUR Provided. Total payment due 04 12 2024 2 032.27. First payment of 1 825.00 is due 04 07 2024. Second payment of 207.27 is due on 04 11 2024 . Payment Plan installment amount 60.00. Enrolled in BB NO.	JILLIAN COLLINS
2024-04-02	Credit	THOMAS PATTARA Ratepayer. Offered LIHEAP - Yes .	JILLIAN COLLINS
2024-04-02	Credit	Confirmed service is scheduled for termination on 04 08 2024. Amount is 2 796.10. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.	JILLIAN COLLINS
2024-04-02	SC - MED CERT - 3 DAY	Caller THOMAS PATTARA Ratepayer. IVR Med Cert	IVR
2024-03-28	3-day call - Ratepayer	CUBCL024	CUBCL024
2024-03-21	Correspondence - Collections	CUT DATE 2024-04-04 AMOUNT 2 796.10	
2024-03-18	Data Repair	Data Repair DR IR175865A - UPDATE N A TO 671	CSSDR044
2024-02-22	Winter Collection	Winter Collection Notice	
2024-01-18	Winter Collection	Winter Collection Notice	
2023-12-18	Winter Collection	Winter Collection Notice	
2023-11-16	Data Repair	IR174619a DR FOR WINTER COLLECTIONS	CSSDR044
2023-11-03	Credit	Caller THOMAS PATTARA Ratepayer User Comments Cci asked if we had a decision from PUC adv it was dismissed cust will call back on Monday to set up a PA.	LISA CAIN
2023-11-03	WUR Assessment	THOMAS PATTARA Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	LISA CAIN
2023-10-10	Miscellaneous	WATT CSS - PUC Payment Agreement Residential Work Item 4036950 Completed	RPAPR16
2023-10-10	SC - GRACE EXTENSION	Caller Back Office Ratepayer. Complaint dismissed. Refer to WATT 4036950 for dismissal details.	RPAPR16

Contact Date	Contact Type	Remarks	User
2023-10-10	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 4036950 for dismissal details.	CUCL143
2023-10-10	Miscellaneous	WATT CSS - PUC Payment Agreement Residential Work Item 4036950 Created	PUCMED
2023-10-05	SC - PUC Mediation	PUC MDIA BCS 3947106	CUCL143
2023-09-25	Correspondence - Collections	CUT DATE 2023-10-10 AMOUNT 1 856.62	
2023-09-20	Miscellaneous	WATT CSS - PUC Payment Agreement Residential Work Item 3999933 Completed	RPAPR16
2023-09-20	SC - GRACE EXTENSION	Caller Back Office Ratepayer. Complaint dismissed. Refer to WATT 3999933 for dismissal details.	RPAPR16
2023-09-20	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 3999933 for dismissal details.	CUCL143
2023-09-20	Miscellaneous	WATT CSS - PUC Payment Agreement Residential Work Item 3999933 Created	PUCMED
2023-08-21	Correspondence - General	Template Name OnTrack Application Rejection Letter New Created By hfahnestock@trehab.org Letter Edited No CS Letters ID 5385896	CSLET
2023-08-21	OnTrack - Ineligible	Ontrack application Rejected. Reason You have failed to submit documentation for all sources of household income. If you submit copies of the missing documentation below your application will be processed promptly. Please return this letter along with your documents and send to the agency address below. Employment Pay stubs covering the last 30 days for	SELF SERVICE USER
2023-08-17	OnTrack Customer	Called left message for income docs and call back for mailing address Submitted by Heather Fahnestock Agency TREHAB	SELF SERVICE USER
2023-08-10	OnTrack Customer	Income verification email reminder sent.	SELF SERVICE USER
2023-08-03	SC - PUC Mediation	PUC MDIA BCS 3930865	CUCL143
2023-08-03	Credit	Caller THOMAS PATTARA Ratepayer User Comments cux thomas pattara calling to find out if he is on pag advised cux he is on pag for 264.00 due by 08 11 2023 cux says he didnt ask to be put on pag he only asked for info also wanted to know if this protects him from shut off advised cux it does cux says he will call back cux sat.	VERNESIA GENTLE
2023-08-03	WUR Assessment	THOMAS PATTARA Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	VERNESIA GENTLE
2023-08-02	Credit	Caller THOMAS PATTARA Ratepayer User Comments s w rp accessed with submitting OT app . Service is scheduled for termination on Tuesday August 8 2023 but a payment of 1 450.19The best payment plan we can offer is to pay 264.00 by 08 11 2023 then your monthly bill plus an installment of 60.00 beginning with your next bill due date. If you are not s	JOCINTHA WOODS
2023-08-02	WUR Assessment	THOMAS PATTARA Ratepayer. Caller s Concern OnTrack. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC Yes. Interested in SO No.	JOCINTHA WOODS
2023-08-02	Added Payment Agreement	THOMAS PATTARA Ratepayer. Agreement Type NCU. Cust agrees to PAG terms NO. First payment of 264.00 is due 08 11 2023. Future payments beginning with next bill will include installment amount of 60.00. Enrolled in BB NO. Emailed PAG info to [REDACTED]	JOCINTHA WOODS
2023-08-02	Credit	THOMAS PATTARA Ratepayer. Offered Operation HELP - Yes . Emailed agency contact info to [REDACTED]	JOCINTHA WOODS
2023-08-02	Credit	Confirmed service is scheduled for termination on 08 08 2023. Amount is 1 450.19. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.	JOCINTHA WOODS
2023-08-02	OnTrack Customer	OnTrack application submitted by JWOODS@PPLWEB.COM Source Rep	SELF SERVICE USER
2023-08-02	Call Transfer	Caller THOMAS PATTARA Ratepayer User Comments cx called about a pag cld not agree to terms sd he wld like to apply for OT....xferred.	LAURIE IVEY
2023-08-02	WUR Assessment	THOMAS PATTARA Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	LAURIE IVEY
2023-08-02	Credit	Confirmed service is scheduled for termination on 08 08 2023. Amount is 1 450.19. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.	LAURIE IVEY
2023-08-02	Financial Statement Added		LAURIE IVEY
2023-08-02	SC - MED CERT - 3 DAY	Caller THOMAS PATTARA Ratepayer. Customer claims medical condition	312536

Contact Date	Contact Type	Remarks	User
2023-08-02	Credit	Confirmed service is scheduled for termination on 08 08 2023. Amount is 1 450.19. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.	LAURIE IVEY
2023-08-02	Maintain Bill Account	Caller THOMAS PATTARA Ratepayer updated primary phone from [REDACTED] to primary phone [REDACTED]	LAURIE IVEY
2023-07-24	Correspondence - Collections	Consent Attained	
2023-07-21	Miscellaneous Accounts Receivable Adjustment	CUT DATE 2023-08-07 AMOUNT 1 450.19	
2023-07-21	Miscellaneous Accounts Receivable Adjustment	Customer received credit line adjustment on bill to correct previous billing error.	CSSDR044
2023-02-04	Data Repair	CREDIT OF LPC OVERCHARGE	CUBLP511
2023-02-02	Data Repair	DR_REQ10782282 - CD-NXT-COLL-ACTION UPDATE	CSSDR044
2023-01-24	Winter Collection	Winter Collection Notice	
2023-01-21	Data Repair	INC10765324 - Reads Workaround	CSSDR044
2023-01-09	OT Reminder Call		CUBCL026
2022-12-27	OnTrack Customer	Caller THOMAS PATTARA Ratepayer User Comments S W RP Thomas states he was wondering what his PUC report was and I advised him it was closed and that payments and that On Track went into effect and payments are 133 for On Track BB. And I advised his bill is due on 1-17-23. I advised customer of winter protection on acct as well. SAT was assessed	AMY BROWN
2022-12-27	WUR Assessment	THOMAS PATTARA Ratepayer. Caller s Concern OnTrack. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	AMY BROWN
2022-12-27	OnTrack Customer	Caller THOMAS PATTARA Ratepayer. S W RP Thomas states he was wondering what his PUC report was and I advised him it was closed and that payments and that On Track went into effect and payments are 133 for On Track BB. And I advised his bill is due on 1-17-23. SAT was assessed	AMY BROWN
2022-12-21	OnTrack Customer	Automated phone call scheduled to remind customer it s time to reapply for OnTrack.	CSLET
2022-12-16	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note OMS_CSS.services.contacts.privcontacts notification_PPL_CUSTOMER_CONTACT_VIEWPublishDocument USER_NAME Call Type 01 AMI Power Down Event Comments none	MTR
2022-12-16	Correspondence - General	Template Name Ontrack Recertification Created By CSLET Letter Edited No CS Letters ID 4942036	CSLET
2022-12-15	OT Auto Default Warning	OT Auto Default Warning	
2022-12-01	OT Reminder Call		CUBCL026
2022-11-16	OnTrack Budget Bill Activate	OnTrack Budget Bill Activate	
2022-11-15	LIHEAP	LIHEAP application mailed to customer	CSLET
2022-11-08	Miscellaneous	WATT_CSS - PUC Payment Agreement Residential Work Item 2967310 Completed	RPAPR16
2022-11-08	SC - GRACE EXTENSION	Caller Back Office Ratepayer. Complaint dismissed. Refer to WATT 2967310 for dismissal details.	RPAPR16
2022-11-08	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 2967310 for dismissal details.	CUCL143
2022-11-08	Miscellaneous	WATT_CSS - PUC Payment Agreement Residential Work Item 2967310 Created	PUCMED
2022-10-17	Correspondence - General	Template Name OnTrack Application Rejection Letter New Created By dswendsen@trehab.org Letter Edited No CS Letters ID 4859592	CSLET
2022-10-17	OnTrack - Ineligible	OnTrack application Rejected. Reason You have failed to submit documentation for all sources of household income. If you submit copies of the missing documentation below your application will be processed promptly. Please return this letter along with your documents and send to the agency address below. Employment Pay stubs covering the last 30 days for	SELF SERVICE USER
2022-10-07	OnTrack Customer	Income verification email reminder sent.	SELF SERVICE USER
2022-09-30	SC - PUC Mediation	PUC MDIA BCS 3868616	CUCL143
2022-09-29	Miscellaneous	WATT Generalist - Bill Account Maintenance Work Item 2943427 Completed	MICHELLE HALL
2022-09-29	Maintain Bill Account	Caller Back Office Ratepayer updated primary phone from 570-904-7123 to primary phone [REDACTED] Rev 09 29 2022 11 11 per watt 2943427 update primary [REDACTED] Added by Debbie Swendsen	MICHELLE HALL
2022-09-27	OnTrack Customer	OnTrack application submitted by DSWENDSEN@TREHAB.ORG Source Rep	SELF SERVICE USER
2022-09-27	Miscellaneous	WATT Generalist - Bill Account Maintenance Work Item 2943427 Created	REP
2022-09-27	OnTrack Customer	ym to call back Submitted by Debbie Swendsen Agency TREHAB	SELF SERVICE USER

Contact Date	Contact Type	Remarks	User
2022-09-27	OnTrack Customer	Caller THOMAS PATTARA Ratepayer User Comments THOMAS PATTARA cci about shut off Went over PAG Advised med cert and will give until 09 30 22 for us to receive med cert Went over PAG Provided Ophelp and erap phone number for assistance also asked for PUC number provided information cust confirmed sat	JACQUELINE HOLLIDAY
2022-09-27	WUR Assessment	THOMAS PATTARA Ratepayer. Caller s Concern OnTrack. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC Yes.	JACQUELINE HOLLIDAY
2022-09-27	Credit - OnTrack Collections	THOMAS PATTARA Ratepayer. Agreement type OT. Missed OT installments due as of 09 27 2022 370.00. Next monthly installment of 27.00 is due with your bill due on 10 11 2022 ..	JACQUELINE HOLLIDAY
2022-09-27	SC - MED CERT - 3 DAY	Caller THOMAS PATTARA Ratepayer. Customer claims medical condition	E184043
2022-09-27	Credit	Confirmed service is scheduled for termination on 10 04 2022. Amount is 370.00. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.	JACQUELINE HOLLIDAY
2022-09-27	Call Transfer	Caller THOMAS PATTARA Ratepayer User Comments cx called about shut off. transferred to billing	PRECIOUS NUNES
2022-09-27	WUR Assessment	THOMAS PATTARA Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	PRECIOUS NUNES
2022-09-20	Correspondence - Collections	CUT DATE 2022-10-04 AMOUNT 370.00	
2022-09-19	OT Rev Shortfall Non-Heat Warning 2	OT Rev Shortfall Non-Heat Warning 2	
2022-09-02	OT Reminder Call		CUBCL026
2022-08-18	OT Rev Shortfall Non-Heat Warning 1	OT Rev Shortfall Non-Heat Warning 1	
2022-08-18	OT Auto Default Warning	OT Auto Default Warning	
2022-08-04	OT Reminder Call		CUBCL026
2022-07-19	OT Rev Shortfall Non-Heat Warning 1	OT Rev Shortfall Non-Heat Warning 1	
2022-07-19	OT Auto Default Warning	OT Auto Default Warning	
2022-07-05	OT Reminder Call		CUBCL026
2022-06-20	OT Rev Shortfall Non-Heat Warning 1	OT Rev Shortfall Non-Heat Warning 1	
2022-06-20	OT Auto Default Warning	OT Auto Default Warning	
2022-06-06	OT Reminder Call		CUBCL026
2022-05-19	OT Rev Shortfall Non-Heat Warning 1	OT Rev Shortfall Non-Heat Warning 1	
2022-05-19	OT Auto Default Warning	OT Auto Default Warning	
2022-05-05	OT Reminder Call		CUBCL026
2022-04-20	OT Auto Default Warning	OT Auto Default Warning	
2022-04-05	OT Reminder Call		CUBCL026
2022-03-22	OT Auto Default Warning	OT Auto Default Warning	
2022-03-21	Data Repair	Data Repair DR IR166395B - UPDATE N A TO 112	CSSDR044
2022-03-08	OT Reminder Call		CUBCL026
2022-02-22	OT Auto Default Warning	OT Auto Default Warning	
2022-02-07	OT Reminder Call		CUBCL026
2022-01-19	OT Auto Default Warning	OT Auto Default Warning	
2022-01-04	OT Reminder Call		CUBCL026
2021-12-20	OT Auto Default Warning	OT Auto Default Warning	
2021-12-06	OT Reminder Call		CUBCL026

PPL ELECTRIC EXHIBIT NO. 4

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Informal Case View

General

BCS Case No.	4052963	Case Notes	Count : 1 Detail...
CSS Account No.	[REDACTED]	Received Date	04/08/2025
CSS Name	THOMAS PATTARA	Due Date	05/07/2025
Name	THOMAS PATTARA	Investigator Name	CASE POOL, BCS
Service Address 1	907 ELAINE CIR	Mailing Address 1	707 RIVER ST
Service Address 2		Mailing Address 2	
Service City, State Zip	SOUTH ABBINGTON TWS, PA 18411-	Mailing City, State Zip	PECKSVILLE, PA 18452-
PUC Address	907 ELAINE CIR,,SOUTH ABBINGTON TWP,PA,18411-		
Service Class	RESIDENTIAL	Case Origin	TELEPHONE
Phone Number		Prior Case Number	0
Income Level	1	On Track	No
Reason For Contact	ON - PAR WITH DISPUTE (#63)		
Customer Position			
Company Position	04/08/2025 THE NOTICE WAS MAILED IN FEBRUARY. CANNOT SET UP A PAYMENT ARRANGEMENT. PAY 4725.00 TO KEEP THE SERVICE ON.		
Related Information	CUSTOMER STATES HE NEVER RECEIVED A SHUT OFF NOTICE IN THE MAIL AND ONLY RECEIVED THE AUTOMATED CALL. CUSTOMER IS DISPUTING THAT THE BALANCE WENT UP TO 4725 BECAUSE ACCORDING TO THE COMPANY THE METER WAS NOT WORKING PROPERLY LAST YEAR. CUSTOMER WOULD ALSO LIKE A PAYMENT ARRANGEMENT ON THE ACCOUNT. THE CELL PHONE NUMBER [REDACTED] HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS [REDACTED] HAS BEEN ALLOWED TO BE SHARED.		
Misc Info			
Heating	No	Service	On
Acct Bal Due Date	05/14/2025	Total Account Balance	5067.45
Budget Bill Amount	144.00		
Arrearage	0.00	Reported Income Amount	0.00
Date of Last Customer Contact prior to Complaint	04/04/2025		

Type Assignment

Case Type	Informal
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Category and Section

Primary Category	Residential Termination
Secondary Category	
Tertiary Category	
Assign To Section	CCC-

Ownership

Contact Person	E02623 - Spotts,Michele K
Written By	Spotts, Michele
Written By Date	05/05/2025

Other Information

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

Informal Final Report

Details of the Company's Original Investigation
08/02/2023 - Thomas Pattara contacted PPL Electric Utilities (PPL EU or the Company) to establish a payment agreement. The Customer Service Representative (CSR) updated the customer's ability to pay

(level one income) and requested \$264.00 by 08/11/2023. The CSR explained the repayment terms were to pay \$60.00 plus the monthly bill until the customer completely paid the overdue balance. The customer was referred for energy assistance.

08/05/2024 - The Company received notice that the customer filed BCS # 4007825.

08/17/2024 - BCS # 4007825 - DISMISSAL LETTER - THE CUSTOMER DID NOT FILE A DISPUTE REGARDING THE ONTRACK ARREARS WITH THE COMPANY PRIOR TO FILING THIS COMPLAINT WITH THE PUC. CASE DISMISSED IN ACCORDANCE WITH 56.166 (1).

03/25/2025 - The Company rendered a residential termination notice for \$4,725.81 with a proposed termination date on or after 04/08/2025.

04/03/2025 - The Company satisfied the regulations found at 56.93(c) by posting a written notice at the property.

04/04/2025 - (Date of last customer contact) - Thomas Pattara contacted the Company regarding the termination notice. The representative verified the customer's email address and then the call was discontinued. The Company was not able to provide the customer with a final position.

Company's Final Position to the Customer

Thomas Pattara contacted the Company on 04/04/2025 regarding the termination notice.

The representative verified the customer's email address and then the call was discontinued.

The Company was not able to provide the customer with a final position.

Details of Company's Investigation after BCS Contact

The Company has no record of any conversation with this customer about this issue(s) after the complaint was filed.

Company's Final Position to BCS

The Company records do not indicate the customer contacted it with a concern regarding the electric use or accuracy of the bill prior to filing the complaint with the PUC.

The Company requests the PUC dismiss this complaint per Chapter 56.66(1).

The Company does not have any record of an issue with the customer's meter last year.

The Company billed the customer on actual Automated Meter Reader (AMR) readings.

56.2 AMR (Automatic Meter Readings) (iii) states that all readings by an AMR shall be deemed actual readings for the purposes of this chapter.

The Company rendered a residential termination notice on 03/25/2025 for \$4,725.81 with a proposed termination date on or after 04/08/2025.

The customer contacted the Company, however, the call was disconnected.

The Company records indicate the customer has not made a payment since 07/10/2018.

The customer's billed account balance is \$5,067.45.

The customer owes \$4,862.50 to catch up on the agreement the Company offered on 08/02/2023.

The customer's next payment of \$204.95 is due on 05/14/2025.

The Company records show the customer's account balance includes \$397.00 in unpaid OnTrack payments. Please dismiss this complaint, based on the regulations found at 1405C.

Analysis Information

Justified	Not Analyzed
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No Analysis Items Found

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

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Decision Detail

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Case Search

Reports

General			
BCS Case No.	4052963	CSS Account No.	██████████
Customer Name	THOMAS PATTARA	Investigator Name	CASE POOL, BCS
Address 1	907 ELAINE CIR	Service Class	RESIDENTIAL
Address 2		Case Origin	TELEPHONE
City, State Zip	SOUTH ABINGTON TWS , PA 18411	Head Date	05/08/2025
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	5067.45	Closed Date	05/07/2025
Reconnect Amount	0.00	Balance Date	05/05/2025
Special Budget Amount	0.00	Regular Budget Amount	144.00
Arrears Payment Plus	0.00	Final Monthly Payment	0.00
Resolution	DECISION ISSUED. THIS INFORMAL COMPLIANT IS DISMISSED. MONTHLY BILLS ARE BASED ON ACTUAL METER READINGS (AMR). THE CUSTOMER DID NOT INITIATE A BILLING DISPUTE WITH THE COMPANY PRIOR TO FILING A COMPLAINT WITH THE PUC. THERE IS NO RECORD OF AN ISSUE WITH THE METER AT THE PROPERTY. A 10-DAY TERMINATION NOTICE WAS ISSUED TO THE CUSTOMER. THE CUSTOMER HAS ONTRACK ARREARAGES IN THE ACCOUNT BALANCE AND IS CURRENTLY INELIGIBLE FOR A PUC PAR.		
Terms			
Letter Description			

Action Required Options			
Action Required	<input type="radio"/> Yes <input checked="" type="radio"/> No		
WorkQ Category	<input type="text" value=""/>		
Sub Category	<input type="text" value=""/>		
Up Front Amount	<input type="text" value=""/>	Up Front Due Date	<input type="text" value=""/>
Bill Type	<input type="text" value=""/>		
Plus Amount	<input type="text" value=""/>		
Beginning Date	<input type="text" value=""/>		
Write-Off Amount	<input type="text" value=""/>		
Comments	<p>BCS#4052963 DEC CLOSED05/07/2025 BILLS BASE ON AMR. CUST DIDN'T INITIATE BILL DISPUTE W/CO PRIOR TO FILING PUC COMPLAINT. NO RECORD OF ISSUE WITH METER AT PROPERTY. 10-DAY TERM NOTICE ISSUED. CUST HAS OT APPEARS AND IS CURRENTLY</p>		
Processed By	E169452	Processed Date	5/7/2025 2:14:43 PM

[Return to Case](#)

PPL ELECTRIC EXHIBIT NO. 10

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



THOMAS PATTARA
707 RIVER ST
PECKSVILLE, PA 18452

Service Address:
907 ELAINE CIR
SOUTH ABINGTON TWS,
PA 18411

August 21, 2023

Bill Account Number: [REDACTED]

Dear THOMAS PATTARA:

Thank you for applying to PPL's OnTrack program. We reviewed your OnTrack application. This letter is to inform you that you do not meet the OnTrack guidelines based on the following reason:

You have failed to submit documentation for all sources of household income. If you submit copies of the missing documentation below, your application will be processed promptly. Please return this letter along with your documents and send to the agency address below.

* Employment: Pay stubs covering the last 30 days for all household members

If you have any questions, you may contact us at the agency listed below.

TREHAB, Inc.
100 4th Street Suite 20
Honesdale, PA 18431
570-253-8941
PPLOnTrack@trehab.org

If you are not enrolled in OnTrack, you have the option of entering into a payment agreement. Please call PPL at 1-800-342-5775.

Sincerely,
OnTrack Representative

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



THOMAS PATTARA
707 RIVER ST
PECKSVILLE, PA 18452

Service Address:
907 ELAINE CIR
SOUTH ABINGTON TWS, PA
18411

December 16, 2022

Bill Account Number: [REDACTED]

Dear THOMAS PATTARA:

It's time to re-apply for our OnTrack program. Your enrollment will be ending within the next few weeks, but you can avoid losing these great benefits by completing a new application now.

If you do not re-apply and provide your current income, you will be removed from OnTrack.

You can apply:

- Online at pplelectric.com/ontrack
- By mailing the enclosed paper application
- Over the phone, by calling us at 1-800-342-5775

Please make sure to submit your proof of income along with your completed application. If you have any questions about your application, please contact the OnTrack agency listed on the back of the form.

Thank you for your participation in OnTrack - we hope that you have continued success in the program.

Sincerely,

PPL Electric Utilities

Instructions for Completing Application PPL OnTrack Payment Program	
1.	List your name as it appears on your electric bill. Enter your PPL bill account number, daytime phone number and alternate phone number (if applicable). Include an email address (if applicable). Tell us how you would like to receive information regarding this OnTrack application
2.	Check the box for the Employment Status for head of household member.
3.	Provide Name, Age, Source of Income and Amount for each household member. If a household member does not have income, please check the No Income box. Attach copies of all household proof of income to this application. (Example: pay stub, eligibility letter, income tax return)
4.	Free weatherization may be available for you! Provide basic information about your property and we will review for eligibility.
5.	List the amount you pay for mortgage, rent, or subsidized/Section 8 housing. Select type and amount paid for primary source of heat and list amount of monthly expenses.
6.	Sign and date application.
Remember to attach copies of all household proof of income to this application.	

If you currently have an electric supplier, you will be required to cancel your contract with the supplier to qualify for OnTrack.

1. Customer Information	2. Employment Status for head of household
Customer Name THOMAS PATTARA	<input type="checkbox"/> Full-Time (35 or more hours/week)
Bill Account # XXXXXXXXXX	<input type="checkbox"/> Part-Time (34 or less hours/week)
Daytime Phone ()	<input type="checkbox"/> Unemployed (currently not employed)
Alternate Phone ()	<input type="checkbox"/> Retired
	<input type="checkbox"/> Homemaker
	<input type="checkbox"/> Student
	<input type="checkbox"/> Other

Send my enrollment information to: My U.S. Mailbox My Email →

3. Members in Household - List and include copies of **all** monthly sources of household income

First Name _____	Last Name _____	Age _____	<input type="checkbox"/> No Income
Gross Salary \$ _____	Public Assistance \$ _____	Pension/SS \$ _____	SSI/SSD \$ _____
Unemployment \$ _____	Worker's Comp/Disability \$ _____	Child Support \$ _____	Other \$ _____

First Name _____	Last Name _____	Age _____	<input type="checkbox"/> No Income
Gross Salary \$ _____	Public Assistance \$ _____	Pension/SS \$ _____	SSI/SSD \$ _____
Unemployment \$ _____	Worker's Comp/Disability \$ _____	Child Support \$ _____	Other \$ _____

First Name _____	Last Name _____	Age _____	<input type="checkbox"/> No Income
Gross Salary \$ _____	Public Assistance \$ _____	Pension/SS \$ _____	SSI/SSD \$ _____
Unemployment \$ _____	Worker's Comp/Disability \$ _____	Child Support \$ _____	Other \$ _____

First Name _____	Last Name _____	Age _____	<input type="checkbox"/> No Income
Gross Salary \$ _____	Public Assistance \$ _____	Pension/SS \$ _____	SSI/SSD \$ _____
Unemployment \$ _____	Worker's Comp/Disability \$ _____	Child Support \$ _____	Other \$ _____

First Name _____	Last Name _____	Age _____	<input type="checkbox"/> No Income
Gross Salary \$ _____	Public Assistance \$ _____	Pension/SS \$ _____	SSI/SSD \$ _____
Unemployment \$ _____	Worker's Comp/Disability \$ _____	Child Support \$ _____	Other \$ _____

If there are additional members in your household, please list their name, age and income sources on a separate sheet of paper.

4. Premise Information - all fields required for free weatherization	5. Monthly Expenses
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Type of Structure Apartment Row Home Single
 Mobile Home Townhouse

Year Home was Built _____ I don't know

Electric Water Heater Yes No

If you rent, provide the following:

Landlord Name _____

Landlord Address _____

Landlord Phone () _____

Landlord Email _____

Mortgage or Rent \$ _____

Section 8 / Subsidized Yes No

Water / Sewer \$ _____

Food \$ _____

Basic Phone \$ _____

PPL Electric \$ _____

Only check the box if the expense is the primary heat source:

Gas - \$ _____ Coal - \$ _____

Oil - \$ _____ Wood - \$ _____

Propane - \$ _____

Electric Heat -

6. Submit Your Application

1. Sign and date this application.
2. Mail application and **all items listed on envelope flap** in the enclosed self-addressed envelope.

I affirm that all information on this application is true and complete. I am aware that I can be penalized for making false statements.

Sign Here (in ink) _____

Date _____

_____ cancellation fee.

Please fold to ensure the return address below is visible in envelope window

Mail to:

TREHAB, Inc.
100 4th Street Suite 20
Honesdale, PA 18431

Phone: 570-253-8941
Fax: 570-253-0945
Email: PPLOnTrack@trehab.org

PPL Electric Utilities
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Allentown, PA 18104-9392
Tel. 800.342.5775 Fax 484.634.3484
www.pplelectric.com



THOMAS PATTARA
707 RIVER ST
PECKSVILLE, PA 18452

Service Address:
907 ELAINE CIR
SOUTH ABINGTON TWS,
PA 18411

October 17, 2022

Bill Account Number: [REDACTED]

Dear THOMAS PATTARA:

Thank you for applying to PPL's OnTrack program. We reviewed your OnTrack application. This letter is to inform you that you do not meet the OnTrack guidelines based on the following reason:

You have failed to submit documentation for all sources of household income. If you submit copies of the missing documentation below, your application will be processed promptly. Please return this letter along with your documents and send to the agency address below.

* Employment: Pay stubs covering the last 30 days for all household members

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If you are not enrolled in OnTrack, you have the option of entering into a payment agreement. Please call PPL at 1-800-342-5775.

Sincerely,
OnTrack Representative

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www.pplelectric.com



THOMAS PATTARA
707 RIVER ST
PECKSVILLE, PA 18452

Service Address:
907 ELAINE CIR
SOUTH ABINGTON TWS,
PA 18411

October 19, 2021

Bill Account Number: [REDACTED]

Subject: OnTrack Payment Program Change

Dear THOMAS PATTARA:

The amount included in your OnTrack payment to support the costs of the program will change from \$5.00 to \$7.00, beginning with your November 2021 bill.

This change affects all OnTrack participants, including those who enroll in the future.

The charge was first implemented in November 2011 and has been included in OnTrack payment since that time.

The \$7.00 will be part of your OnTrack payment through November 2022. At that time, PPL will determine the payment adjustment amount for the next 12 months. Even with the new payment amount, your OnTrack bill will remain affordable.

We urge you to read the enclosed Q&A fact sheet, which provides more information about this program change.

If you have questions or need more information, please call us at 1-800-342-5775.

Sincerely,

PPL Electric Utilities

Enclosure

OnTrack Payment Program Change Beginning November 2021 Q&A Sheet

• What is Changing?

The amount included in your OnTrack payment to support the costs of the program will change from \$5.00 to \$7.00 beginning with your November 2021 bill.

This change affects all OnTrack participants, including those who enroll in the future.

The charge was first implemented in November 2011 and has been included in OnTrack payments since that time.

• Why did PPL Implement this change to the OnTrack Program?

In 2010, PPL reached a settlement with the PUC on a request for higher distribution rates. As part of the settlement, PPL agreed to increase OnTrack customers' payment amounts to help reduce costs for the residential customers who pay for this program.

• What does it mean for the OnTrack customers?

All existing OnTrack customers are required to pay a \$7.00 charge as part of their monthly OnTrack bill. OnTrack customers will not see the extra \$7.00 as a separate line item on their bill. It is included in the payment plan amount.

• How long does PPL include this additional amount in the bill?

This extra charge of \$7.00 remains in effect from November 2021 through the end of October 2022. In October 2022, PPL will determine the adjustment amount for the next 12-month period.

• Will the extra amount change during the 12-month period?

No. The amount will remain fixed at the same level throughout the period.

• What happens at re-certification for OnTrack participants?

At the time of recertification, the OnTrack agency may increase or decrease the OnTrack payment amount, or it may choose to leave the amount the same. However, all payment agreement amounts will include the \$7.00 charge.

• Who do I contact if I have questions?

You can contact PPL Electric Utilities at 1-800-342-5775.

PPL ELECTRIC EXHIBIT NO. 12

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



PPL Electric Utilities

Name & Address

January 13, 2025

SERVICE TERMINATION NOTICE

(Aviso DE Terminación DE Servicio)

Address & Account Number

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

Dear Customer & Occupants of Address

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

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

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

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

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

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

LIHEAP/CRISIS GRANTS ARE AVAILABLE:

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

Special Protections:

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

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

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

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

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

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

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

Monthly income at 250% of Federal Poverty Level: 2025

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

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

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

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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.