

COMMONWEALTH OF PENNSYLVANIA  
(Public Utility Commission)

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TANYA MACK, :  
Complainant, :  
vs. : Docket No.:  
PPL ELECTRIC UTILITIES : C-2025-3055045  
CORPORATION, :  
Respondent. :  
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Pages 22 through 74 TELEPHONIC HEARING  
Judge's Chambers  
State Office Building  
801 Market Street  
Philadelphia, PA 19107

Friday, December 19, 2025  
Met, pursuant to notice, at 1:16 p.m.

BEFORE: THE HONORABLE ERANDA VERO  
Administrative Law Judge

INDEX TO EXHIBITS  
Docket No.: C-2025-3055045  
Hearing Date: December 19, 2025

EXHIBITS INDEX

NUMBER		IN EVIDENCE
PPL ELECTRIC UTILITIES CORPORATION:		
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4	(BCS Informal Complaint 4038207)	66
5	(BCS Informal Complaint 3983211)	66
6	(BCS Informal Complaint 3858975)	66
7	(BCS Informal Complaint 3832648)	66
8	(BCS Informal Complaint 3800603)	66
13	(Updated customer contacts history)	68

**PPL ELECTRIC**

**EXHIBIT NO. 2**

**Account Contact History**  
**Account:** [REDACTED] **Customer Name: TANYA REPH-MACK**  
From 12/1/2021 to 12/12/2025

Contact Date	Contact Type	Remarks	User
2025-11-04	Data Repair	IR182507a DR FOR WINTER COLLECTIONS	CSSDR044
2025-08-29	Correspondence - Collections	SENDING TERM NOTICE FOR AMOUNTS BILLED AND NOT PAID SINCE 5 8 25 WHEN PUC FORMAL WAS FILED. CUST DID NOT SHOW FOR THE PUC FORMAL HEARING TODAY AND HAS NOT PAID SINCE 2021	TAMI L ROLAND
2025-08-29	Changed Payment Agreement	cancelling dispute	TAMI L ROLAND
2025-08-29	SC - PUC Formal Complaint	formal complaint. Docket No. C-2025-3055045 formal filed 5 8 25	e71683
2025-08-29	SC - PUC Formal Complaint	closing susp chg will re-issue - was held for the entire bal should just be held for the balance at the time the Formal was filed	e71683
2025-05-14	Miscellaneous	WATT ID 4471852 Attached formal response form The company is requesting 3 816.00 to reinstate the company offered par to settle Prior PUC Formal complaint Docket No. C-2024-3050622. Then monthly bills 571.00 starting with the next bill due 05 29 2025.	KELLY A BELL
2025-05-08	Miscellaneous	WATT CCC Formal Complaint - Ability To Pay Work Item 4471852 Created	CARMEN P URBAN
2025-05-08	SC - PUC Formal Complaint	Caller Back Office Ratepayer. PPL received notice the customer filed a formal complaint. Docket No. C-2025-3055045	E180613
2025-05-08	Credit	Self Serve Ratepayer. Offered OnTrack - Yes . .	SELF SERVICE USER
2025-05-08	Credit	[REDACTED] Link to Assistance Programs page presented.	SELF SERVICE USER
2025-05-08	Credit	Ratepayer. Customer indicated there was no change to financial information.	SELF SERVICE USER
2025-05-08	Financial Statement Added		SELF SERVICE USER
2025-05-07	Credit	[REDACTED] Link to Assistance Programs page presented.	SELF SERVICE USER
2025-05-07	Credit	Self Serve Ratepayer. Offered OnTrack - Yes . .	SELF SERVICE USER
2025-05-07	Credit	Self Serve Ratepayer. Offered OnTrack - Yes . .	SELF SERVICE USER
2025-05-07	Credit	[REDACTED] Link to Assistance Programs page presented.	SELF SERVICE USER
2025-05-07	Credit	[REDACTED] Link to Assistance Programs page presented.	SELF SERVICE USER
2025-05-07	Credit	Self Serve Ratepayer. Offered OnTrack - Yes . .	SELF SERVICE USER
2025-05-07	Credit	[REDACTED] Link to Assistance Programs page presented.	SELF SERVICE USER
2025-05-07	Financial Statement Added		SELF SERVICE USER
2025-04-28	SC - Income Verification	Income verification required.	ORAMP1
2025-04-28	Disputed Payment Agreement	[REDACTED] RatePayer. Agreement Type CU. Cust agrees to PAG terms NO. OUR Provided. Total payment due 05 08 2025 4 857.15. First payment of 3 816.00 is due 04 28 2025. Second payment of 1 041.15 is due on 04 29 2025 . Payment Plan installment amount 571.00. Enrolled in BB NO. Emailed PAG info to [REDACTED]	SELF SERVICE USER
2025-04-28	Credit	Confirmed service is scheduled for termination on 04 29 2025. Amount is 22 110.78. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	SELF SERVICE USER
2025-04-28	Credit	[REDACTED] Link to Assistance Programs page presented.	SELF SERVICE USER
2025-04-10	Correspondence - Collections	CUT DATE 2025-04-24 AMOUNT 22 110.78	
2025-03-18	Data Repair	Data Repair DR IR179762 D2 - UPDATE N A-DT TO 260	CSSDR044
2025-03-10	Winter Collection	Winter Collection Notice	
2025-01-28	SC - GRACE EXTENSION	Caller Back Office Ratepayer. SC Status from Open to Closed Cust Rights Given Y Cust Satisfied Y Comments BCS 4038207 DEC CLOSED01 28 2025 CUSTOMER DIDNT FILE A HIGH BILL DISPUTE W COMPANY PRIOR TO FILING THIS COMPLAINT WITH PUC. CASE DISMISSED	CUCL143
2025-01-13	Credit	Caller TANYA REPH-MACK Ratepayer User Comments Cx called bc she wanted to ask when her acc will be shut off. Financial statement provided. Cx has a pymnt agg. Cx doesn t have a shut off notice. Cx able to pay 725.00. 12 31 2025. Cx is sick and is not able to pay it yet. Cx advised to pay it as soon as possible.	ANA MUNOZ
2025-01-13	WUR Assessment	TANYA REPH-MACK Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	ANA MUNOZ
2025-01-13	Financial Statement Added		ANA MUNOZ
2025-01-09	SC - PUC Informal Complaint	PUC MDIA BCS 4038207	CUCL143

2024-12-31	SC - Income Verification	Income verification required.	ORAMP1
2024-12-31	Disputed Payment Agreement	██████████ RatePayer. Agreement Type CU. Cust agrees to PAG terms NO. OUR Provided. Total payment due 01 10 2025 725.00. First payment of 725.00 is due 12 31 2024. Second payment amount and due date will appear on next bill .	SELF SERVICE USER
2024-12-31	Credit	██████████ Link to Assistance Programs page presented.	SELF SERVICE USER
2024-12-31	Credit	Confirmed service is scheduled for termination on 12 31 2024. Amount is 20 732.52. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.	SELF SERVICE USER
2024-12-31	Credit	Confirmed service is scheduled for termination on 12 31 2024. Amount is 20732.52. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.	IVR
2024-12-30	Credit	Text sent to ██████████ for web offer. Customer response YES	IVR
2024-12-30	SC - MED CERT - 3 DAY	Caller TANYA REPH-MACK Ratepayer. IVR Med Cert	IVR
2024-12-23	Post 48 Hour Notice Issued	ISSUE POST 48 HOUR NOTICE	CUMCL024
2024-12-10	Correspondence - Collections	CUT DATE 2024-12-26 AMOUNT 20 732.52	
2024-11-21	Maintain Bill Determinants	REMOVED ELEC HEAT - CUST STATED IN HEARING SHE DOES NOT HAVE ELEC HEAT.	TAMI L ROLAND
2024-11-21	SC - PUC Formal Complaint	CERT OF SATISFACTION SENT 11 21. CUST ALSO STATED IN PUC FORMAL HEARING SHE WILL TRY TO GET A HOME EQUITY LOAN IF CAN MAKE A LARGE PYMT WE CAN RE-ADDRESS PLAN MADE TO A LOWER MONTHLY AMOUNT	e71683
2024-11-21	Miscellaneous	WATT CCC Formal Complaint - Waiting For Hearing Work Item 4306016 Completed	TAMI L ROLAND
2024-11-20	Added Payment Agreement	SPOKE TO TANYA MACK BEFORE PUC FORMAL HEARING BEGAN TO TRY TO REACH A SETTLEMENT. CUST AGREED TO PAY 300 BY 12 3 THEN CUR BILLS 571 MO BEG W NEXT BILL ISSUED DUE DATE. SATIS	TAMI L ROLAND
2024-11-20	Stop Budget Bill	spoke to cust during PUC FORMAL HEARING - CUST REQ TO STOP BUDGET. EXPL CREDIT OF 357 WILL APPLY TO THE BAL NEXT MONTH. SATIS.	TAMI L ROLAND
2024-11-20	Financial Statement Added		TAMI L ROLAND
2024-11-19	Credit	Caller TANYA REPH-MACK Ratepayer User Comments Spoke w TANYA REPH-MACK who called in re term notice. Said she got a term notice and she went online and term date was gone. Informed term notice has been removed adv acct on hold currently due to open PUC complaint which was filed in August. Adv to continue paying reg monthly bills. SAT Yes. SOP No.	RIANNA GILDHARRY
2024-11-19	WUR Assessment	TANYA REPH-MACK Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	RIANNA GILDHARRY
2024-11-18	Maintain Bill Account	Caller Self Serve Ratepayer updated Paperless billing from Not Enrolled to Enrolled .	SELF SERVICE USER
2024-10-30	Correspondence - Collections	CUT DATE 2024-11-14 AMOUNT 784.00	
2024-10-11	Data Repair	DUPLICATE BILL Update dt due dt extn to on bill info hdr	CSSDR044
2024-10-09	Miscellaneous	WATT Billing - Rejected Bill Work Item 4347746 Completed	LUANE RUSYNPATELUNAS
2024-10-09	Pull Bill	Verified and sent for printing and mailing	DBL_VBIL
2024-10-09	Changed Payment Agreement	Completed too many active debits wfm to bill account CSS error this causes old PAG to be reinstated Beth is issuing a ticket to have CSS fixed . The new PAG is not valid a letter may auto send to customer. If they call simply redo a new PAG based on business as usual.	LUANE RUSYNPATELUNAS
2024-10-09	Miscellaneous	WATT Non Crisis No Bill - WFM - Too many active debits Work Item 4347336 Completed	LUANE RUSYNPATELUNAS
2024-10-09	Miscellaneous	WATT Billing - Rejected Bill Work Item 4347746 Created	CSS
2024-10-08	Payment Arrangement Letter Sent	Catch-Up Activation PAG	
2024-10-08	PAG Reactivated	PAYMENT AGREEMENT HAS BEEN REACTIVATED	CUBCL105
2024-10-08	Billing - In Progress	working Too Many Active Debts WFM watt removed wfm no suspend on meter consolidated totaling 10063.30 half of balance 20126.60 Credit Debit by Transfer Credit Payment. 10 7 RTB	LUANE RUSYNPATELUNAS
2024-10-08	Miscellaneous	WATT Non Crisis No Bill - WFM - Too many active debits Work Item 4347336 Created	RPAPR90
2024-09-10	Data Repair	IM036612 Data repair to auto complete active debit wfm	CSSDR044
2024-08-21	Correspondence - General	Template Name Bill Inquiry-Meter Tested OK Created By Eibach Linda Letter Edited Yes CS Letters ID 5980047	CSLET
2024-08-21	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2024-08-21	SC - GRACE EXTENSION	SENT METER TEST RESULTS TO CUSTOMER ON 8 21 24.	e153462
2024-08-21	Miscellaneous	WATT Generalist - Meter Test-CMO Issued Work Item 4306278 Completed	LINDA M EIBACH
2024-08-21	Miscellaneous	WATT ID 4306278 SENT METER TEST RESULTS TO CUSTOMER ON 8 21 24.	LINDA M EIBACH

2024-08-13	Data Repair	IM036612 Data repair to auto complete active debit wfm	CSSDR044
2024-08-08	Miscellaneous	ISSUED METER TEST PER EMAIL FOR PUC FORMAL HEARING.	LINDA M EIBACH
2024-08-08	Miscellaneous	WATT Generalist - Meter Test-CMO Issued Work Item 4306278 Created	LINDA M EIBACH
2024-08-08	SC - METER TEST	ISSUED METER TEST PER EMAIL REQUEST FOR PUC FORMAL HEARING	e153462
2024-08-08	Change Meter Only Issued	Meter test requested for PUC Complaint. Tag and box old meter with bill account . Send to SFC-Meter-Test-Customer Complaint	LINDA M EIBACH
2024-08-08	SC - PUC Formal Complaint	The customer filed Formal Complaint Docket No. C-2024-3050622- WATT ID 4306016	E02623
2024-08-08	Miscellaneous	WATT CCC Formal Complaint - Ability to Pay High Bill Work Item 4306016 Created	CARMEN P URBAN
2024-08-01	SC - Income Verification	Income verification required.	ORAMP1
2024-08-01	Disputed Payment Agreement	██████████ RatePayer. Agreement Type CU. Cust agrees to PAG terms NO. OUR Provided. Total payment due 08 11 2024 6 900.00. First payment of 6 900.00 is due 08 01 2024. Second payment amount and due date will appear on next bill . Payment Plan installment amount 690.00. Emailed PAG info to ██████████	SELF SERVICE USER
2024-08-01	Credit	██████████ Link to Assistance Programs page presented.	SELF SERVICE USER
2024-08-01	Credit	Confirmed service is scheduled for termination on 08 01 2024. Amount is 18 633.94. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.	SELF SERVICE USER
2024-08-01	Credit	Confirmed service is scheduled for termination on 08 01 2024. Amount is 18633.94. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.	IVR
2024-07-29	Credit	Confirmed service is scheduled for termination on 07 30 2024. Amount is 18 633.94. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.	SELF SERVICE USER
2024-07-29	Credit	██████████ Link to Assistance Programs page presented.	SELF SERVICE USER
2024-07-29	SC - MED CERT - 3 DAY	Caller Self Serve Ratepayer. ██████████ requested a DueDateExtension suspend charge on account	ORAMP1
2024-07-29	Correspondence - Budget Billing	bbstcsr.doc	
2024-07-29	WEB Cust Enrollment Budget Bill	CUSTOMER ENROLLED IN BB ON THE WEB. AMOUNT IS 392.00	WEBSS
2024-07-29	Credit	Confirmed service is scheduled for termination on 07 30 2024. Amount is 18 633.94. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	SELF SERVICE USER
2024-07-29	Credit	██████████ Link to Assistance Programs page presented.	SELF SERVICE USER
2024-07-16	Data Repair	IM036612 Data repair to auto complete active debit wfm	CSSDR044
2024-07-15	Correspondence - Collections	CUT DATE 2024-07-29 AMOUNT 18 633.94	
2024-07-02	OB Call - Outreach	Caller Back Office Ratepayer. OB call to discuss balance and PAG options no answer left message	MELANIE MERTIS
2024-06-19	Credit	██████████ Link to Assistance Programs page presented.	SELF SERVICE USER
2024-06-14	Miscellaneous	WATT CSS - PUC Payment Agreement Residential Work Item 4262434 Completed	RPAPR16
2024-06-14	SC - GRACE EXTENSION	Caller Back Office Ratepayer. Complaint dismissed. Refer to WATT 4262434 for dismissal details.	RPAPR16
2024-06-14	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 4262434 for dismissal details.	CUCL143
2024-06-14	Miscellaneous	WATT CSS - PUC Payment Agreement Residential Work Item 4262434 Created	PUCMED
2024-06-11	Data Repair	IM036612 Data repair to auto complete active debit wfm	CSSDR044
2024-05-14	Data Repair	IM036612 Data repair to auto complete active debit wfm	CSSDR044
2024-05-01	SC - PUC Mediation	PUC MDIA BCS 3983211	CUCL143
2024-04-24	Disputed Payment Agreement	██████████ RatePayer. Agreement Type CU. Cust agrees to PAG terms NO. OUR Provided. Total payment due 05 04 2024 3 614.97. First payment of 2 333.00 is due 04 28 2024. Second payment of 1 281.97 is due on 04 30 2024 . Payment Plan installment amount 690.00. Enrolled in BB NO. Emailed PAG info to ██████████	SELF SERVICE USER
2024-04-24	Credit	██████████ Link to Assistance Programs page presented.	SELF SERVICE USER
2024-04-24	Credit	██████████ Ratepayer. Customer indicated there was no change to financial information.	SELF SERVICE USER
2024-04-24	Financial Statement Added		SELF SERVICE USER
2024-04-24	SC - MED CERT - 3 DAY	Caller Self Serve Ratepayer. Customer claims medical condition	ORAMP1
2024-04-24	Credit	Confirmed service is scheduled for termination on 04 29 2024. Amount is 17 534.99. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.	SELF SERVICE USER
2024-04-16	Data Repair	IM036612 Data repair to auto complete active debit wfm	CSSDR044

2024-04-11	Correspondence - Collections	CUT DATE 2024-04-25 AMOUNT 17 534.99	
2024-04-01	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2024-03-18	Data Repair	Data Repair DR IR175865 D2 - UPDATE N A-DT TO 260	CSSDR044
2024-03-12	Data Repair	IM036612 Data repair to auto complete active debit wfm	CSSDR044
2024-03-06	Winter Collection	Winter Collection Notice	
2024-02-13	Data Repair	IM036612 Data repair to auto complete active debit wfm	CSSDR044
2024-02-01	Miscellaneous	WATT CCC Formal Complaint - Waiting For Hearing Work Item 3917743 Completed	KELLY A BELL
2024-02-01	SC - PUC Formal Complaint	COS filed removed suspend charge matter is closed	e154505
2024-02-01	Added Payment Agreement	Working PUC Formal WATT 3917743 - This is not a PUC PAR cust accepted co offer for a 24 mo agreement stw with Feb bill due date CB 690.00 to satisfy formal complaint	KELLY A BELL
2024-02-01	Financial Statement Added		KELLY A BELL
2024-01-17	Data Repair	IM036612 Data repair to auto complete active debit wfm	CSSDR044
		Cond 1 Cond 2 Cond 3 Cond 4 Note	
2024-01-13	Electric Outage - Issuance	OMS_CSS.services.contacts.privcontacts.notification_PPL_CUSTOMER_CONTACT_VIEWPublishDocument USER_NAME Call Type 01 AMI Power Down Event Comments none	MTR
2023-12-12	Data Repair	IM036612 Data repair to auto complete active debit wfm	CSSDR044
2023-11-07	Data Repair	IM036612 Data repair to auto complete active debit wfm	CSSDR044
2023-10-10	Data Repair	IM036612 Data repair to auto complete active debit wfm	CSSDR044
2023-09-26	Miscellaneous	WATT ID 3917743 HEARING TODAY - PUC JUDGE WAITED REASONABLE AMOUNT OF TIME CUST NEVER CALLED IN. ATTY REQUESTED A DISMISSAL.	TAMI L ROLAND
2023-09-12	Data Repair	IM036612 Data repair to auto complete active debit wfm	CSSDR044
2023-08-19	Data Repair	INC10860635 - SuspendChg to keep out of Collections	CSSDR044
2023-08-15	Data Repair	IM036612 Data repair to auto complete active debit wfm	CSSDR044
2023-08-02	Customer Maintained	CHANGED SPELLING OF FIRST NAME FROM TONYA TO TANYA PER PUC FORMAL FORM FILLED OUT BY CUSTOMER	TAMI L ROLAND
2023-08-02	Miscellaneous	WATT CCC Formal Complaint - Waiting For Hearing Work Item 2971448 Completed	TAMI L ROLAND
2023-08-02	Miscellaneous	WATT ID 2971448 WORKING NEW PUC FORMAL COMPLAINT. CLOSING OLD FORMAL THAT WAS SETTLED 2 14 23 WITH A P A OF CUR BILLS 333 MO BEG 3 29 23. NEVER PAID	TAMI L ROLAND
2023-08-02	SC - PUC Formal Complaint	WORKING NEW PUC FORMAL. NOTICED THIS OLD PUC FORMAL FILED 11 15 22 WAS SETTLED 2 14 23 FOR CUR BILLS 333 MO TO BEGIN 3 29 DUE DATE NEVER PAID. THIS SUSP CHG WAS NEVER CLOSED OUT.	E71683
2023-08-01	SC - PUC Formal Complaint	Docket C-2023-3041953	e169190
2023-08-01	SC - PUC Formal Complaint	Docket C-2023-3041953	e169190
2023-07-31	Credit	Caller TONYA REPH-MACK Ratepayer User Comments cci said put in a complaint with PUC but has term scheduled for today adv rp while there is an open investigation on acct with PUC we would not shut off power adv rp to pay cb or whatever they can while puc investigates rp was SAT	TYLER BUCHINSKY
2023-07-31	WUR Assessment	TONYA REPH-MACK Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	TYLER BUCHINSKY
2023-07-31	Correspondence - General	Template Name Master Utility Report Created By VERNESIA GENTLE Letter Edited No CS Letters ID 5346709	CSLET
2023-07-31	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2023-07-31	Credit	Caller TONYA REPH-MACK Ratepayer User Comments caller was unable to hear me and i was unable to hear caller	VERNESIA GENTLE
2023-07-31	WUR Assessment	TONYA REPH-MACK Ratepayer. Caller s Concern General Information. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No.	VERNESIA GENTLE
2023-07-31	Credit	Confirmed service is scheduled for termination on 07 31 2023. Amount is 3160.32. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.	IVR
2023-07-28	Miscellaneous	WATT CCC Formal Complaint - Ability to Pay High Bill Work Item 3917743 Created	DONNA BARRY
2023-07-28	SC - MED CERT - 3 DAY	Caller TONYA REPH-MACK Ratepayer. IVR Med Cert	IVR
2023-07-27	Cut Out for Non-Pay Issued		CUMCL024
2023-07-12	Correspondence - Collections	CUT DATE 2023-07-26 AMOUNT 3 160.32	
		Cond 1 Cond 2 Cond 3 Cond 4 Note IVR Call Type 10 No	
2023-04-28	Electric Outage - Issuance	Lights Comments none	IVR

2023-04-06	Data Repair	DR_REQ10782282 - CD-NXT-COLL-ACTION UPDATE	CSSTR044
2023-02-14	Added Payment Agreement	Working PUC formal Case - C-2022-3036792 - Cust agreed to Company par bills 333.00 to satisfy PUC Formal certificate of satisfaction has been filed	KELLY A BELL
2023-02-14	Special Situation	Recvd email from backoffice with request to contact cust in regards to the cust questions on usage and to prov energy saving tips - Called cust recvd vn left meg	KELLY A BELL
2023-02-14	Financial Statement Added	working PUC Formal	KELLY A BELL
2023-02-07	Financial Statement Added	Working PUC Formal	KELLY A BELL
2023-02-04	Data Repair	CREDIT OF LPC OVERCHARGE	CUBLP511
2023-01-12	Data Repair	INC10765324 - Reads Workaround	CSSTR044
2023-01-05	Winter Collection	Winter Collection Notice	
2022-11-30	Financial Statement Added	working puc formal	KELLY A BELL
2022-11-30	Special Situation	WATT ITEM 2971448 - Recvd cust PUC Formal Complaint called cust to discuss recvd vm left mesg if when cust calls please mesg me and will call the customer back	KELLY A BELL
2022-11-20	Miscellaneous	Customer texted Yes to resume texting with PPL	IVR
2022-11-20	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
2022-11-15	SC - PUC Formal Complaint	Received notice from the PUC that the customer filed Formal Complaint Docket No. C-2022-3036792	E02623
2022-11-15	Miscellaneous	WATT CCC Formal Complaint - Ability to Pay Bill Dispute Work Item 2971448 Created	DONNA BARRY
2022-11-15	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2022-11-15	Credit	Ratepayer. Customer indicated there was no change to financial information.	SELF SERVICE USER
2022-11-15	Financial Statement Added		SELF SERVICE USER
2022-11-15	Credit	Confirmed service is scheduled for termination on 11 15 2022. Amount is 8 882.31.	SELF SERVICE USER
2022-11-14	Credit	Caller TONYA REPH-MACK Ratepayer User Comments Cci to know what date her med will expire adv cx on the 11 17 2022. Also adv cx of her prev bal amt and amt to act pymnt plan. Assx cx sat.	SHARON BRIDGEMOHANSING
2022-11-14	WUR Assessment	TONYA REPH-MACK Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	SHARON BRIDGEMOHANSING
2022-11-14	Credit	Confirmed service is scheduled for termination on 11 15 2022. Amount is 8 882.31.	SHARON BRIDGEMOHANSING
2022-11-14	Credit	Confirmed service is scheduled for termination on 11 15 2022. Amount is 8 882.31.	SHARON BRIDGEMOHANSING
2022-11-14	Credit	IVR Ratepayer. Gross monthly income provided exceeds requirements for assistance programs.	IVR
2022-11-14	Credit	Information on assistance programs was sent to	IVR
2022-11-14	Credit	Text sent to for web offer. Customer response YES	IVR
2022-11-14	Added Payment Agreement	RatePayer. Agreement Type CU. Cust agrees to PAG terms NO. First payment of 5 355.00 is due 11 14 2022. Second payment of 364.99 is due on 11 28 2022 . Payment Plan installment amount 120.00. Enrolled in BB NO. Emailed PAG info to	SELF SERVICE USER
2022-11-14	Credit	Confirmed service is scheduled for termination on 11 15 2022. Amount is 8 882.31. Customer meets eligibility requirements for a medical certification. Customer claims medical condition. Reviewed requirements to submit a medical certification.	SELF SERVICE USER
2022-11-14	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2022-11-14	SC - MED CERT - 3 DAY	Caller Self Serve Ratepayer. requested a DueDateExtension suspend charge on account	ORAMP1
2022-11-14	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2022-11-14	Credit	Confirmed service is scheduled for termination on 11 15 2022. Amount is 8 882.31. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	SELF SERVICE USER
2022-11-14	Credit	Ratepayer. Customer indicated there was no change to financial information.	SELF SERVICE USER
2022-11-14	Financial Statement Added		SELF SERVICE USER
2022-11-07	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2022-11-07	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2022-11-07	Credit	Confirmed service is scheduled for termination on 11 14 2022. Amount is 8 882.31. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	SELF SERVICE USER
2022-11-07	Credit	Ratepayer. Customer indicated there was no change to financial information.	SELF SERVICE USER

2022-11-07	Financial Statement Added		SELF SERVICE USER
2022-10-19	SC - GRACE EXTENSION	BCS 3858975 DEC CLOSED 10 19 2022 ALL USAGE AND BILLINGS BASED ON ACTUAL METER READINGS. PUC PAR NOT SATISFIED. RESPONSIBLE FOR TOTAL ACCOUNT BALANCE 10 252.17 AS OF 10 19 2022. CUSTOMER ADVISED TO CONTACT COMPANY REGARDING AMOUNT TO MAINTAIN SERVICE. 1405D DISMISSAL.	e02239
2022-08-22	Credit	Caller TONYA REPH-MACK Ratepayer User Comments cci contacted PUC cx wants to knw if they sent anything acc hold until today adv cx complaint started from today acc on hold 04 13 2024 adv cx date is not accurate but that is till they come top an agmnt cx agrd currnt bill 536.72 cx undtstd	ANELKA RAGOOBARSINGH
2022-08-22	WUR Assessment	TONYA REPH-MACK Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	ANELKA RAGOOBARSINGH
2022-08-22	SC - PUC Informal Complaint	PUC MDIA BCS 3858975	CUCL143
2022-08-19	Credit	Caller TONYA REPH-MACK Ratepayer User Comments Cci reg bill r p wanted to know why their current bill was so high. Adv of PPL rate increase to 12.3c kWh which could be part of the increase and also usage increase. R p st it should not be that high for only two people. Transf to EE.	MARIAH MANGUAL
2022-08-19	WUR Assessment	TONYA REPH-MACK Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. WUR Required No. Provided PUC No.	MARIAH MANGUAL
2022-08-19	Credit	Confirmed termination activity resumes after 08 22 2022.	KYLE PARIAGH
2022-08-19	Credit	Caller TONYA REPH-MACK Ratepayer. Cx called to query PAG and requested details regarding usage therefore Xferred to billing	KYLE PARIAGH
2022-08-19	Financial Statement Added		IVR
2022-08-12	Disputed Payment Agreement	RatePayer. Agreement Type CU. Cust agrees to PAG terms NO. OUR Provided. Total payment due 08 22 2022 3 626.00. First payment of 3 626.00 is due 08 24 2022. Second payment of 656.72 is due on 08 29 2022. Payment Plan installment amount 120.00. Enrolled in BB NO. Emailed PAG info to	SELF SERVICE USER
2022-08-12	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2022-08-12	Credit	Confirmed service is scheduled for termination on 08 25 2022. Amount is 8 882.31. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	SELF SERVICE USER
2022-08-12	Credit	Ratepayer. Customer indicated there was no change to financial information.	SELF SERVICE USER
2022-08-12	Financial Statement Added		SELF SERVICE USER
2022-08-11	Correspondence - Collections	CUT DATE 2022-08-25 AMOUNT 8 882.31	
2022-06-09	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2022-06-09	Correspondence - General	Template Name OnTrack Application Rejection Letter New Created By amilavsky@allentowndiocese.org Letter Edited No CS Letters ID 4665311	CSLET
2022-06-09	OnTrack - Ineligible	OnTrack application Rejected. Reason Household is over the federal poverty income guidelines. Agency Catholic Charities Diocese of Allentown. Agency user Amy Milavsky	SELF SERVICE USER
2022-06-09	Miscellaneous	WATT_USR - OnTrack Revenue Class Work Item 2875865 Completed	PAMELA YALE
2022-06-09	Miscellaneous	WATT ID 2875865 PER CUSTOMER CONTACT REP - The installed heat source for the above account is currently electric bb. UPDATED TO RESIDENTIAL - ELECTRIC HEAT	PAMELA YALE
2022-06-09	Maintain Bill Determinants	per ccr - The installed heat source for the above account is currently electric bb and watt item 2875865 - USR - OnTrack Revenue Class	PAMELA YALE
2022-06-09	Other Rate Check Completed	Oil water circulated furnace no longer in working condition. Customer connected 4ft sections each of electric bb to living rm dining rm kitchen and bed rm. Installed heat source is currently electric bb. Revenue class needs to be updated to reflect elec heat.	DEBORAH A KOCH
2022-05-26	Miscellaneous	WATT_CSS - PUC Payment Agreement Residential Work Item 2876232 Completed	RPAPR16
2022-05-26	SC - GRACE EXTENSION	Caller Back Office Ratepayer. Complaint dismissed. Refer to WATT 2876232 for dismissal details.	RPAPR16
2022-05-26	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 2876232 for dismissal details.	CUCL143
2022-05-25	Miscellaneous	WATT_CSS - PUC Payment Agreement Residential Work Item 2876232 Created	PUCMED
2022-05-24	Other Rate Check Issued	ONTRACK PENDING CUSTOMER STATES INSTALLED ELECTRIC HEAT PREV WERE NOT WRAP 2017 INDICATED WOOD PRIMARY AND OIL SECONDARY PLEASE CONFIRM AND E-MAIL RESULTS - THANK YOU	PAMELA YALE
2022-05-24	SC - GRACE EXTENSION	Caller REP Agency. Created by REP for Revenue Class WATT work item ID 2875865	AMILAVSK
2022-05-24	Miscellaneous	WATT_USR - OnTrack Revenue Class Work Item 2875865 Created	REP

2022-05-24	OnTrack Customer	OnTrack application submitted by EUWEB Source EuWeb	SELF SERVICE USER
2022-04-25	Credit	Caller TONYA REPH-MACK Ratepayer User Comments CX called to check the status of account.	MALIK DYE
2022-04-25	WUR Assessment	TONYA REPH-MACK Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	MALIK DYE
2022-04-22	Stop Budget Bill		CUMBB302
2022-04-22	SC - PUC Mediation	PUC MDIA BCS 3832648	CUCL143
2022-04-21	Credit - Outbound Call	Caller Back Office Ratepayer. WORKING OUTBOUND CAMPAIGN Called about past due. No Answer. left message.	WILLIAM PICKERING
2022-04-19	OB Call - Outreach	Caller Back Office Ratepayer. working OB campaign. called left msg to return call. when cust calls please review acct and offer p a	LORI DRIES
2022-04-14	OB Call - Outreach	Caller Back Office Ratepayer. working OB campaign. called left msg to return call. when cust calls please review acct and offer p a	LORI DRIES
2022-04-12	Correspondence - Collections	CUT DATE 2022-04-26 AMOUNT 7 840.28	
2022-04-12	Credit	Text sent to [REDACTED] for web offer. Customer response YES	IVR
2022-04-12	OB Call - Outreach	Caller Back Office Ratepayer. Working OB Collections Dialer - Left msg to contact us	AMANDA R BACHMAN
2022-04-06	myPPL Alerts - WEB	User TAMACK10 agreed to T Cs-Enrolled	SELF SERVICE USER
2022-04-04	Credit	Caller TONYA REPH-MACK Ratepayer User Comments Cx wants to know the shut off date of service adv no shut off yet First payment of 2 104.00 is due 04 04 2022. Second payment amount and due date will appear on next bill . Payment Plan installment amount 120.00.PUC given however cx SAT	ANGELA TEMPLE
2022-04-04	WUR Assessment	TONYA REPH-MACK Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	ANGELA TEMPLE
2022-04-04	Added Payment Agreement	TONYA REPH-MACK Ratepayer. Agreement Type CU. Cust agrees to PAG terms NO. First payment of 2 104.00 is due 04 04 2022. Second payment amount and due date will appear on next bill . Payment Plan installment amount 120.00.	ANGELA TEMPLE
2022-04-04	Changed Payment Agreement	TONYA REPH-MACK Ratepayer. Does not agree to PAG terms. Cancelled Agreed payment plan.	ANGELA TEMPLE
2022-04-04	Credit	[REDACTED] Link to Assistance Programs page presented.	SELF SERVICE USER
2022-04-04	Credit	[REDACTED] Link to Assistance Programs page presented.	SELF SERVICE USER
2022-04-04	Credit	[REDACTED] Link to Assistance Programs page presented.	SELF SERVICE USER
2022-04-04	Credit	[REDACTED] Link to Assistance Programs page presented.	SELF SERVICE USER
2022-04-02	Credit	[REDACTED] Link to Assistance Programs page presented.	SELF SERVICE USER
2022-04-02	Credit	[REDACTED] Link to Assistance Programs page presented.	SELF SERVICE USER
2022-04-02	Credit	[REDACTED] Link to Assistance Programs page presented.	SELF SERVICE USER
2022-04-04	Financial Statement Added		SELF SERVICE USER
2022-04-01	Credit	Self Serve Ratepayer. Offered LIHEAP - Yes . .	SELF SERVICE USER
2022-04-01	Credit	[REDACTED] Link to Assistance Programs page presented.	SELF SERVICE USER
2022-04-01	Credit	Self Serve Ratepayer. Offered LIHEAP - Yes . .	SELF SERVICE USER
2022-04-01	Credit	[REDACTED] Link to Assistance Programs page presented.	SELF SERVICE USER
2022-04-01	Credit	Text sent to [REDACTED] for web offer. Customer response YES	IVR
2022-04-01	Credit	[REDACTED] Link to Assistance Programs page presented.	SELF SERVICE USER
2022-04-01	Credit	Self Serve Ratepayer. Offered LIHEAP - Yes . .	SELF SERVICE USER
2022-04-01	Credit	Self Serve Ratepayer. Offered LIHEAP - Yes . .	SELF SERVICE USER
2022-04-01	Credit	[REDACTED] Link to Assistance Programs page presented.	SELF SERVICE USER
2022-04-01	Credit	[REDACTED] Ratepayer. Customer indicated there was no change to financial information.	SELF SERVICE USER
2022-04-01	Financial Statement Added		SELF SERVICE USER
2022-04-01	SC - Income Verification	Income verification required.	ORAMP1
2022-04-01	Added Payment Agreement	[REDACTED] Ratepayer. Agreement Type CU. Cust agrees to PAG terms NO. First payment of 2 104.00 is due 04 01 2022. Second payment amount and due date will appear on next bill . Payment Plan installment amount 120.00. Emailed PAG info to [REDACTED]	SELF SERVICE USER
2022-04-01	Credit	[REDACTED] Link to Assistance Programs page presented.	SELF SERVICE USER
2022-04-01	OB Call - Outreach	Caller Back Office Ratepayer. working OB campaign. called left msg to return call. When cust calls back please assist with p a	LORI DRIES
2022-03-21	Data Repair	Data Repair DR IR166395 D2 - UPDATE N A-DT TO 260	CSSTR044

2022-03-10	Credit - Outbound Call	Caller TONYA REPH-MACK Ratepayer User Comments WORKING OUTBOUND CAMPAIGN Called about past due. reviewed payment agreement info.	WILLIAM PICKERING
2022-03-10	WUR Assessment	TONYA REPH-MACK Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC Yes.	WILLIAM PICKERING
2022-03-10	Added Payment Agreement	TONYA REPH-MACK Ratepayer. Agreement Type CU. Cust agrees to PAG terms NO. First payment of 1 669.00 is due 03 22 2022. Second payment of 435.08 is due on 03 30 2022 . Payment Plan installment amount 120.00. Emailed PAG info to [REDACTED]	WILLIAM PICKERING
2022-03-09	Winter Collection	Winter Collection Notice	
2022-03-08	OB Call - Outreach	Caller Back Office Ratepayer. Working OB Collections Dialer - Left msg to contact us	AMANDA R BACHMAN
2022-03-04	Credit - Outbound Call	Caller Back Office Ratepayer. WORKING OUTBOUND CAMPAIGN Called about past due. No Answer. left message	WILLIAM PICKERING
2022-03-02	OB Call - Outreach	Caller Back Office Ratepayer. working OB Campaign. called left msg to return call when cust calls please review acct offer P A	LORI DRIES
2022-02-28	Credit - Outbound Call	Caller Back Office Ratepayer. WORKING OUTBOUND CAMPAIGN Called about past due. No Answer. left message	WILLIAM PICKERING
2022-02-24	OB Call - Outreach	Caller Back Office Ratepayer. working OB campaign. called left msg to return call. When cust calls back please assist with p a	LORI DRIES
2022-02-22	OB Call - Outreach	Caller Back Office Ratepayer. working OB campaign. called left msg to return call. please review acct and offer p a	LORI DRIES
2022-02-17	Credit - Outbound Call	Caller Back Office Ratepayer. WORKING OUTBOUND CAMPAIGN No Answer. left message	WILLIAM PICKERING
2022-02-15	OB Call - Outreach	Caller Back Office Ratepayer. working OB campaign. called left msg to return call. When cust calls back please assist with p a	LORI DRIES
2022-02-09	Credit - Outbound Call	Caller Back Office Ratepayer. WORKING OUTBOUND CAMPAIGN No Answer. left message	WILLIAM PICKERING
2022-02-08	Winter Collection	Winter Collection Notice	
2022-02-07	Credit - Outbound Call	Caller Back Office Ratepayer. WORKING OUTBOUND CAMPAIGN No Answer. left message	WILLIAM PICKERING
2022-02-03	Credit - Outbound Call	Caller Back Office Ratepayer. WORKING OUTBOUND CAMPAIGN No Answer. left message	WILLIAM PICKERING
2022-02-01	Credit - Outbound Call	Caller Back Office Ratepayer. LMOM	LAURA A FITZGERALD
2022-01-28	Credit - Outbound Call	Caller Back Office Ratepayer. LMOM	LAURA A FITZGERALD
2022-01-26	Credit - Outbound Call	Caller Back Office Ratepayer. LMOM	LAURA A FITZGERALD
2022-01-24	Credit - Outbound Call	Caller Back Office Ratepayer. OBC regarding a past due bal	BRIAN BENTON
2022-01-20	Credit - Outbound Call	Caller Back Office Ratepayer. LMOM	LAURA A FITZGERALD
2022-01-07	OB Call - Outreach	Caller Back Office Ratepayer. P A Outreach - Left msg	AMANDA R BACHMAN
2022-01-06	Winter Collection	Winter Collection Notice	

# **PPL ELECTRIC**

## **EXHIBIT 4**

Informals    Formals

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## Informal Case View

Case Search

Reports

Final Review

<a href="#">General</a>			
BCS Case No.	4038207	Case Notes	Count : 1 <a href="#">Detail...</a>
CSS Account No.	[REDACTED]	Received Date	01/09/2025
CSS Name	TANYA REPH-MACK	Due Date	02/07/2025
Name	TANYA REPH MACK	Investigator Name	CASE POOL, BCS
Service Address 1	3926 E GRANT ST	Mailing Address 1	
Service Address 2		Mailing Address 2	
Service City, State Zip	SLATEDALE, PA 18079-	Mailing City, State Zip	, -
PUC Address	3926 E GRANT ST,,SLATEDALE,PA,18079-		
Service Class	RESIDENTIAL	Case Origin	PUC WEBSITE
Phone Number		Prior Case Number	3983211
Income Level	2	On Track	No
Reason For Contact	BILLING DISPUTES (# 18)		
Customer Position	18 BILLING DISPUTE. CUSTOMER NOW HAS A NEW METER AND FEELS THAT THE MONTHLY BILLS SHOULD BE LOWER. - RELIEF SOUGHT - SEEKING A REDUCTION IN MONTHLY BILL. THE CELL PHONE NUMBER [REDACTED] HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS [REDACTED] HAS BEEN ALLOWED TO BE SHARED.		
Company Position	01/09/2025 I NEED TO PAY 725.00		
Related Information			
Misc Info			
Heating	No	Service	On
Acct Bal Due Date	01/29/2025	Total Account Balance	21004.04
Budget Bill Amount	314.00		
Arrearage	0.00	Reported Income Amount	0.00
Date of Last Customer Contact prior to Complaint			

<a href="#">Type Assignment</a>	
Case Type	Informal

<a href="#">Category and Section</a>

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

Ownership

Contact Person	E02623 - Spotts,Michele K
Written By	Spotts, Michele
Written By Date	01/17/2025

Other Information

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

Informal Final Report

Details of the Company's Original Investigation

08/08/2024 - PPL Electric Utilities (PPL EU or the Company) received notice from the Public Utility Commission Secretary's Bureau, that Tanya Reph-Mack filed Formal Complaint Docket No. C-2024-3050622. The customer indicated in the Formal Complaint paperwork that she believes her bill is high.

08/08/2024 - Upon receiving notice of the Formal Complaint, the Company issued an order to test the customer's meter.

08/14/2024 - The Company removed meter number [REDACTED] with an out reading of R68690 and installed meter number [REDACTED] with an in-reading of R00000. The Company sent meter number [REDACTED] for testing.

08/19/2024 - The Company completed the meter test and found it had an average accuracy rating of 100.0%.

08/21/2024 - The Company sent a letter to the customer with the meter test results. The letter contained a utility report. (letter attached).

11/20/2024 - A Company representative contacted Tanya Reph-Mack prior to the PUC Formal Complaint hearing in an attempt to reach a settlement. The customer agreed to pay \$300.00 by 12/03/2024 and then monthly bills plus an installment of \$571.00 beginning with the next bill rendered. The customer indicated that she was satisfied.

11/20/2024 - The Company's general counsel prepared a certificate of satisfaction for the PUC Formal Complaint. PPL Electric hereby certifies that Tanya Mack (Complainant) has advised that she no longer wishes to pursue the Complaint. (certificate of satisfaction attached).

The Company does not have any record of Tanya Reph-Mack contacting it prior to the filing of the PUC informal complaint regarding the electric use or billing charges after the meter was changed.

Company's Final Position to the Customer

The Company does not have any record of Tanya Reph-Mack contacting it prior to the filing of the PUC informal complaint regarding the electric use or billing charges after the meter was changed, therefore, a final position was not given.

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 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 compared the electricity used during the same billing months of the prior year.

The customer's electric use is lower than prior history. Note: The customer indicated during the Formal Complaint process that she no longer has electric heat.

Based on these results, the electric meter was recording the electricity consumption accurately.

The Company requests the PUC dismiss this complaint per Chapter 56.166(1) since the customer did not contact it prior to filing the informal complaint regarding the electric use after the meter was changed.

The bills are correct as rendered.

The customer's account balance is \$231.16 with a due date of 05/20/2024.

Account balance is \$21,004.04.

The customer has a payment of \$1,568.44 due to 01/29/2025 catch-up on the agreement the Company offered on 11/20/2024.

The Company records show that the customer had not eliminated the arrearages from a PUC payment agreement (BCS case number 3800603, Closed Date: 09/15/2021, Balance at time of decision \$6,858.80, Income Level 1).

Therefore, the regulations found at 1405D apply. For customers who allege a change in circumstances, the Company requests that the PUC verify the customer's household income before considering offering a new payment agreement.

[Analysis Information](#)

Justified      Not Analyzed

**No Analysis Items Found**

Return To Search	Case History	Print
Decision	Change State	Dismiss

Informals    Formals

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## Decision Detail

Case Search

Reports

Final Review

General			
BCS Case No.	4038207	CSS Account No.	██████████
Customer Name	TANYA REPH MACK	Investigator Name	CASE POOL, BCS
Address 1	3926 E GRANT ST	Service Class	RESIDENTIAL
Address 2		Case Origin	PUC WEBSITE
City, State Zip	SLATEDALE , PA 18079	Head Date	01/29/2025
Service Restore Amount	0.00	Current Monthly Payment	0.00
Service Continue Amount	0.00	Service Continue Date	
Decision Issue	No	Ending Monthly Payment	0.00
Chapter		Oral/Written	
Section Rule		Violation	NO
Total Balance	21004.04	Closed Date	01/28/2025
Reconnect Amount	0.00	Balance Date	01/17/2025
Special Budget Amount	0.00	Regular Budget Amount	0.00
Arrears Payment Plus	0.00	Final Monthly Payment	0.00
Resolution	DISMISSAL LETTER - THE CUSTOMER DID NOT FILE A HIGH BILL DISPUTE WITH THE COMPANY PRIOR TO FILING THIS COMPLAINT WITH THE PUC. CASE DISMISSED IN ACCORDANCE WITH 56.166 (1).		
Terms			
Letter Description	EGW DISMISS/NO PAR CONTACT COMPANY		

Action Required Options			
Action Required	<input type="radio"/> Yes <input checked="" type="radio"/> No		
WorkQ Category	<input type="text"/> <span style="float: right;">▼</span>		
Sub Category	<input type="text"/> <span style="float: right;">▼</span>		
Up Front Amount	<input type="text"/>	Up Front Due Date	<input type="text"/>
Bill Type	<input type="text"/> <span style="float: right;">▼</span>		
Plus Amount	<input type="text"/>		

Beginning Date	<input type="text"/>		
Write-Off Amount	<input type="text"/>		
Comments	BCS#4038207 DEC CLOSED01/28/2025 CUSTOMER DIDNT FILE A HIGH BILL DISPUTE W/COMPANY PRIOR TO FILING THIS COMPLAINT WITH PUC. CASE DISMISSED		
Processed By	E169452	Processed Date	1/28/2025 10:21:19 AM

[Return to Case](#)

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# **PPL ELECTRIC**

## **EXHIBIT 5**

Informals    Formals

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Case Search

Reports

Final Review

## Mediation Case View

<a href="#">General</a>			
BCS Case No.	3983211	Case Notes	Count : 0 <input type="button" value="Detail..."/>
CSS Account No.	[REDACTED]	Received Date	05/01/2024
CSS Name	TANYA REPH-MACK	Due Date	05/30/2024
PUC Name	TANYA MACK	Investigator Name	CASE POOL, BCS
Service Address 1	3926 E GRANT ST	Mailing Address 1	
Service Address 2		Mailing Address 2	
Service City, State Zip	SLATEDALE, PA 18079-	Mailing City, State Zip	, -
PUC Address	3926 E GRANT ST,,SLATEDALE,PA,18079-		
Service Class	RESIDENTIAL	Case Origin	PUC WEBSITE
Phone Number		Prior Case Number	0
Income Level	2	On Track	No
Reason For Contact	CII - CHANGE IN INCOME PAR (#71)		
Customer Position			
Company Position	05/01/2024 I NEED TO PAY 2333.00 AND THEY DON'T ADDRESS THE BILLING ISSUES WHEN QUESTIONING THEM.		
Related Information	CII PAYMENT ARRANGEMENT REQUEST- I HAVE A REDUCTION IN INCOME AS MY HUSBAND HAS HEALTH PROBLEMS. I ALSO HAVE NOT HAD CORRECTED BILLS SINCE THE ERROR IN BILLING. - RELIEF SOUGHT - RECEIVE PROOF OF CORRECT BILLING SINCE THE ERROR WITH PPL SYSTEM THE CELL PHONE NUMBER ([REDACTED]) HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS ([REDACTED]) HAS BEEN ALLOWED TO BE SHARED.		
Misc Info			
Heating	Yes	Service	On
Acct Bal Due Date	05/29/2024	Total Account Balance	18348.09
Budget Bill Amount	370.00	Termination Date	04/29/2024
Arrearage	2333.00	Reported Income	0.00

	Amount
Date of Last Customer Contact prior to Complaint	04/24/2024

Type Assignment

Case Type	Mediation
Mediation Type	Long

Ownership

Contact Person	E154505 - Bell,Kelly A
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Income Fields

Total Gross Income	3000.00	Employment Income	3000.00
DPW	0.00	Social Security	0.00
Unemployment Comp	0.00	Disability	0.00
Pension		Other	0.00
Date Info Obtained	04/24/2024		

Other Information

Adults	2	Children	0
Amount Needed to Update Most Recent Payment Arrangement	3614.97	Universal Service Program	No

Final Report

Did the customer accurately state the company position?	No
What did the company tell the customer?	On 04/24/2024, the customer contacted the Company regarding the pending service termination. The Company explained the reason for the proposed service termination and provided all available options to prevent it, including explaining the medical emergency procedures. The Company offered to re-establish the payment agreement. The Company updated the customer's ability to pay (level 2 income), which did not reflect a change in income from the most recent agreement it offered. The Company offered to accept \$2,333.00 to reinstate the previously defaulted agreement and prevent the service termination. The Company explained the repayment terms were to pay \$690.00 plus the monthly

	<p>bill until the customer completely paid the overdue balance. An additional \$1,281.97 would be due by 04/30/2024. The customer could not agree to the terms. The Company suspended the account for ten days and provided the customer with information on how to register a complaint with the PUC. Customer meets eligibility requirements for a medical certification. Customer claimed a medical condition. The company reviewed requirements to submit a medical certification and placed a 3 day hold on the account. Customer indicated there was no change to financial information.</p>
<p>Dispute Information</p>	<p>On 04/24/2024, the customer contacted the Company regarding the pending service termination. The Company explained the reason for the proposed service termination and provided all available options to prevent it, including explaining the medical emergency procedures. The Company offered to re-establish the payment agreement. The Company updated the customer's ability to pay (level 2 income), which did not reflect a change in income from the most recent agreement it offered. The Company offered to accept \$2,333.00 to reinstate the previously defaulted agreement and prevent the service termination. The Company explained the repayment terms were to pay \$690.00 plus the monthly bill until the customer completely paid the overdue balance. An additional \$1,281.97 would be due by 04/30/2024. Customer meets eligibility requirements for a medical certification. Customer claimed a medical condition. The company reviewed requirements to submit a medical certification and placed a 3 day hold on the account. Customer indicated there was no change to financial information. The Company has no record of the customer discussing the concern of billing issues. Please dismiss this element of the complaint, based on the regulations found at 56.166(1).</p>
<p>Company Final Position</p>	<p>The Company is requesting the customer pay \$3,614.97 to reinstate the payment agreement, then monthly bills plus \$690.00 until the overdue balance is completely paid. An additional \$911.13 is due 05/29/2024.</p> <p>The Company records show that the customer had not eliminated the arrearages from a PUC payment agreement (bcs case number 3800603). Date closed 09/15/2021, Income level 1, Account balance \$6692.18. Therefore, the regulations found at 1405D apply. For customers who allege a change in circumstances, the Company requests that the PUC verify the customer's household income before considering offering a new payment agreement.</p> <p>While the Company report details payment agreements 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 pucinquiries@pplweb.com.</p>

CAP Amount (OnTrack)	0.00
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[Prior Agreement Information](#)

Type	Date	Balance	Income Level	Terms
Catch Up	4/24/2024	\$17,534.99	2	\$2,333.00 by 4/28/2024, then monthly bills + \$690.00 beg next bill due date. Adults 2, Children 0.
Catch Up	11/14/2022	\$10,252.17	2	\$5,355.00 by 11/14/2022, then monthly bills + \$120.00 beg next bill due date. Adults 2, Children 0.
Catch Up	8/12/2022	\$8,882.31	2	\$3,626.00 by 8/24/2022, then monthly bills + \$120.00 beg next bill due date. Adults 2, Children 0.
Catch Up	4/4/2022	\$7,840.28	2	\$2,104.00 by 4/4/2022, then monthly bills + \$120.00 beg next bill due date. Adults 2, Children 0.
Catch Up	3/10/2022	\$7,525.20	2	\$1,669.00 by 3/22/2022, then monthly bills + \$120.00 beg next bill due date. Adults 1, Children 0.
PUC	9/15/2021	\$6,858.80	1	DECISION ISSUED: THIS CUSTOMER QUALIFIES FOR NEW PUC PAYMENT TERMS IN ACCORDANCE WITH THE COMMISSION'S PUBLIC UTILITY SERVICE TERMINATION MORATORIUM PROCLAMATION OF DISASTER EMERGENCY-COVID-19, DOCKET NO. M-2020-3019244 (EMERGENCY ORDER REVISED AND RATIFIED ON MARCH 18, 2021, EFFECTIVE APRIL 1, 2021). PAR GRANTED - LEVEL 1, BUDGET 238.00 + 120.00 = 358.00 BEGINNING ?OCT 2021 DUE DATE. WAIVE LPCS. COMPANY WILL CREDIT CUSTOMER BACK IN AMOUNT OF \$177.08 FOR A SECURITY DEPOSIT ON HAND AND REMOVE BALANCE OF SECURITY DEPOSIT IN THE AMOUNT OF \$472.92 FROM ACCOUNT.
Catch Up	8/19/2021	\$6,403.40	2	\$261.00 by 8/22/2021, then monthly bills + \$104.00 beg next bill due date. Adults 2, Children 0.
Settlement	5/14/2021	\$6,157.28	4	\$603.00 by 6/2/2021, then monthly bills + \$504.00 beg next bill due date. Adults 2, Children 0.
Settlement	4/30/2021	\$1,232.44	2	\$0.00 by 4/30/2021, then monthly bills + \$1,232.44 beg next bill due date. Adults 2, Children 0.
Catch Up	11/12/2019	\$1,232.44	2	\$1,232.00 by 11/13/2019, then monthly bills + \$20.00 beg next bill due date. Adults 2, Children 0.
Catch Up	10/31/2019	\$1,232.44	2	\$1,232.44 by 11/13/2019, then monthly bills + \$0.00 beg next bill due date. Adults 2, Children 1.
Settlement	10/4/2019	\$1,078.94	2	\$1,078.94 by 10/11/2019, then monthly bills + \$0.00 beg next bill due date. Adults 2, Children 1.

[Payment Information](#)

**No payment arrangements found**

[Analysis Information](#)

Justified	Not Analyzed
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**No Analysis Items Found**

Return To Search	Case History	Attachments	Print
Decision	Change State	Dismiss	

Informals    Formals

Home

## Decision Detail

Case Search

Reports

Final Review

General			
BCS Case No.	3983211	CSS Account No.	██████████
Customer Name	TANYA MACK	Investigator Name	CASE POOL, BCS
Address 1	3926 E GRANT ST	Service Class	RESIDENTIAL
Address 2		Case Origin	PUC WEBSITE
City, State Zip	SLATEDALE , PA 18079	Head Date	06/14/2024
Service Restore Amount	0.00	Current Monthly Payment	0.00
Service Continue Amount	3614.97	Service Continue Date	
Decision Issue	No	Ending Monthly Payment	0.00
Chapter		Oral/Written	Written
Section Rule		Violation	NO
Total Balance	18348.09	Closed Date	06/13/2024
Reconnect Amount	0.00	Balance Date	05/20/2024
Special Budget Amount	0.00	Regular Budget Amount	370.00
Arrears Payment Plus	0.00	Final Monthly Payment	0.00
Resolution	DISMISSAL: 1405(D) & THE COMPANY REPORTS THAT A PRIOR PUC PAR ISSUED IN SEPTEMBER 2021, BCS 3800603, HAS NOT BEEN SATISFIED. THE CUSTOMER CLAIMED CII BUT FAILED TO SUBMIT ANY DOCUMENTATION TO SUPPORT THAT CLAIM. THE BILLING DISPUTE DISPUTED DISMISSED PER 56.166(1). CASE DISMISSED		
Terms			
Letter Description	CHAPTER 14 EGW DISMISS/CONTACT COMP LETTER		

Action Required Options	
Action Required	<input type="radio"/> Yes <input 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	<input type="text" value=""/>		
Processed By	SYSTEM	Processed Date	6/13/2024 6:00:08 PM

[Return to Case](#)

# **PPL ELECTRIC**

## **EXHIBIT 6**

### Informal Case View

<a href="#">General</a>			
BCS Case No.	3858975	Case Notes	Count : 0 <a href="#">Detail...</a>
CSS Account No.	██████████	Received Date	08/22/2022
CSS Name	TONYA REPH-MACK	Due Date	09/20/2022
Name	TANYA REPH MACK	Investigator Name	CASE POOL, BCS
Service Address 1	3926 E GRANT ST	Mailing Address 1	
Service Address 2		Mailing Address 2	
Service City, State Zip	SLATEDALE, PA 18079-	Mailing City, State Zip	, -
PUC Address	3926 E GRANT ST,,SLATEDALE,PA,18079-		
Service Class	RESIDENTIAL	Case Origin	TELEPHONE
Phone Number		Prior Case Number	3832648
Income Level	2	On Track	No
Reason For Contact	BILLING DISPUTES (# 18)		
Customer Position	18 1 HIGH BILL DISPUTE. THE CUSTOMER IS DISPUTING THE BILLING FOR 3000. CUSTOMER DOES NOT UNDERSTAND WHY THE USAGE BE USED AT THE PROPERTY. CUSTOMER WOULD LIKE THE CLEAR EXPLANATION OF WHY THE BALANCE AMOUNT IS 3000. THE CELL PHONE NUMBER ██████████ HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS ██████████ HAS BEEN ALLOWED TO BE SHARED.		
Company Position	08/17/2022 PPL ELECTRIC WANTS HER TO PAY 3000 TO KEEP SERVICES ON AND DUE TO RATE INCREASES THE BALANCE AMOUNT IS CORRECT.		
Related Information			
Misc Info			
Heating	Yes	Service	On
Acct Bal Due Date	09/28/2022	Total Account Balance	9993.88
Budget Bill			

Amount	272.00		
Arrearage	0.00	Reported Income Amount	0.00
Date of Last Customer Contact prior to Complaint		08/19/2022	

Type Assignment

Case Type	Informal
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Category and Section

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

Ownership

Contact Person	E02239 - Waltman, Kelly A
Written By	Waltman, Kelly
Written By Date	09/19/2022

Other Information

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

Informal Final Report

Details of the Company's Original Investigation

06/24/2021 - Tonya Reph-Mack contacted PPL Electric Utilities (PPL EU or the Company) for a payment agreement. The Company offered a new long-term agreement in accordance with the Public Utility Service Termination Moratorium Proclamation of Disaster Emergency-COVID-19, Docket No. M-2020-3019244 (EMERGENCY ORDER REVISED AND RATIFIED ON MARCH 18, 2021, EFFECTIVE APRIL 1, 2021). The Company requested a first installment of \$102.00 by 04/27/2021 and then monthly bills plus an installment of \$104.00 to satisfy the overdue balance.

08/25/2021 - The Company received notice that the customer filed BCS # 3800603.

10/22/2021 - The Company records indicate it entered the decision rendered by the PUC. The customer owed \$358.00 by 11/02/2021 and the monthly bills plus \$120.00 to satisfy the overdue balance.

08/11/2022 - The Company rendered a residential termination notice for \$8,882.31 with a proposed termination date on or after 08/25/2022.

08/12/2022 - The customer contacted the Company using its self-service website to re-establish the payment agreement. The Company provided the customer with the 3-day termination notice. The customer did not report a change in income from the PUC agreement that was established on 10/22/2021 (Level 2 income). The Company requested \$3,626.00 to prevent the service termination. The \$3,626.00 represents the amount required to catch up on the agreement the PUC provided, and the Company entered on 10/22/2021. The Company explained the repayment terms were to pay \$120.00 plus the monthly bill until the customer completely paid the overdue balance. The customer did not claim a medical condition. The customer could not agree to the terms. The Company provided phone numbers for local social agencies for the customer to try to obtain financial assistance. The Company suspended the customer's account from collection activity and provided an oral utility report.

08/19/2022 (date of last contact) - The Company records indicate the customer contacted it regarding her payment arrangement and the amount of her most recent bill. The customer wanted to know why the bill was so high. The Customer Service Representative (CSR) advised the customer the Company's price to compare increased to 12.3 cents per kWh. The Company records indicate the CSR advised it would transfer the customer to a representative who can discuss the billing with her. The Company records indicate the customer did not speak to someone after the call was transferred.

Company's Final Position to the Customer

The Company records indicate the customer contacted it regarding her payment arrangement and the amount of her most recent bill.

The customer wanted to know why the bill was so high.

The CSR advised the customer the Company's price to compare increased to 12.3 cents per kWh.

The Company records indicate the CSR advised it would transfer the customer to a representative who can discuss the billing with her.

The Company records indicate the customer did not speak to someone after the call was transferred.

Details of Company's Investigation after PSC Contact

09/19/2022 - The Company reviewed the customer's account. The account was established in the customer's name on 07/16/2019. The Company records indicate the customer has not made good faith payments. The customer has made two payments since the account was opened. The Company has billed the customer on actual meter readings. The Company reviewed customer's daily and prior history at the location and the electric use in line.

Note: The Company records indicate the customer left the call before reaching their final destination.

#### Company's Final Position to BCS

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 compared the current energy use to historical usage data at this location.

The Company records indicate the customer's electric use is in line with prior history.

The Company records indicate the customer's home is electrically heated.

The Company attempted to transfer the customer to a representative to address her bill amount concern.

The customer should contact the Company to allow it to address her concern regarding the amount of her bill.

The Company rendered a residential termination notice on 08/11/2022 for \$8,882.31 with a proposed termination date on or after 08/25/2022.

The Company requested \$3,626.00 to prevent the service termination. This amount is compliant with the regulations found at 56.97(a)(2)(iii).

The Company explained the repayment terms were to pay \$120.00 plus the monthly bill until the customer completely paid the overdue balance.

The customer's billed account balance is \$9,993.88.

The customer owes \$4,282.72 to catch up on the agreement the PUC rendered a decision on and the Company entered on 10/22/2021.

The next payment of \$694.85 is due on 09/07/2022.

The Company requests the PUC dismiss the case per 66.1405D since its records show that the customer had not eliminated the arrearages from a PUC payment agreement (BCS #3800603).

[Analysis Information](#)

Justified	No
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**No Analysis Items Found**

Case History	Return to Normal View
Change State	Dismiss

Home

**Decision Detail**

Case Search

General			
BCS Case No.	3858975	CSS Account No.	██████████
Customer Name	TANYA REPH MACK	Investigator Name	CASE POOL, BCS
Address 1	3926 E GRANT ST	Service Class	RESIDENTIAL
Address 2		Case Origin	TELEPHONE
City, State Zip	SLATEDALE , PA 18079	Head Date	10/19/2022
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	10252.17	Closed Date	10/19/2022
Reconnect Amount	0.00	Balance Date	10/19/2022
Special Budget Amount	0.00	Regular Budget Amount	272.00
Arrears Payment Plus	0.00	Final Monthly Payment	0.00
Resolution	DECISION ISSUED: ALL USAGE AND BILLINGS BASED ON ACTUAL METER READINGS. CUSTOMER MADE TWO PAYMENTS OVER PAST TWO YEARS. BILL FOR APPROXIMATELY \$3000.00 WAS THE \$3,626.00 TO CATCH-UP ON PUC PAR TO MAINTAIN SERVICE. CUSTOMER HAD PRIOR PUC PAR (BCS: 3800603 - CLOSED: 09/15/2021) WHICH WAS NOT SATISFIED. CUSTOMER INELIGIBLE FOR PUC PAR. CUSTOMER RESPONSIBLE FOR TOTAL ACCOUNT BALANCE: \$10,252.17 AS OF 10/19/2022. CUSTOMER ADVISED TO CONTACT COMPANY REGARDING AMOUNT TO MAINTAIN SERVICE. 1405D DISMISSAL.		
Terms			

Letter Description	

Action Required Options			
Action Required	<input type="radio"/> Yes <input checked="" type="radio"/> No		
WorkQ Category	<input style="width: 100%;" type="text" value=""/>		
Sub Category	<input style="width: 100%;" type="text" value=""/>		
Up Front Amount	<input style="width: 100%;" type="text" value=""/>	Up Front Due Date	<input style="width: 100%;" type="text" value=""/>
Bill Type	<input style="width: 100%;" type="text" value=""/>		
Plus Amount	<input style="width: 100%;" type="text" value=""/>		
Beginning Date	<input style="width: 100%;" type="text" value=""/>		
Write-Off Amount	<input style="width: 100%;" type="text" value=""/>		
Comments	<div style="border: 1px solid #ccc; padding: 2px; font-family: monospace; font-size: 0.9em;">                     BCS#3858975 DEC CLOSED 10/19/2022 ALL USAGE AND BILLINGS BASED ON ACTUAL METER READINGS. PUC PAR NOT SATISFIED. RESPONSIBLE FOR TOTAL ACCOUNT BALANCE: \$10,252.17 AS OF 10/19/2022. CUSTOMER ADVISED TO CONTACT COMPANY REGARDING AMOUNT TO                 </div>		
Processed By	E02239	Processed Date	10/19/2022 2:33:49 PM

Return to Case

# **PPL ELECTRIC**

## **EXHIBIT 7**

### Mediation Case View

<a href="#">General</a>			
BCS Case No.	3832648	Case Notes	Count : 0 <a href="#">Detail...</a>
CSS Account No.	██████████	Received Date	04/22/2022
CSS Name	TONYA REPH-MACK	Due Date	05/21/2022
PUC Name	TANYA REPH MACK	Investigator Name	CASE POOL, BCS
Service Address 1	3926 E GRANT ST	Mailing Address 1	
Service Address 2		Mailing Address 2	
Service City, State Zip	SLATEDALE, PA 18079-	Mailing City, State Zip	, -
PUC Address	3926 E GRANT ST,,SLATEDALE,PA,18079-		
Service Class	RESIDENTIAL	Case Origin	PUC WEBSITE
Phone Number	██████████	Prior Case Number	0
Income Level	2	On Track	No
Reason For Contact	ON - PAR NEEDED (# 61)		
Customer Position			
Company Position	04/04/2022 PAY \$ 2104 TO MAINTAIN THE SERVICE.		
Related Information	61 ¿ CUSTOMER NEEDS A PAYMENT ARRANGEMENT. - RELIEF SOUGHT - AFFORDABLE PAYMENT PLAN THE EMAIL ADDRESS ██████████ HAS BEEN ALLOWED TO BE SHARED.		
Misc Info			
Heating	No	Service	On
Acct Bal Due Date	04/28/2022	Total Account Balance	8101.30
Budget Bill Amount	225.00	Termination Date	04/26/2022
Arrearage	8159.29	Reported Income Amount	0.00

Date of Last Customer Contact prior to Complaint	04/04/2022
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Type Assignment

Case Type	Mediation
Mediation Type	Long

Ownership

Contact Person	E154150 - Merkel,Wendy M
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Income Fields

Total Gross Income	2400.00	Employment Income	2400.00
DPW		Social Security	
Unemployment Comp		Disability	
Pension		Other	
Date Info Obtained	04/04/2022		

Other Information

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

Final Report

Did the customer accurately state the company position?	No
What did the company tell the customer?	The Company has no record of the customer discussing the concern of setting up a payment agreement to stop the pending shut off. Please dismiss this element of the complaint, based on the regulations found at 56.166(1).
Dispute Information	Cutomer was never enrolled in the On track program. No CAP arrears. Cutomer is over the income level for the program. Customer opened the account on 07/16/2019 and has made 2 payments on the account. The last payment was received on 11/30/2021.
	The Company records show that the customer

Company Final Position	<p>had not eliminated the arrearages from a PUC payment agreement (bcs case number 3800603). Date closed 09/15/2021, Income level 1, Account balance \$6692.18. Therefore, the regulations found at 1405D apply. For customers who allege a change in circumstances, the Company requests that the PUC verify the customer's household income before considering offering a new payment agreement.</p> <p>The Company has no record of the customer discussing the concern of setting up a payment agreement to stop the pending shut off. Please dismiss this element of the complaint, based on the regulations found at 56.166(1).</p> <p>While the Company report details payment agreements 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 pucinquiries@pplweb.com.</p>
CAP Amount (OnTrack)	0.00

[Prior Agreement Information](#)

Type	Date	Balance	Income Level	Terms
Catch Up	4/4/2022	\$7,840.28	2	\$2,104.00 by 4/4/2022, then monthly bills + \$120.00 beg next bill due date. Adults 2, Children 0.
Catch Up	3/10/2022	\$7,525.20	2	\$1,669.00 by 3/22/2022, then monthly bills + \$120.00 beg next bill due date. Adults 1, Children 0.
				DECISION ISSUED: THIS CUSTOMER QUALIFIES FOR

PUC	9/15/2021	\$6,858.80	1	NEW PUC PAYMENT TERMS IN ACCORDANCE WITH THE COMMISSION'S PUBLIC UTILITY SERVICE TERMINATION MORATORIUM PROCLAMATION OF DISASTER EMERGENCY- COVID-19, DOCKET NO. M-2020-3019244 (EMERGENCY ORDER REVISED AND RATIFIED ON MARCH 18, 2021, EFFECTIVE APRIL 1, 2021). PAR GRANTED - LEVEL 1, BUDGET 238.00 + 120.00 = 358.00 BEGINNING ?OCT 2021 DUE DATE. WAIVE LPCS. COMPANY WILL CREDIT CUSTOMER BACK IN AMOUNT OF \$177.08 FOR A SECURITY DEPOSIT ON HAND AND REMOVE BALANCE OF SECURITY DEPOSIT IN THE AMOUNT OF \$472.92 FROM ACCOUNT.
Catch Up	8/19/2021	\$6,403.40	2	\$261.00 by 8/22/2021, then monthly bills + \$104.00 beg next bill due date. Adults 2, Children 0.
Settlement	6/24/2021	\$6,348.09	1	\$102.00 due 07/02/2021 then monthly bills + \$104.00 beg next bill due date. 2 Adults, 1 Child
				\$603.00 by

Settlement	5/14/2021	\$6,157.28	4	6/2/2021, then monthly bills + \$504.00 beg next bill due date. Adults 2, Children 0.
Catch Up	11/12/2019	\$1,232.44	2	\$1,232.00 by 11/13/2019, then monthly bills + \$20.00 beg next bill due date. Adults 2, Children 0.
Catch Up	10/31/2019	\$1,232.44	2	\$1,232.44 by 11/13/2019, then monthly bills + \$0.00 beg next bill due date. Adults 2, Children 1.
Settlement	10/4/2019	\$1,078.94	2	\$1,078.94 by 10/11/2019, then monthly bills + \$0.00 beg next bill due date. Adults 2, Children 1.

[Payment Information](#)

Date	Amount	Payment Method/Status
11/30/2021	356.00	
7/2/2021	102.00	

[Analysis Information](#)

Justified	Not Analyzed
<b>No Analysis Items Found</b>	

Case History	Attachments
Return to Normal View	Change State
Dismiss	

Opening      Pending (4)      Mediations      Informals      Formals      Admin

- Home
- My Work
- Case Search
- Reports

## Decision Detail

General			
BCS Case No.	3832648	CSS Account No.	[REDACTED]
Customer Name	TANYA REPH MACK	Investigator Name	CASE POOL, BCS
Address 1	3926 E GRANT ST	Service Class	RESIDENTIAL
Address 2		Case Origin	PUC WEBSITE
City, State Zip	SLATEDALE , PA 18079	Head Date	05/24/2022
Service Restore Amount	0.00	Current Monthly Payment	0.00
Service Continue Amount	0.00	Service Continue Date	
Decision Issue	No	Ending Monthly Payment	0.00
Chapter		Oral/Written	Written
Section Rule		Violation	NO
Total Balance	8101.30	Closed Date	05/24/2022
Reconnect Amount	0.00	Balance Date	04/28/2022
Special Budget Amount	0.00	Regular Budget Amount	225.00
Arrears Payment Plus	0.00	Final Monthly Payment	0.00
Resolution	DISMISSAL LETTER ISSUED: 56.166 DISMISSAL/WITTEN		
Terms			
Letter Description			

Action Required Options			
Action Required	<input type="radio"/> Yes <input type="radio"/> No		
WorkQ Category	<input style="width: 100%;" type="text" value=""/>		
Sub Category	<input style="width: 100%;" type="text" value=""/>		
Up Front		Up Front	

Amount	<input type="text"/>	Due Date	<input type="text"/>
Bill Type	<input type="text" value=""/>		
Plus Amount	<input type="text"/>		
Beginning Date	<input type="text"/>		
Write-Off Amount	<input type="text"/>		
Comments	<div style="border: 1px solid gray; height: 60px; width: 100%;"></div>		
Processed By	SYSTEM	Processed Date	5/24/2022 10:00:05 AM

[Return to Case](#)

# **PPL ELECTRIC**

## **EXHIBIT 8**

### Mediation Case View

<a href="#">General</a>			
BCS Case No.	3800603	Case Notes	Count : 0 <a href="#">Detail...</a>
CSS Account No.	██████████	Received Date	08/25/2021
CSS Name	TONYA REPH-MACK	Due Date	09/23/2021
PUC Name	TANYA REPH MACK	Investigator Name	CASE POOL, BCS
Service Address 1	3926 E GRANT ST	Mailing Address 1	
Service Address 2		Mailing Address 2	
Service City, State Zip	SLATEDALE, PA 18079-	Mailing City, State Zip	, -
PUC Address	3926 E GRANT ST,PO BOX 74,SLATEDALE,PA,18079-		
Service Class	RESIDENTIAL	Case Origin	PUC WEBSITE
Phone Number		Prior Case Number	0
Income Level	2	On Track	No
Reason For Contact	ON - PAR NEEDED (# 61)		
Customer Position			
Company Position	08/18/2021 THAT I WOULD NEED TO PAY THE ENTIRE BALANCE OR \$261.00 BY THE 29TH TO AVOID TERMINATION.		
Related Information	61 ¿ CUSTOMER NEEDS A PAYMENT ARRANGEMENT. NOTES FOR COMPANY ¿ IF RESPONDING WITH AN EGW ABBREVIATED PAR REPORT FOR A STRAIGHT PAYMENT ARRANGEMENT REQUEST (CODE 61), YOU MUST ALSO COMPLETE AND SEND THE ¿ABBREVIATED REPORT ATTACHMENT.¿ IF RESPONDING WITH AN EGW FULL PAR REPORT, THE REPORT MUST ANSWER THE SAME QUESTIONS FROM THE ¿ABBREVIATED REPORT ATTACHMENT.¿ THE PA¿S MUST COMPLY WITH THE MARCH 18, 2021 ORDER (M-2020-3019244). - RELIEF SOUGHT - PAYMENT ARRANGEMENT TO MAINTAIN SERVICE. THE CELL PHONE NUMBER ██████████ HAS		

BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS REPHT@YAHOO.COM HAS BEEN ALLOWED TO BE SHARED.			
Misc Info			
Heating	No	Service	On
Acct Bal Due Date	08/31/2021	Total Account Balance	6858.80
Budget Bill Amount	243.00	Termination Date	08/23/2021
Arrearage	6933.88	Reported Income Amount	0.00
Date of Last Customer Contact prior to Complaint	08/19/2021		

Type Assignment

Case Type	Mediation
Mediation Type	Long

Ownership

Contact Person	E154150 - Merkel, Wendy M
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Income Fields

Total Gross Income	2400.00	Employment Income	2400.00
DPW		Social Security	
Unemployment Comp		Disability	
Pension		Other	
Date Info Obtained	08/24/2021		

Other Information

Adults	2	Children	0
Amount Needed to Update Most Recent Payment Arrangement	745.32	Universal Service Program	Yes

Final Report

Did the customer accurately state the company position?	Yes
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<p>What did the company tell the customer?</p>	<p>On 08/19/2021, the customer contacted the Company regarding the pending service termination. The Company explained the reason for the proposed service termination and provided all available options to prevent it, including explaining the medical emergency procedures. The Company offered to re-establish the payment agreement. The Company requested 2 to prevent the service termination. This amount is required to catch up on the previously defaulted agreement. The Company explained the repayment terms were to pay \$104.00 plus the monthly bill until the customer completely paid the overdue balance. An additional \$484.32 would be due by 08/31/2021. This agreement is based on income level 2. The customer could not agree to the terms. The Company suspended the account for ten days and provided an oral utility report. The customer reported a change in income. The Company told the customer to show proof of income at a local social agency within three days to determine eligibility for a new agreement. Customer enrolled in budget billing. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition. Customer is over the income level for the On track program. Customer was provided information to assistance programs.</p>
<p>Dispute Information</p>	<p>Customer was never enrolled in the On track program. No CAP arrears. Customer is over the income level for the program.</p> <p>On 06/24/2021 customer was provided a new long term payment agreement in compliance with Covid-19 protocol. Customer is a level 2 income and was provided 60 months to pay off the balance. Customer was advised a payment of \$102.00 was due 07/02/2021 then CB + \$104.00 beg next bill due date.</p> <p>The customer opened the account on 07/16/2019 and has made one payment towards the account on 07/02/2021.</p>
<p>Company Final</p>	<p>As of 09/01/2021, the customer has not provided proof of income. The Company is requesting the customer pay \$745.32 to reinstate the payment agreement, then monthly bills plus \$104.00 until the overdue balance is completely paid. The next payment will come due with the next generated bill.</p> <p>While the Company report details payment agreements that are associated with the</p>

Position	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 pucinquiries@pplweb.com.
CAP Amount (OnTrack)	0.00

[Prior Agreement Information](#)

Type	Date	Balance	Income Level	Terms
Catch Up	8/19/2021	\$6,403.40	2	\$261.00 by 8/22/2021, then monthly bills + \$104.00 beg next bill due date. Adults 2, Children 0.
Settlement	6/24/2021	\$6,348.09	2	\$102.00 due 7/2/2021 then monthly bills + \$104.00 beg next bill due date. 2 Adults and 0 Children.
Settlement	5/14/2021	\$6,157.28	4	\$603.00 by 6/2/2021, then monthly bills + \$504.00 beg next bill due date. Adults 2, Children 0.
Catch Up	11/12/2019	\$1,232.44	2	\$1,232.00 by 11/13/2019, then monthly bills + \$20.00 beg next bill due date. Adults 2, Children 0.
Catch Up	10/31/2019	\$1,232.44	2	\$1,232.44 by 11/13/2019, then monthly bills + \$0.00 beg next bill due date. Adults 2, Children 1.
				\$1,078.94 by 10/11/2019, then

Settlement	10/4/2019	\$1,078.94	2	monthly bills + \$0.00 beg next bill due date. Adults 2, Children 1.
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[Payment Information](#)

Date	Amount	Payment Method/Status
7/2/2021	102.00	

[Analysis Information](#)

Justified	Not Analyzed
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**No Analysis Items Found**

Case History	Attachments
Return to Normal View	Change State
Dismiss	

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[Home](#)[Case Search](#)**Decision Detail**

General			
BCS Case No.	3800603	CSS Account No.	██████████
Customer Name	TANYA REPH MACK	Investigator Name	CASE POOL, BCS
Address 1	3926 E GRANT ST	Service Class	RESIDENTIAL
Address 2		Case Origin	PUC WEBSITE
City, State Zip	SLATEDALE , PA 18079	Head Date	09/15/2021
Service Restore Amount	0.00	Current Monthly Payment	0.00
Service Continue Amount	745.32	Service Continue Date	
Decision Issue	Yes	Ending Monthly Payment	0.00
Chapter		Oral/Written	Written
Section Rule		Violation	NO
Total Balance	6858.80	Closed Date	09/15/2021
Reconnect Amount	0.00	Balance Date	09/01/2021
Special Budget Amount	358.00	Regular Budget Amount	238.00
Arrears Payment Plus	120.00	Final Monthly Payment	0.00
Resolution	DECISION ISSUED: THIS CUSTOMER QUALIFIES FOR NEW PUC PAYMENT TERMS IN ACCORDANCE WITH THE COMMISSION'S PUBLIC UTILITY SERVICE TERMINATION MORATORIUM PROCLAMATION OF DISASTER EMERGENCY-COVID-19, DOCKET NO. M-2020-3019244 (EMERGENCY ORDER REVISED AND RATIFIED ON MARCH 18, 2021, EFFECTIVE APRIL 1, 2021). PAR GRANTED - LEVEL 1, BUDGET 238.00 + 120.00 = 358.00 BEGINNING ?OCT 2021 DUE DATE. WAIVE LPCS. COMPANY WILL CREDIT CUSTOMER BACK IN AMOUNT OF \$177.08 FOR A SECURITY DEPOSIT ON HAND AND REMOVE BALANCE OF SECURITY DEPOSIT IN THE AMOUNT OF \$472.92 FROM ACCOUNT.		

Terms	OCTOBER 2021 DUE DATE
Letter Description	

Action Required Options			
Action Required	<input type="radio"/> Yes <input 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	<input type="text" value=""/>		
Processed By	SYSTEM	Processed Date	9/15/2021 12:00:30 PM

[Return to Case](#)

**PPL ELECTRIC**

**EXHIBIT NO. 13**

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

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

Account Number: XXXXXXXXXX Mail To:  
 TANYA REPH-MACK  
 3926 E GRANT ST  
 SLATEDALE PA 18079

Requested By:  
 TANYA REPH-MACK

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
01/07/2022	Late Payment Charge		\$74.28								
01/07/2022	Late Payment Charge		\$2.04								
01/07/2022	Late Payment Charge		\$9.84								
-----											
01/10/2022	BUDGET BILLING		\$236.00								
01/10/2022	Regular Bill	01/31	\$7214.01	\$6891.85	\$261.08	\$-136.93	0963/0000	00644A	33	1829	
-----											
02/08/2022	BUDGET BILLING		\$221.00								
02/08/2022	Late Payment Charge		\$74.28								
02/08/2022	Late Payment Charge		\$3.12								
02/08/2022	Late Payment Charge		\$12.79								
02/08/2022	Regular Bill	03/01	\$7525.20	\$7214.01	\$197.17	\$-160.76	1205/0000	02040A	29	1396	
-----											
03/08/2022	Late Payment Charge		\$15.55								
03/08/2022	Late Payment Charge		\$4.25								
03/08/2022	Late Payment Charge		\$74.28								
-----											
03/09/2022	BUDGET BILLING		\$221.00								
03/09/2022	Regular Bill	03/30	\$7840.28	\$7525.20	\$263.21	\$-118.55	0870/0000	03944A	29	1904	
-----											
04/05/2022	Late Payment Charge		\$5.42								
04/05/2022	Late Payment Charge		\$18.31								
04/05/2022	Late Payment Charge		\$74.28								
-----											
04/07/2022	BUDGET BILLING		\$221.00								
04/07/2022	Regular Bill	04/28	\$8159.29	\$7840.28	\$281.56	\$-57.99	0654/0000	05990A	29	2046	
-----											
04/22/2022	Credit		\$-57.99								
-----											
05/09/2022	BUDGET BILLING		\$232.20								
05/09/2022	Regular Bill	05/31	\$8333.50	\$8101.30	\$232.20		0434/0001	07658A	32	1668	
-----											
06/08/2022	ELECTRIC SERVICE		\$166.88								
06/08/2022	Regular Bill	06/29	\$8500.38	\$8333.50			0035/0090	08747A	30	1089	
-----											
07/08/2022	ELECTRIC SERVICE		\$381.93								
07/08/2022	Regular Bill	08/01	\$8882.31	\$8500.38			0010/0194	10981A	30	2234	
-----											
08/08/2022	ELECTRIC SERVICE		\$536.72								
08/08/2022	Regular Bill	08/29	\$9419.03	\$8882.31			0000/0400	14160A	31	3179	
-----											
08/09/2022	Late Payment Charge		\$23.97								
08/09/2022	Late Payment Charge		\$6.65								
08/09/2022	Late Payment Charge		\$80.41								
-----											
09/07/2022	ELECTRIC SERVICE		\$463.82								
09/07/2022	Regular Bill	09/28	\$9993.88	\$9419.03			0000/0283	16881A	30	2721	

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	BILLED KW
10/06/2022	ELECTRIC SERVICE		\$258.29							
10/06/2022	Regular Bill	10/27	\$10252.17	\$9993.88			0151/0042	18332A	29	1451
11/04/2022	ELECTRIC SERVICE		\$244.99							
11/04/2022	Regular Bill	11/28	\$10497.16	\$10252.17			0381/0000	19704A	29	1372
12/06/2022	ELECTRIC SERVICE		\$400.12							
12/06/2022	Regular Bill	12/27	\$10897.28	\$10497.16			0737/0005	21945A	32	2241
01/04/2023	Late Payment Charge		\$5.00							
01/11/2023	ELECTRIC SERVICE		\$551.51							
01/11/2023	Regular Bill	02/01	\$11453.79	\$10897.28			0950/0000	24737A	31	2792
02/04/2023	Miscellaneous		\$-5.00							
02/06/2023	ELECTRIC SERVICE		\$546.66							
02/06/2023	Regular Bill	02/27	\$11995.45	\$11448.79			0960/0000	27512A	31	2775
03/08/2023	ELECTRIC SERVICE		\$510.09							
03/08/2023	Regular Bill	03/29	\$12505.54	\$11995.45			0791/0000	30096A	30	2584
04/06/2023	ELECTRIC SERVICE		\$473.72							
04/06/2023	Late Payment Charge		\$16.99							
04/06/2023	Late Payment Charge		\$8.10							
04/06/2023	Regular Bill	05/01	\$13004.35	\$12505.54			0647/0000	32490A	29	2394
05/08/2023	ELECTRIC SERVICE		\$367.95							
05/08/2023	Regular Bill	05/30	\$13372.30	\$13004.35			0363/0017	34332A	32	1842
05/09/2023	Late Payment Charge		\$22.91							
05/09/2023	Late Payment Charge		\$8.41							
06/06/2023	Late Payment Charge		\$3.54							
06/06/2023	Late Payment Charge		\$23.97							
06/06/2023	Late Payment Charge		\$8.41							
06/07/2023	ELECTRIC SERVICE		\$217.94							
06/07/2023	Regular Bill	06/28	\$13657.48	\$13372.30			0089/0030	35423A	30	1091
07/05/2023	Late Payment Charge		\$9.26							
07/05/2023	Late Payment Charge		\$23.97							
07/05/2023	Late Payment Charge		\$6.26							
07/07/2023	ELECTRIC SERVICE		\$273.54							
07/07/2023	Regular Bill	07/31	\$13970.51	\$13657.48			0020/0167	36971A	30	1548
08/07/2023	ELECTRIC SERVICE		\$502.36							
08/07/2023	Regular Bill	08/28	\$14472.87	\$13970.51			0000/0299	39877A	31	2906
09/06/2023	ELECTRIC SERVICE		\$431.78							
09/06/2023	Regular Bill	09/27	\$14904.65	\$14472.87			0002/0217	42321A	30	2444
10/05/2023	ELECTRIC SERVICE		\$344.70							
10/05/2023	Regular Bill	10/26	\$15249.35	\$14904.65			0086/0068	44254A	29	1933
11/03/2023	ELECTRIC SERVICE		\$331.90							

Bill Account: [REDACTED]

Account Activity Statement

Date: 12/11/25  
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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
11/03/2023	Regular Bill	11/27	\$15581.25	\$15249.35			0366/0006	46112A	29	1888	
12/06/2023	ELECTRIC SERVICE		\$491.34								
12/06/2023	Regular Bill	12/27	\$16072.59	\$15581.25			0815/0000	48939A	33	2827	
01/09/2024	ELECTRIC SERVICE		\$509.20								
01/09/2024	Regular Bill	01/30	\$16581.79	\$16072.59			0951/0000	52047A	34	3108	
02/07/2024	ELECTRIC SERVICE		\$375.69								
02/07/2024	Regular Bill	02/28	\$16957.48	\$16581.79			0947/0000	54344A	29	2297	
03/07/2024	Late Payment Charge		\$178.26								
03/07/2024	Late Payment Charge		\$23.97								
03/07/2024	Late Payment Charge		\$9.76								
03/08/2024	ELECTRIC SERVICE		\$365.52								
03/08/2024	Regular Bill	04/01	\$17534.99	\$16957.48			0818/0000	56576A	30	2232	
04/09/2024	ELECTRIC SERVICE		\$372.76								
04/09/2024	Late Payment Charge		\$12.41								
04/09/2024	Late Payment Charge		\$23.97								
04/09/2024	Late Payment Charge		\$182.83								
04/09/2024	Regular Bill	04/30	\$18126.96	\$17534.99			0670/0000	58854A	32	2278	
05/08/2024	ELECTRIC SERVICE		\$221.13								
05/08/2024	Regular Bill	05/29	\$18348.09	\$18126.96			0250/0026	60165A	29	1311	
06/07/2024	ELECTRIC SERVICE		\$285.85								
06/07/2024	Regular Bill	07/01	\$18633.94	\$18348.09			0076/0112	61914A	30	1749	
07/09/2024	ELECTRIC SERVICE		\$475.71								
07/09/2024	Late Payment Charge		\$15.16								
07/09/2024	Late Payment Charge		\$23.97								
07/09/2024	Late Payment Charge		\$193.82								
07/09/2024	Regular Bill	07/30	\$19342.60	\$18633.94			0002/0333	65043A	32	3129	
08/07/2024	BUDGET BILLING		\$392.00								
08/07/2024	Regular Bill	08/28	\$19734.60	\$19342.60	\$455.18	\$63.18	0000/0356	68033A	29	2990	
09/06/2024	BUDGET BILLING		\$392.00								
09/06/2024	Regular Bill	09/30	\$20126.60	\$19734.60	\$330.16	\$1.34	0018/0153	01483A	30	2140	
10/08/2024	Miscellaneous		\$-10063.30								
10/08/2024	Transfer Debit		\$10063.30								
10/08/2024	BUDGET BILLING		\$392.00								
10/08/2024	Regular Bill	10/30	\$20518.60	\$10063.30	\$188.17	\$-202.49	0045/0039	02658A	31	1175	
11/05/2024	BUDGET BILLING		\$359.00								
11/05/2024	Regular Bill	11/26	\$20877.60	\$20518.60	\$204.33	\$-357.16	0325/0002	03943A	29	1285	
12/06/2024	Budget Bill Settlement		\$-145.08								
12/06/2024	BUDGET BILLING										
12/06/2024	Regular Bill	12/30	\$20732.52	\$20732.52	\$212.08		0685/0004	05268A	31	1325	
01/08/2025	ELECTRIC SERVICE		\$271.52								
01/08/2025	Regular Bill	01/29	\$21004.04	\$20732.52			1092/0000	06922A	33	1654	

Bill Account: [REDACTED]

Account Activity Statement

Date: 12/11/25  
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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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Date	Description	Due Date	Amount	Balance	Account	Code	Page	Page Count
02/07/2025	ELECTRIC SERVICE		\$323.06					
02/07/2025	Regular Bill	02/28	\$21327.10	\$21004.04	1198/0000	08883A	31	3998
03/06/2025	Late Payment Charge		\$111.59					
03/06/2025	Late Payment Charge		\$19.19					
03/06/2025	Late Payment Charge		\$10.03					
03/10/2025	ELECTRIC SERVICE		\$642.87					
03/10/2025	Regular Bill	03/31	\$22110.78	\$21327.10	0977/0000	12881A	31	3998
04/08/2025	ELECTRIC SERVICE		\$319.54					
04/08/2025	Late Payment Charge		\$11.79					
04/08/2025	Late Payment Charge		\$119.63					
04/08/2025	Late Payment Charge		\$19.19					
04/08/2025	Regular Bill	04/29	\$22580.93	\$22110.78	0519/0000	14803A	29	1922
05/08/2025	ELECTRIC SERVICE		\$257.15					
05/08/2025	Regular Bill	05/29	\$22838.08	\$22580.93	0257/0011	16330A	30	1527
06/09/2025	ELECTRIC SERVICE		\$239.84					
06/09/2025	Regular Bill	06/30	\$23077.92	\$22838.08	0145/0044	17704A	32	1374
07/09/2025	ELECTRIC SERVICE		\$437.60					
07/09/2025	Regular Bill	07/30	\$23515.52	\$23077.92	0011/0284	20102A	30	2398
08/07/2025	ELECTRIC SERVICE		\$494.39					
08/07/2025	Regular Bill	08/28	\$24009.91	\$23515.52	0000/0331	22823A	29	2721
09/08/2025	ELECTRIC SERVICE		\$397.23					
09/08/2025	Regular Bill	09/29	\$24407.14	\$24009.91	0017/0164	24992A	32	2169
10/07/2025	ELECTRIC SERVICE		\$203.63					
10/07/2025	Regular Bill	10/28	\$24610.77	\$24407.14	0034/0076	26061A	29	1069
11/05/2025	ELECTRIC SERVICE		\$266.22					
11/05/2025	Regular Bill	11/26	\$24876.99	\$24610.77	0376/0004	27486A	29	1425
12/05/2025	ELECTRIC SERVICE		\$393.33					
12/05/2025	Regular Bill	12/26	\$25270.32	\$24876.99	0763/0000	29624A	30	2138