



PPL Electric Exhibit 2	19	20
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Contact History

PPL Electric Exhibit 3	22	23
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Payment Agreements

PPL Electric Exhibit 4	27	29
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Cases Filed With PUC

**PPL ELECTRIC EXHIBIT NO. 1**

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

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

Account Number: [REDACTED]  
Requested By: WILLIAM KOWALSKI JR  
[REDACTED] Extension:

Mail To:  
WILLIAM KOWALSKI JR  
24 WILCOX DR, PARSONS  
WILKES BARRE PA 18705

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
12/16/2021	BUDGET BILLING		\$244.00								
12/16/2021	Late Payment Charge		\$1.23								
12/16/2021	Late Payment Charge		\$45.13								
12/16/2021	Late Payment Charge		\$29.80								
12/16/2021	Regular Bill	01/06	\$6448.11	\$6127.95	\$291.13	\$47.13	0802/0000	74572A	30	2168	
01/04/2022	Payment		\$-745.00								
01/14/2022	Late Payment Charge		\$1.39								
01/14/2022	Late Payment Charge		\$21.28								
01/14/2022	Late Payment Charge		\$48.18								
01/19/2022	BUDGET BILLING		\$244.00								
01/19/2022	Regular Bill	02/09	\$6017.96	\$5703.11	\$462.69	\$265.82	1132/0000	77944A	34	3372	
01/21/2022	Payment		\$-820.00								
02/16/2022	BUDGET BILLING		\$244.00								
02/16/2022	Regular Bill	03/09	\$5441.96	\$5197.96	\$462.43	\$484.25	1153/0000	81381A	28	3437	
02/17/2022	Late Payment Charge		\$1.84								
02/17/2022	Late Payment Charge		\$51.23								
02/17/2022	Late Payment Charge		\$11.48								
03/07/2022	AR Budget Billing		\$484.25								
03/17/2022	BUDGET BILLING		\$323.22								
03/17/2022	Regular Bill	04/07	\$6313.98	\$5441.96	\$323.22		0810/0000	83747A	29	2366	
04/13/2022	Late Payment Charge		\$64.37								
04/13/2022	Late Payment Charge		\$2.64								
04/13/2022	Late Payment Charge		\$11.48								
04/18/2022	ELECTRIC SERVICE		\$222.07								
04/18/2022	Regular Bill	05/09	\$6614.54	\$6313.98			0620/0002	85336A	32	1589	
05/17/2022	ELECTRIC SERVICE		\$163.72								
05/17/2022	Late Payment Charge		\$64.37								
05/17/2022	Late Payment Charge		\$3.61								
05/17/2022	Late Payment Charge		\$14.26								
05/17/2022	Regular Bill	06/07	\$6860.50	\$6614.54			0293/0022	86477A	29	1141	
06/16/2022	ELECTRIC SERVICE		\$227.15								
06/16/2022	Regular Bill	07/07	\$7087.65	\$6860.50			0029/0106	87906A	30	1429	
07/18/2022	ELECTRIC SERVICE		\$351.14								
07/18/2022	Regular Bill	08/08	\$7438.79	\$7087.65			0012/0247	89953A	32	2047	

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
08/16/2022	ELECTRIC SERVICE		\$321.75								
08/16/2022	Late Payment Charge		\$64.37								
08/16/2022	Late Payment Charge		\$23.54								
08/16/2022	Late Payment Charge		\$4.64								
08/16/2022	Regular Bill	09/06	\$7853.09	\$7438.79			0000/0335	91822A	29	1869	
09/13/2022	Late Payment Charge		\$64.37								
09/13/2022	Late Payment Charge		\$27.56								
09/13/2022	Late Payment Charge		\$5.79								
09/15/2022	ELECTRIC SERVICE		\$330.54								
09/15/2022	Regular Bill	10/06	\$8281.35	\$7853.09			0004/0190	93724A	30	1902	
10/14/2022	ELECTRIC SERVICE		\$171.27								
10/14/2022	Regular Bill	11/07	\$8452.62	\$8281.35			0253/0019	94656A	29	932	
11/14/2022	ELECTRIC SERVICE		\$168.03								
11/14/2022	Regular Bill	12/05	\$8620.65	\$8452.62			0399/0008	95569A	31	913	
11/15/2022	Late Payment Charge		\$7.00								
11/15/2022	Late Payment Charge		\$64.37								
11/15/2022	Late Payment Charge		\$33.83								
12/13/2022	Late Payment Charge		\$7.00								
12/13/2022	Late Payment Charge		\$35.93								
12/13/2022	Late Payment Charge		\$64.37								
12/14/2022	ELECTRIC SERVICE		\$402.77								
12/14/2022	Regular Bill	01/04	\$9235.92	\$8620.65			0865/0000	97746A	30	2177	
01/10/2023	Late Payment Charge		\$40.96								
01/10/2023	Late Payment Charge		\$64.37								
01/10/2023	Late Payment Charge		\$9.65								
01/17/2023	ELECTRIC SERVICE		\$653.66								
01/17/2023	Regular Bill	02/07	\$10004.56	\$9235.92			1072/0000	01074A	34	3328	
02/04/2023	Miscellaneous		\$-40.96								
02/04/2023	Miscellaneous		\$-64.37								
02/04/2023	Miscellaneous		\$-9.65								
02/14/2023	ELECTRIC SERVICE		\$528.65								
02/14/2023	Regular Bill	03/07	\$10418.23	\$9889.58			0876/0000	03755A	28	2681	
03/14/2023	Late Payment Charge		\$64.37								
03/14/2023	Late Payment Charge		\$54.29								
03/14/2023	Late Payment Charge		\$11.08								
03/16/2023	ELECTRIC SERVICE		\$453.82								
03/16/2023	Regular Bill	04/06	\$11001.79	\$10418.23			0839/0000	06045A	30	2290	
04/12/2023	Late Payment Charge		\$64.37								
04/12/2023	Late Payment Charge		\$12.70								
04/12/2023	Late Payment Charge		\$59.96								
04/17/2023	ELECTRIC SERVICE		\$310.98								
04/17/2023	Regular Bill	05/08	\$11449.80	\$11001.79			0526/0025	07589A	32	1544	

Bill Account: XXXXXXXXXX

Account Activity Statement

Date: 12/03/25  
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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
05/16/2023	ELECTRIC SERVICE		\$164.50								
05/16/2023	Late Payment Charge		\$14.41								
05/16/2023	Late Payment Charge		\$64.37								
05/16/2023	Late Payment Charge		\$63.85								
05/16/2023	Regular Bill	06/06	\$11756.93	\$11449.80			0336/0009	08368A	29		779
06/13/2023	Late Payment Charge		\$64.37								
06/13/2023	Late Payment Charge		\$16.19								
06/13/2023	Late Payment Charge		\$65.91								
06/15/2023	ELECTRIC SERVICE		\$215.98								
06/15/2023	Regular Bill	07/06	\$12119.38	\$11756.93			0115/0043	09488A	30		1120
07/12/2023	Late Payment Charge		\$18.01								
07/12/2023	Late Payment Charge		\$68.61								
07/12/2023	Late Payment Charge		\$64.37								
07/17/2023	ELECTRIC SERVICE		\$364.26								
07/17/2023	Regular Bill	08/07	\$12634.63	\$12119.38			0004/0234	11580A	32		2092
08/15/2023	ELECTRIC SERVICE		\$312.33								
08/15/2023	Regular Bill	09/05	\$12946.96	\$12634.63			0000/0187	13341A	29		1761
09/12/2023	Late Payment Charge		\$77.06								
09/12/2023	Late Payment Charge		\$64.37								
09/12/2023	Late Payment Charge		\$19.90								
09/14/2023	ELECTRIC SERVICE		\$294.44								
09/14/2023	Regular Bill	10/05	\$13402.73	\$12946.96			0008/0162	14979A	30		1638
10/13/2023	ELECTRIC SERVICE		\$161.87								
10/13/2023	Regular Bill	11/06	\$13564.60	\$13402.73			0194/0011	15839A	29		860
11/13/2023	ELECTRIC SERVICE		\$190.82								
11/13/2023	Regular Bill	12/04	\$13755.42	\$13564.60			0507/0001	16869A	31		1030
04/08/2025	Returned Check		\$410.00								
04/24/2025	Returned Check		\$400.00								

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

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

Account Number: [REDACTED]  
 Mail To:  
 WILLIAM KOWALSKI JR  
 24 WILCOX DR, PARSONS  
 WILKES BARRE PA 18705  
 Requested By:  
 WILLIAM KOWALSKI JR  
 Extension:

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

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
11/14/2023	Late Payment Charge		\$1.53								
12/12/2023	Late Payment Charge		\$3.91								
12/14/2023	ELECTRIC SERVICE		\$362.71								
12/14/2023	Regular Bill	01/04	\$14123.57	\$13755.42			0833/0000	18969A	31	2100	
01/10/2024	Late Payment Charge		\$8.50								
01/18/2024	ELECTRIC SERVICE		\$489.03								
01/18/2024	Regular Bill	02/08	\$14621.10	\$14123.57			1068/0000	21963A	35	2994	
02/15/2024	BUDGET BILLING		\$321.00								
02/15/2024	Regular Bill	03/07	\$14942.10	\$14621.10	\$412.41	\$91.41	0895/0000	24494A	28	2531	
03/15/2024	Late Payment Charge		\$18.69								
03/18/2024	BUDGET BILLING		\$321.00								
03/18/2024	Regular Bill	04/08	\$15281.79	\$14942.10	\$381.20	\$151.61	0791/0000	26826A	32	2332	
04/04/2024	Payment		\$-800.00								
04/04/2024	Payment		\$-800.00								
04/17/2024	BUDGET BILLING		\$321.00								
04/17/2024	Regular Bill	05/08	\$14002.79	\$13681.79	\$297.00	\$127.61	0589/0000	28621A	30	1795	
04/26/2024	Payment		\$-671.00								
05/16/2024	BUDGET BILLING		\$298.00								
05/16/2024	Regular Bill	06/06	\$13629.79	\$13331.79	\$151.49	\$-18.90	0249/0026	29488A	29	867	
06/14/2024	Late Payment Charge		\$59.92								
06/14/2024	Late Payment Charge		\$87.58								
06/14/2024	Late Payment Charge		\$22.32								
06/17/2024	BUDGET BILLING		\$298.00								
06/17/2024	Regular Bill	07/08	\$14097.61	\$13629.79	\$266.20	\$-50.70	0028/0119	31141A	32	1653	
07/17/2024	BUDGET BILLING		\$298.00								
07/17/2024	Regular Bill	08/07	\$14395.61	\$14097.61	\$364.47	\$15.77	0000/0360	33514A	30	2373	
08/15/2024	BUDGET BILLING		\$298.00								
08/15/2024	Regular Bill	09/05	\$14693.61	\$14395.61	\$282.78	\$0.55	0000/0233	35332A	29	1818	
09/26/2024	Miscellaneous		\$-7346.80								
09/26/2024	Transfer Debit		\$7346.80								
09/26/2024	BUDGET BILLING		\$298.00								
09/26/2024	Regular Bill	10/17	\$14991.61	\$7346.81	\$205.84	\$-91.61	0043/0111	36627A	32	1295	

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
10/15/2024	BUDGET BILLING		\$298.00								
10/15/2024	Regular Bill	11/05	\$15289.61	\$7346.81	\$115.52	\$-274.09	0148/0025	37308A	29	681	
11/13/2024	BUDGET BILLING		\$256.00								
11/13/2024	Regular Bill	12/04	\$15545.61	\$15289.61	\$155.64	\$-374.45	0388/0008	38262A	29	954	
12/16/2024	BUDGET BILLING		\$256.00								
12/16/2024	Regular Bill	01/06	\$15801.61	\$15545.61	\$404.86	\$-225.59	0981/0000	40848A	33	2586	
01/16/2025	Special Agreement		\$-83.82								
01/16/2025	BUDGET BILLING		\$339.82								
01/16/2025	Regular Bill	02/06	\$16057.61	\$15801.61	\$565.41		1167/0000	44382A	31	3534	
01/23/2025	Payment		\$-400.00								
02/18/2025	BUDGET BILLING		\$300.00								
02/18/2025	SPECIAL AGREEMENT - BB SETTLE		\$20.95								
02/18/2025	Regular Bill	03/11	\$15978.56	\$15657.61	\$621.66	\$321.66	1347/0000	48245A	33	3863	
03/07/2025	Payment		\$-350.00								
03/18/2025	BUDGET BILLING		\$300.00								
03/18/2025	SPECIAL AGREEMENT - BB SETTLE		\$20.95								
03/18/2025	Regular Bill	04/08	\$15949.51	\$15628.56	\$397.59	\$419.25	0809/0000	50661A	28	2416	
03/19/2025	Late Payment Charge		\$47.76								
03/19/2025	Late Payment Charge		\$42.13								
03/19/2025	Late Payment Charge		\$13.36								
04/02/2025	Miscellaneous		\$-83.82								
04/02/2025	Payment		\$-410.00								
04/02/2025	Transfer Debit		\$83.82								
04/02/2025	AR Budget Billing		\$419.25								
04/02/2025	Paid In Advance		\$41.92								
04/08/2025	Returned Check		\$410.00								
04/16/2025	BUDGET BILLING		\$269.60								
04/16/2025	Regular Bill	05/07	\$16783.53	\$15865.69	\$269.60		0604/0000	52267A	29	1606	
04/22/2025	Payment		\$-400.00								
04/24/2025	Returned Check		\$400.00								
05/13/2025	Late Payment Charge		\$61.17								
05/13/2025	Late Payment Charge		\$13.20								
05/13/2025	Late Payment Charge		\$41.50								
05/16/2025	ELECTRIC SERVICE		\$203.69								
05/16/2025	Regular Bill	06/06	\$17103.09	\$16783.53			0186/0018	53456A	30	1189	
06/17/2025	ELECTRIC SERVICE		\$242.76								
06/17/2025	Regular Bill	07/08	\$17345.85	\$17103.09			0178/0048	54811A	32	1355	
06/19/2025	Payment		\$-400.00								

Bill Account: XXXXXXXXXX

Account Activity Statement

Date: 12/03/25  
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DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/ TYPE	DAYS USE	KWH	BILLED KW
06/30/2025	Payment		\$-200.00								
07/15/2025	Late Payment Charge		\$41.41								
07/15/2025	Late Payment Charge		\$12.82								
07/15/2025	Late Payment Charge		\$61.17								
07/17/2025	ELECTRIC SERVICE		\$337.44								
07/17/2025	Regular Bill	08/07	\$17198.69	\$16745.85			0003/0297	56640A	30	1829	
08/15/2025	ELECTRIC SERVICE		\$305.18								
08/15/2025	Regular Bill	09/05	\$17503.87	\$17198.69			0002/0231	58286A	29	1646	
08/18/2025	Payment		\$-3500.00								
09/16/2025	ELECTRIC SERVICE		\$231.61								
09/16/2025	Regular Bill	10/07	\$14235.48	\$14003.87			0061/0070	59514A	32	1228	
10/13/2025	Payment		\$-425.00								
10/15/2025	ELECTRIC SERVICE		\$129.15								
10/15/2025	Regular Bill	11/05	\$13939.63	\$13810.48			0133/0025	60160A	29	646	
11/03/2025	Payment		\$-500.00								
11/13/2025	ELECTRIC SERVICE		\$220.82								
11/13/2025	Regular Bill	12/04	\$13660.45	\$13439.63			0552/0000	61327A	29	1167	

**PPL ELECTRIC EXHIBIT NO. 2**

**Account Contact History**  
**Account:** [REDACTED] **Customer Name:** WILLIAM KOWALSKI JR  
 From 12/1/2021 to 12/3/2025

Contact Date	Contact Type	Remarks	User
2025-11-04	Miscellaneous	WATT CCC Formal Complaint - Waiting For Hearing Work Item 4529933 Completed	RHONDA R SOLANO
2025-10-31	WEB Customer Initiated Payment	Scheduled date 10 31 2025 Amount 500.00 User [REDACTED] Owner YES. Confirmation Number 25103144	SELF SERVICE USER
2025-10-15	Changed Payment Agreement	cancelling new PAG will reenter at a later time	RHONDA R SOLANO
2025-10-15	Miscellaneous	WATT ID 4529933 terms of new PAG are customer paid 3925.00 3500.00 on 08 18 25 and 425.00 on 10 13 25 going forward starting with November bill will pay current bill plus 230.00 for 60 months the final payment will be 240.48.	RHONDA R SOLANO
2025-10-15	Added Payment Agreement	Per PUC Formal agreement customer paid 3925.00 going forward will pay curr bill every month plus 230.00 for 60 months starting with November bill.	RHONDA R SOLANO
2025-10-15	Financial Statement Added		RHONDA R SOLANO
2025-10-13	WEB Customer Initiated Payment	Scheduled date 10 13 2025 Amount 425.00 User [REDACTED] Owner YES. Confirmation Number 25101306	SELF SERVICE USER
2025-08-15	WEB Customer Initiated Payment	Scheduled date 8 15 2025 Amount 3 500.00 User [REDACTED] Owner YES. Confirmation Number 25081518	SELF SERVICE USER
2025-08-04	SC - PUC Formal Complaint	The customer filed Formal Complaint Docket No. C-2025-3056648- WATT ID 4529933	E02623
2025-08-04	Miscellaneous	WATT CCC Formal Complaint - Ability to Pay Service Related Work Item 4529933 Created	CARMEN P URBAN
2025-07-25	OB Call - Outreach	Caller WILLIAM KOWALSKI JR Ratepayer. Called to offer pay assist left voicemail message to call .	ANGILIE RAGOONANAN
2025-07-21	Correspondence - Collections	CUT DATE 2025-08-04 AMOUNT 16 745.85	
2025-06-27	Special Situation	PAYMENTUS WEB paid 200.00	SELF SERVICE USER
2025-06-19	Miscellaneous	WATT CSS - PUC Payment Agreement Residential Work Item 4500673 Completed	RPAPR16
2025-06-19	SC - GRACE EXTENSION	Caller Back Office Ratepayer. Complaint dismissed. Refer to WATT 4500673 for dismissal details.	RPAPR16
2025-06-19	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 4500673 for dismissal details.	CUCL143
2025-06-19	Miscellaneous	WATT CSS - PUC Payment Agreement Residential Work Item 4500673 Created	PUCMED
2025-06-18	Special Situation	PAYMENTUS WEB paid 400.00	SELF SERVICE USER
2025-06-04	SC - PUC Mediation	PUC MDIA BCS 4068381	CUCL143
2025-05-20	Correspondence - Collections	CUT DATE 2025-06-04 AMOUNT 16 783.53	
2025-05-01	Miscellaneous	WATT CSS - PUC Payment Agreement Residential Work Item 4466575 Completed	RPAPR16
2025-05-01	SC - GRACE EXTENSION	Caller Back Office Ratepayer. Complaint dismissed. Refer to WATT 4466575 for dismissal details.	RPAPR16
2025-05-01	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 4466575 for dismissal details.	CUCL143
2025-05-01	Miscellaneous	WATT CSS - PUC Payment Agreement Residential Work Item 4466575 Created	PUCMED
2025-04-26	Credit	Sent Customer Notification of Returned Payment	CSLET
2025-04-26	Credit	Sent Customer Notification of Returned Payment	CSLET
2025-04-24	Returned Item	RETURNED ITEM AMOUNT 400.00 DATE OF RETURNED ITEM 2025-04-24 REASON R04 INVALID ACCOUNT NUMBER	CUBAR080
2025-04-21	WEB Customer Initiated Payment	Scheduled date 4 21 2025 Amount 400.00 User [REDACTED] Owner YES. Confirmation Number 25042172	SELF SERVICE USER
2025-04-09	Credit	Sent Customer Notification of Returned Payment	CSLET
2025-04-08	Returned Item	RETURNED ITEM AMOUNT 410.00 DATE OF RETURNED ITEM 2025-04-08 REASON R10 CUSTOMER ADVISES NOT AUTHORIZED	CUBAR080
2025-04-02	Product Change	RECONCILING UNPAID SPECIAL AGREEMENT INSTALLMENT	
2025-04-02	Stop Budget Bill		CUMBB302
2025-04-02	SC - PUC Mediation	PUC MDIA BCS 4050545	CUCL143
2025-04-02	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 6410848	CSLET

Contact Date	Contact Type	Remarks	User
2025-04-01	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2025-04-01	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2025-04-01	Credit	Self Serve Ratepayer. Offered LIHEAP - Yes . .	SELF SERVICE USER
2025-04-01	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2025-04-01	Financial Statement Added		SELF SERVICE USER
2025-04-01	Special Situation	PAYMENTUS WEB paid 410.00	SELF SERVICE USER
2025-04-01	SC - RECURRING REFERRAL TO OTRK	Referred to Ontrack.	ORAMP1
2025-04-01	Added Payment Agreement	RatePayer. Agreement Type CU. Cust agrees to PAG terms YES. First payment of 13 201.00 is due 04 02 2025. Second payment of 670.95 is due on 04 08 2025 . Payment Plan installment amount 350.00. Emailed PAG info to	SELF SERVICE USER
2025-04-01	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2025-04-01	Credit	Self Serve Ratepayer. Offered LIHEAP - Yes Offered OnTrack - Yes . .	SELF SERVICE USER
2025-04-01	Credit	Confirmed service is scheduled for termination on 04 03 2025. Amount is 15 628.56. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	SELF SERVICE USER
2025-03-30	Credit	Self Serve Ratepayer. Offered LIHEAP - Yes Offered OnTrack - Yes . .	SELF SERVICE USER
2025-03-30	Credit	Link to Assistance Programs page presented.	SELF SERVICE USER
2025-03-30	Credit	Confirmed service is scheduled for termination on 04 03 2025. Amount is 15 628.56. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	SELF SERVICE USER
2025-03-18	Correspondence - Collections	CUT DATE 2025-04-01 AMOUNT 15 628.56	
2025-03-10	SC - PUC Formal Complaint	closing suspend charge PUC case dismissed.	e02629
2025-03-10	Miscellaneous	WATT CCC Formal Complaint - Ability To Pay Work Item 4274939 Completed	DANA M BRUNNER
2025-03-10	Miscellaneous	WATT CCC Formal Complaint - Waiting For Hearing Work Item 4301252 Completed	TAMI L ROLAND
2025-03-10	SC - PUC Formal Complaint	PUC FORMAL JUDGE RULED CASE DISMISSED SINCE CUST FAILED TO APPEAR. FINAL ORDER DATED 2 18 25	e71683
2025-03-04	WEB Customer Initiated Payment	Scheduled date 3 7 2025 Amount 350.00 User Owner YES. Confirmation Number 25030723	SELF SERVICE USER
2025-01-22	WEB Customer Initiated Payment	Scheduled date 1 22 2025 Amount 400.00 User Owner YES. Confirmation Number 25012289	SELF SERVICE USER
2024-09-27	Miscellaneous	WATT Billing - Rejected Bill Work Item 4339848 Completed	MEGAN MOREY
2024-09-27	Pull Bill	Verified and not printing - Paperless account	DBL VBIL
2024-09-27	Miscellaneous	WATT ID 4339848 working rejected bill. bill period ending 9 16 24. review shows bill valid released.	MEGAN MOREY
2024-09-27	Miscellaneous	WATT Non Crisis No Bill - WFM - Too many active debits Work Item 4332683 Completed	MEGAN MOREY
2024-09-27	Miscellaneous	WATT Billing - Rejected Bill Work Item 4339848 Created	CSS
2024-09-26	Payment Arrangement Letter Sent	Catch-Up Activation PAG	
2024-09-26	PAG Reactivated	PAYMENT AGREEMENT HAS BEEN REACTIVATED	CUBCL105
2024-09-26	Billing - In Progress	Working too many active debits watt. closed wfm. no susp mtr. Processed for 7 346.80. billed to 9 16 24 . original total bal due was 14 693.61	MEGAN MOREY
2024-09-17	Miscellaneous	WATT Non Crisis No Bill - WFM - Too many active debits Work Item 4332683 Created	RPAPR90
2024-08-20	Data Repair	IM036612 Data repair to auto complete active debit wfm	CSSDR044
2024-08-05	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 5948815	CSLET
2024-08-02	SC - REFERRAL TO ONTRACK	PLS SEND ONTRACK APP WORKING ON NEW FORMAL APPEARS COULD BE ELIGIBLE	e71683
2024-08-01	SC - PUC Formal Complaint	adding new PUC FORMAL SUSP CHG FOR CASE C-2024-3050487 WATT 4301252 REC D 8 1. APPEARS ANOTHER OPEN FORMAL FROM 7 1 ALSO ON THIS ACCT C-2024-3049830	TAMI L ROLAND
2024-08-01	Miscellaneous	WATT CCC Formal Complaint - Ability to Pay Service Related Work Item 4301252 Created	CARMEN P URBAN
2024-07-23	Data Repair	IM036612 Data repair to auto complete active debit wfm	CSSDR044
2024-07-02	SC - PUC Formal Complaint	The customer filed Formal Complaint Docket No. C-2024-3049830- WATT ID 4274939	E02623
2024-07-01	Miscellaneous	WATT CCC Formal Complaint - Ability To Pay Work Item 4274939 Created	CARMEN P URBAN
2024-07-01	Miscellaneous	WATT CCC Formal Complaint - Ability To Pay Work Item 4203442 Completed	WENDY M MERKEL
2024-07-01	Miscellaneous	WATT ID 4203442 rec d email from M Bartolomei to close the WATT formal was settled new WATT needs to be opened	WENDY M MERKEL
2024-07-01	Miscellaneous	WATT ID 4203442 rec d email from M Bartolomei to close the WATT the formal was settled need WATT closed to open a new one	WENDY M MERKEL

Contact Date	Contact Type	Remarks	User
2024-06-27	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 5883557	CSLET
2024-06-26	SC - RECURRING REFERRAL TO OTRK	Referred to Ontrack.	ORAMP1
2024-06-26	Disputed Payment Agreement	██████████ RatePayer. Agreement Type CU. Cust agrees to PAG terms NO. OUR Provided. Total payment due 07 06 2024 408.00. First payment of 408.00 is due 07 01 2024. Second payment of 817.82 is due on 07 08 2024 . Payment Plan installment amount 350.00. Emailed PAG info to ██████████	SELF SERVICE USER
2024-06-26	Credit	Self Serve Ratepayer. Offered OnTrack - Yes . .	SELF SERVICE USER
2024-06-26	Credit	██████████ Link to Assistance Programs page presented.	SELF SERVICE USER
2024-06-26	Credit	Confirmed service is scheduled for termination on 07 02 2024. Amount is 13 629.79. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	SELF SERVICE USER
2024-06-26	Credit	██████████ Ratepayer. Customer indicated there was no change to financial information.	SELF SERVICE USER
2024-06-26	Financial Statement Added		SELF SERVICE USER
2024-06-25	Data Repair	IM036612 Data repair to auto complete active debit wfm	CSSDR044
2024-06-18	OB Call - Outreach	Caller Back Office Ratepayer. called for pay assist. no answer 1 m	DANIEL LAROCCO
2024-06-13	Correspondence - Collections	CUT DATE 2024-07-01 AMOUNT 13 629.79	
2024-05-21	Data Repair	IM036612 Data repair to auto complete active debit wfm	CSSDR044
2024-05-21	SC - PUC Formal Complaint	Caller Back Office Ratepayer. SC Status from Open to Closed Cust Rights Given N Cust Satisfied N Comments Per watt 4203442 Attached please find the Certificate of Satis in this matter. Please remove the suspend charge from the account. This matter can be closed. M SPOTTS. 8 2 T ROLAND- FORMAL WAS CLOSED 4 10 24 -CUSTOMER NO LONGER WISHES TO PURSUE	TAMI L ROLAND
2024-05-16	Miscellaneous	WATT CCC Formal Complaint - Waiting For Hearing Work Item 4093780 Completed	TAMI L ROLAND
2024-05-16	Miscellaneous	WATT ID 4093780 FOUND THIS OLD CASE FROM NOV 2023 WAS NOT CLOSED. P A WAS ENTERED CERT OF SATIS SENT 2 6 24.	TAMI L ROLAND
2024-05-16	SC - PUC Formal Complaint	found this old case was never closed - CERT OF SATIS SENT 2 6 24 - P A WAS ENTERED ON ACCT.	e71683
2024-05-01	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 5782830	CSLET
2024-04-30	SC - REFERRAL TO ONTRACK	OnTrack referral issued per collections initiative. Customer may apply as normal.	e20829
2024-04-25	Billing	Caller WILLIAM KOWALSKI JR Ratepayer. rp called in to make sure account was in good standing advised it was in p a and customer made next payment for 671 today SAT	KATHERINE SAWKA
2024-04-25	Special Situation	PAYMENTUS WEB paid 671.00	SELF SERVICE USER
2024-04-23	Data Repair	IM036612 Data repair to auto complete active debit wfm	CSSDR044
2024-04-05	SC - PUC Formal Complaint	The customer filed Formal Complaint Docket No. C-2024-3048154- WATT ID 4203442	E02623
2024-04-05	Miscellaneous	WATT CCC Formal Complaint - Ability To Pay Work Item 4203442 Created	CARMEN P URBAN
2024-04-04	Credit	Caller WILLIAM KOWALSKI JR Ratepayer User Comments cx calling in asking if there was a termination on the account advise there was an active PAG and he already made a payment for the amount of 1600 yesterday 4 3 2024	JOSEPH CONCEPCION
2024-04-04	WUR Assessment	WILLIAM KOWALSKI JR Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	JOSEPH CONCEPCION
2024-04-03	Special Situation	PAYMENTUS WEB paid 800.00	SELF SERVICE USER
2024-04-03	Special Situation	PAYMENTUS WEB paid 800.00	SELF SERVICE USER
2024-04-03	Added Payment Agreement	PAYMENTUS WEB paid 800.00	SELF SERVICE USER
2024-04-03	Miscellaneous	Caller WILLIAM KOWALSKI JR Ratepayer. called in cx asking about the PUC FORMAL BEFOR HE SET UP ADV ACCOUNT SPEACILYS CALL BACK TO ASSIST CX UNDERSTOOD	ALLAN BELLA
2024-04-03	Credit	Caller WILLIAM KOWALSKI JR Ratepayer User Comments called to find out what needs to be paid to catch up to PAG advised 1 539.37 would reactivate then 771 per month moving forward SAT	NATHAN NEWHARD
2024-04-03	WUR Assessment	WILLIAM KOWALSKI JR Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	NATHAN NEWHARD
2024-03-26	Data Repair	IM036612 Data repair to auto complete active debit wfm	CSSDR044
2024-03-18	Data Repair	Data Repair DR IR175865 D2 - UPDATE N A-DT TO 260	CSSDR044
2024-03-14	Winter Collection	Winter Collection Notice	
2024-02-21	Data Repair	IM036612 Data repair to auto complete active debit wfm	CSSDR044
2024-02-06	Added Payment Agreement	THIS IS NOT A PUC PAR-WORKING WATT 4093780 PUC FORMAL - cust agreed to 42 mo par bb 350.00 ste MARCH bill	KELLY A BELL
2024-02-06	Correspondence - Budget Billing	bbpuc.doc	

Contact Date	Contact Type	Remarks	User
2024-02-06	Start Budget Billing/Collection	THIS IS NOT A PUC PAR-WORKING WATT 4093780 PUC FORMAL - cust agreed to 42 mo par bb 350.00 ste MARCH bill	KELLY A BELL
2024-02-06	Financial Statement Added		KELLY A BELL
2024-02-02	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 5641674	CSLET
2024-02-01	SC - REFERRAL TO ONTRACK	Working PUC Formal referring customer to OT shows income level 1	e154505
2024-01-29	Financial Statement Added	working PUC formal	KELLY A BELL
2024-01-23	Data Repair	IM036612 Data repair to auto complete active debit wfm	CSSDR044
2024-01-16	Winter Collection	Winter Collection Notice	
2023-12-19	Data Repair	IM036612 Data repair to auto complete active debit wfm	CSSDR044
2023-12-12	Winter Collection	Winter Collection Notice	
2023-11-22	LIHEAP	2023 LIHEAP Application mailed to customer. If customer calls please encourage customer to apply.	CSLET
2023-11-21	Data Repair	IM036612 Data repair to auto complete active debit wfm	CSSDR044
2023-11-17	Financial Statement Added	working puc formal	KELLY A BELL
2023-11-17	Special Situation	Caller Back Office Ratepayer. Working WATT 4093780 - CCC Formal Complaint - Ability To Pay-Called cust recvd vm left msg if when cust calls please msg me and I will call the customer back	KELLY A BELL
2023-11-15	Miscellaneous	WATT CCC Formal Complaint - Ability To Pay Work Item 4093780 Created	APRIL TOU
2023-10-17	Data Repair	IM036612 Data repair to auto complete active debit wfm	CSSDR044
2023-10-03	Miscellaneous	WATT Generalist - Cash Only Review Work Item 4016580 Completed	SEPTEMBER BRITT
2023-10-02	Maintain Bill Account	removed cash only	SEPTEMBER BRITT
2023-09-29	Miscellaneous	WATT Generalist - Cash Only Review Work Item 4016580 Created	DONNA E WEBSTER
2023-09-27	SC - PUC Formal Complaint	Received notice from the PUC that the customer filed Formal Complaint Docket No. C-2023-3043264.	E02623
2023-09-27	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 5456442	CSLET
2023-09-26	SC - RECURRING REFERRAL TO OTRK	Referred to Ontrack.	ORAMP1
2023-09-26	Added Payment Agreement	██████████ RatePayer. Agreement Type NCU. Cust agrees to PAG terms YES. First payment of 995.00 is due 10 06 2023. Future payments beginning with next bill will include installment amount of 539.00. Enrolled in BB NO. Emailed PAG info to ██████████	SELF SERVICE USER
2023-09-26	Credit	Self Serve Ratepayer. Offered OnTrack - Yes . .	SELF SERVICE USER
2023-09-26	Credit	██████████ Link to Assistance Programs page presented.	SELF SERVICE USER
2023-09-26	Credit	Confirmed service is scheduled for termination on 10 03 2023. Amount is 12 946.96. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	SELF SERVICE USER
2023-09-26	Financial Statement Added		SELF SERVICE USER
2023-09-19	Data Repair	IM036612 Data repair to auto complete active debit wfm	CSSDR044
2023-09-18	Correspondence - Collections	CUT DATE 2023-10-02 AMOUNT 12 946.96	
2023-08-22	Data Repair	IM036612 Data repair to auto complete active debit wfm	CSSDR044
2023-08-21	Miscellaneous	WATT CSS - PUC Payment Agreement Residential Work Item 3950166 Completed	RPAPR16
2023-08-21	SC - GRACE EXTENSION	Caller Back Office Ratepayer. Complaint dismissed. Refer to WATT 3950166 for dismissal details.	RPAPR16
2023-08-21	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 3950166 for dismissal details.	CUCL143
2023-08-19	Miscellaneous	WATT CSS - PUC Payment Agreement Residential Work Item 3950166 Created	PUCMED
2023-07-25	Data Repair	IM036612 Data repair to auto complete active debit wfm	CSSDR044
2023-07-21	SC - PUC Mediation	PUC MDIA BCS 3926303	CUCL143
2023-07-11	Correspondence - Collections	CUT DATE 2023-07-25 AMOUNT 12 119.38	
2023-06-20	Data Repair	IM036612 Data repair to auto complete active debit wfm	CSSDR044
2023-05-23	Data Repair	IM036612 Data repair to auto complete active debit wfm	CSSDR044
2023-02-04	Data Repair	CREDIT OF LPC OVERCHARGE	CUBLP511
2023-02-04	Data Repair	CREDIT OF LPC OVERCHARGE	CUBLP511
2023-02-04	Data Repair	CREDIT OF LPC OVERCHARGE	CUBLP511
2023-02-02	Data Repair	DR REQ10782282 - CD-NXT-COLL-ACTION UPDATE	CSSDR044
2023-01-24	OB Call - Outreach	Caller Back Office Ratepayer. OBC RE PAY ASST NO ans LM ON VM	DIANA RAMOS
2023-01-20	OB Call - Outreach	Caller Back Office Ratepayer. regarding pd bal called left msg to contact us	WYATT ANGSTADT
2023-01-18	Data Repair	INC10765324 - Reads Workaround	CSSDR044

Contact Date	Contact Type	Remarks	User
2023-01-18	OB Call - Outreach	Caller Back Office Ratepayer. called regarding pay assist left message for the rp to call us back	ROBIN HICKS
2023-01-13	OB Call - Outreach	Caller Back Office Ratepayer. called regarding pay assist- no answer- left vm	WYNTER TOLODZIESKI
2023-01-13	OB Call - Outreach	Caller Back Office Ratepayer. called regarding pay assist left message for the rp to call us back	ROBIN HICKS
2023-01-12	Winter Collection	Winter Collection Notice	
2023-01-11	OB Call - Outreach	Caller Back Office Ratepayer. Called [REDACTED] regarding pay assist - left message.	TRACIE LENNOX
2023-01-09	OB Call - Outreach	Caller Back Office Ratepayer. called regarding pay assist- no answer- left vm	WYNTER TOLODZIESKI
2023-01-05	OB Call - Outreach	Caller Back Office Ratepayer. Called [REDACTED] regarding pay assist - left message.	TRACIE LENNOX
2023-01-03	OB Call - Outreach	Caller Back Office Ratepayer. Called [REDACTED] - LM to contact us re pay assist.	JANELLE VASILAKOS
2022-12-29	OB Call - Outreach	Caller Back Office Ratepayer. no answer left vm regarding pay assist	KATHERINE SAWKA
2022-12-27	OB Call - Outreach	Caller Back Office Ratepayer. Called re pay asst bal due.No Ans im on vm.	DIANA RAMOS
2022-12-13	Winter Collection	Winter Collection Notice	
2022-11-21	OB Call - Outreach	Caller Back Office Ratepayer. called [REDACTED] regarding pay assist- no answer- left vm	WYNTER TOLODZIESKI
2022-11-15	Data Repair	IR169455a DR FOR WINTER COLLECTIONS	CSSDR044
2022-11-15	OB Call - Outreach	Caller Back Office Ratepayer. Called reg p a - left msg	TAYLOR JONES
2022-11-07	OB Call - Outreach	Caller Back Office Ratepayer. called [REDACTED] no answer left vm regarding pay assist	KATHERINE SAWKA
2022-10-27	Miscellaneous	WATT CSS - PUC Payment Agreement Residential Work Item 2960755 Completed	RPAPR16
2022-10-27	SC - GRACE EXTENSION	Caller Back Office Ratepayer. Complaint dismissed. Refer to WATT 2960755 for dismissal details.	RPAPR16
2022-10-27	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 2960755 for dismissal details.	CUCL143
2022-10-27	Miscellaneous	WATT CSS - PUC Payment Agreement Residential Work Item 2960755 Created	PUCMED
2022-09-30	SC - PUC Mediation	PUC MDIA BCS 3868642	CUCL143
2022-09-19	Correspondence - Collections	CUT DATE 2022-10-03 AMOUNT 7 853.09	
2022-08-11	Miscellaneous	WATT Generalist - Cash Only Review Work Item 2917347 Completed	LAMEKA CARR
2022-08-11	Miscellaneous	WATT ID 2917347 cash only until 9 13 22	LAMEKA CARR
2022-08-10	Miscellaneous	WATT Generalist - Cash Only Review Work Item 2917347 Created	DONNA E WEBSTER
2022-08-08	Miscellaneous	WATT CSS - PUC Payment Agreement Residential Work Item 2915134 Completed	RPAPR16
2022-08-08	SC - GRACE EXTENSION	Caller Back Office Ratepayer. Complaint dismissed. Refer to WATT 2915134 for dismissal details.	RPAPR16
2022-08-08	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 2915134 for dismissal details.	CUCL143
2022-08-06	Miscellaneous	WATT CSS - PUC Payment Agreement Residential Work Item 2915134 Created	PUCMED
2022-07-19	Miscellaneous	WATT Generalist - Cash Only Review Work Item 2903103 Completed	KILLIAN,JANAE
2022-07-19	Miscellaneous	WATT ID 2903103 cash only until 9 13 22	KILLIAN,JANAE
2022-07-17	Miscellaneous	WATT Generalist - Cash Only Review Work Item 2903103 Created	DONNA E WEBSTER
2022-06-06	Miscellaneous	WATT Generalist - Cash Only Review Work Item 2881424 Completed	CHRIS BECKER
2022-06-06	Miscellaneous	WATT ID 2881424 cash only until 9 13 22	CHRIS BECKER
2022-06-05	Miscellaneous	WATT Generalist - Cash Only Review Work Item 2881424 Created	DONNA E WEBSTER
2022-06-03	SC - PUC Mediation	PUC MDIA BCS 3842510	CUCL143
2022-06-01	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 4652224	CSLET
2022-05-31	SC - Income Verification	Income verification required.	ORAMP1
2022-05-31	SC - REFERRAL TO ONTRACK	Referred to Ontrack.	ORAMP1
2022-05-31	Disputed Payment Agreement	[REDACTED] RatePayer. Agreement Type CU. Cust agrees to PAG terms NO. OUR Provided. Total payment due 06 10 2022 4 469.96. First payment of 3 725.00 is due 06 06 2022. Second payment of 744.96 is due on 06 07 2022 . Payment Plan installment amount 499.00. Enrolled in BB NO. Emailed PAG info to [REDACTED]	SELF SERVICE USER
2022-05-31	Credit	[REDACTED] Link to Assistance Programs page presented.	SELF SERVICE USER
2022-05-31	Credit	Self Serve Ratepayer. Offered OnTrack - Yes . .	SELF SERVICE USER
2022-05-31	Credit	Confirmed service is scheduled for termination on 06 07 2022. Amount is 6 614.54. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	SELF SERVICE USER
2022-05-25	Credit - Outbound Call	Caller Back Office Ratepayer. WORKING OUTBOUND CAMPAIGN Called about past due balance. LMOM.	LAURA A FITZGERALD
2022-05-23	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
2022-05-19	Correspondence - Collections	CUT DATE 2022-06-06 AMOUNT 6 614.54	

Contact Date	Contact Type	Remarks	User
2022-05-19	Credit - Outbound Call	Caller Back Office Ratepayer. WORKING OUTBOUND CAMPAIGN Called about past due balance. LMOM. Cond 1 Cond 2 Cond 3 Cond 4 Note OMS_CSS.services.contacts.privcontacts.notification_PPL_CUSTOMER_CONTACT_VIEWPublishDocument USER_NAME	LAURA A FITZGERALD
2022-05-19	Electric Outage - Issuance	Call Type 01 AMI Power Down Event Comments none	MTR
2022-05-13	Credit - Outbound Call	Caller Back Office Ratepayer. WORKING OUTBOUND CAMPAIGN Called about past due balance. LMOM.	LAURA A FITZGERALD
2022-05-11	Miscellaneous	WATT Generalist - Cash Only Review Work Item 2866055 Completed	LAMEKA CARR
2022-05-11	Miscellaneous	WATT ID 2866055 cash only until 9 13 22	LAMEKA CARR
2022-05-06	Miscellaneous	WATT Generalist - Cash Only Review Work Item 2866055 Created	DONNA E WEBSTER
2022-05-05	OB Call - Outreach	Caller Back Office Ratepayer. OB Call attempt regarding pay assist. Called [REDACTED] - Left message to give us a call back or visit our website.	BRITTANY BURHAM
2022-04-08	Miscellaneous	WATT Generalist - Cash Only Review Work Item 2851255 Completed	LAMEKA CARR
2022-04-08	Miscellaneous	WATT ID 2851255 cash only until 9 13 22	LAMEKA CARR
2022-04-07	Miscellaneous	WATT CSS - PUC Payment Agreement Residential Work Item 2851007 Completed	RPAPR16
2022-04-07	SC - GRACE EXTENSION	Caller Back Office Ratepayer. Complaint dismissed. Refer to WATT 2851007 for dismissal details.	RPAPR16
2022-04-07	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 2851007 for dismissal details.	CUCL143
2022-04-06	Miscellaneous	WATT Generalist - Cash Only Review Work Item 2851255 Created	DONNA E WEBSTER
2022-04-06	Miscellaneous	WATT CSS - PUC Payment Agreement Residential Work Item 2851007 Created	PUCMED
2022-03-07	Stop Budget Bill		CUMBB302
2022-03-07	SC - PUC Mediation	PUC MDIA BCS 3822435	CUCL143
2022-03-07	Billing	Caller WILLIAM KOWALSKI JR Ratepayer User Comments Cust states can only pay 530 today but will reach out to PUC to see if better PAG provided. Adv d cust not sure of cut off time to make pymt.	KELLY NAKAI
2022-03-07	WUR Assessment	WILLIAM KOWALSKI JR Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	KELLY NAKAI
2022-03-07	Credit - Payment Agreement	WILLIAM KOWALSKI JR Ratepayer. Agreement Type CU. Cust agrees to PAG terms YES. First payment of 812.00 is due 03 06 2022. Second payment of 743.00 is due on 03 09 2022 . Payment Plan installment amount 499.00.	KELLY NAKAI
2022-03-07	Credit	Confirmed service is scheduled for termination on 03 08 2022. Amount is 5 197.96.	KELLY NAKAI
2022-03-07	Credit	Confirmed service is scheduled for termination on 03 08 2022. Amount is 5 197.96.	KELLY NAKAI
2022-03-07	Billing	Caller WILLIAM KOWALSKI JR Ratepayer. Cust called for pymt options becuz can pay partial pymt today but won t be able to pay more until Friday. Rev 03 07 2022 09 44 Cust agreed to a PAG but won t be able to pay full amt right now. PAG 812 due by 3 6 22 w 9 pymts of 499 added to curr bill until bal paid in full.	KELLY NAKAI
2022-03-06	Miscellaneous	WATT Generalist - Cash Only Review Work Item 2837386 Completed	JESSICA TURNER
2022-03-06	Miscellaneous	WATT ID 2837386 cash only can be removed 9 13 2022	JESSICA TURNER
2022-03-05	Credit	[REDACTED] Link to Assistance Programs page presented.	SELF SERVICE USER
2022-03-05	Credit	Self Serve Ratepayer. Offered LIHEAP - Yes Offered OnTrack - Yes . .	SELF SERVICE USER
2022-03-05	Credit	[REDACTED] Link to Assistance Programs page presented.	SELF SERVICE USER
2022-03-07	Financial Statement Added		SELF SERVICE USER
2022-03-05	Credit	Confirmed service is scheduled for termination on 03 08 2022. Amount is 5 197.96.	SELF SERVICE USER
2022-03-05	Miscellaneous	WATT Generalist - Cash Only Review Work Item 2837386 Created	DONNA E WEBSTER
2022-03-01	Post 48 Hour Notice Issued	ISSUE POST 48 HOUR NOTICE	CUMCL024
2022-02-28	Added Payment Agreement	[REDACTED] RatePayer. Agreement Type CU. Cust agrees to PAG terms YES. First payment of 812.00 is due 03 06 2022. Second payment of 743.00 is due on 03 09 2022 . Payment Plan installment amount 499.00. Emailed PAG info to [REDACTED]	SELF SERVICE USER
2022-02-27	Credit	Confirmed service is scheduled for termination on 03 07 2022. Amount is 5 197.96. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	SELF SERVICE USER
2022-02-27	Credit	[REDACTED] Link to Assistance Programs page presented.	SELF SERVICE USER
2022-02-28	Credit	[REDACTED] Ratepayer. Customer indicated there was no change to financial information.	SELF SERVICE USER
2022-02-28	Financial Statement Added		SELF SERVICE USER
2022-02-16	Correspondence - Collections	CUT DATE 2022-03-03 AMOUNT 5 197.96	
2022-02-06	Miscellaneous	WATT Generalist - Cash Only Review Work Item 2824243 Completed	JAMIA NELSON

Contact Date	Contact Type	Remarks	User
2022-02-06	Miscellaneous	WATT ID 2824243 Cash only until 9 13 2022	JAMIA NELSON
2022-02-05	Miscellaneous	WATT Generalist - Cash Only Review Work Item 2824243 Created	DONNA E WEBSTER
2022-01-20	Special Situation	FISERV WALKIN paid 820.00	SELF SERVICE USER
2022-01-20	Changed Payment Agreement	FISERV WALKIN paid 820.00	SELF SERVICE USER
2022-01-14	Added Payment Agreement	██████████ Ratepayer. Agreement Type CU. Cust agrees to PAG terms YES. First payment of 819.00 is due 01 30 2022. Second payment amount and due date will appear on next bill . Payment Plan installment amount 499.00. Emailed PAG info to ██████████	SELF SERVICE USER
2022-01-14	Credit	Confirmed service is scheduled for termination on 01 31 2022. Amount is 5 703.11. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	SELF SERVICE USER
2022-01-14	Credit	██████████ Link to Assistance Programs page presented.	SELF SERVICE USER
2022-01-14	Credit	██████████ Ratepayer. Customer indicated there was no change to financial information.	SELF SERVICE USER
2022-01-14	Financial Statement Added		SELF SERVICE USER
2022-01-14	OB Call - Outreach	Caller Back Office Ratepayer. Called ██████████ Im on vm re pay asst term notice.	DIANA RAMOS
2022-01-13	Correspondence - Collections	CUT DATE 2022-01-31 AMOUNT 5 703.11	
2022-01-09	Miscellaneous	WATT Generalist - Cash Only Review Work Item 2811254 Completed	KILLIAN,JANAE
2022-01-09	Miscellaneous	WATT ID 2811254 Cash only until 9 13 2022	KILLIAN,JANAE
2022-01-08	Miscellaneous	WATT Generalist - Cash Only Review Work Item 2811254 Created	DONNA E WEBSTER
2022-01-03	Special Situation	FISERV WALKIN paid 745.00	SELF SERVICE USER
2022-01-03	Changed Payment Agreement	FISERV WALKIN paid 745.00	SELF SERVICE USER
2021-12-29	Post 48 Hour Notice Issued	ISSUE POST 48 HOUR NOTICE	CUMCL024
2021-12-28	Added Payment Agreement	IVR RATEPAYER. Agreement Type CU. Cust agrees to PAG terms YES. First payment of 745.00 is due 01 03 2022. Second payment of 819.16 is due on 01 06 2022 . Payment Plan installment amount 499.00.	IVR
2021-12-15	Correspondence - Collections	CUT DATE 2022-01-03 AMOUNT 6 127.95	
2021-12-10	Miscellaneous	WATT Generalist - Cash Only Review Work Item 2798368 Completed	KILLIAN,JANAE
2021-12-10	Miscellaneous	WATT ID 2798368 Cash only until 9 13 2022	KILLIAN,JANAE
2021-12-07	Miscellaneous	WATT Generalist - Cash Only Review Work Item 2798368 Created	DONNA E WEBSTER

**PPL ELECTRIC EXHIBIT NO. 3**

Edit Help

Type: PUC Non-Catch-Up

Status: Canceled

Current Billing Information

Bill Due Date: 12/04/25  
Bill Amount: \$13,660.45

Agreement Details

Start Date: 10/15/25  
Agreement Amount: \$13,810.48

Initial Payment Details

Due Date: 10/15/25  
Payment Amount: \$0.00

Restore Amount: \$13,810.48

Task List

- Customer Contact...

Budget Billing Details

Enroll in Budget Bill:   
Setup BB Amount: \$327.00

Installment Details

Installment Amount: \$230.00  
Number Of Installments: 60  
Remaining Installments: 60  
Final Installment Amount: \$240.48

Customer Offer

Downpayment Amount: \$0.00  
Downpayment Due Date: //  
Installment Amount: \$0.00  
Installment Due Date: //

OK

Cancel

Outstanding Money...



Special Situation Details

Special Circumstance: [REDACTED]  
Supervisor Discretion: [REDACTED]

View Payment Agreement for Account [REDACTED]

Edit Help

Type: **Catch-Up** Status: **Refused**

Current Billing Information		Budget Billing Details	
Bill Due Date:	10/07/25	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$14,235.48	Setup BB Amount:	\$321.00

Agreement Details		Installment Details	
Start Date:	04/01/25	Installment Amount:	\$350.00
Agreement Amount:	\$15,628.56	Number Of Installments:	7
		Remaining Installments:	7
		Final Installment Amount:	\$327.56

Initial Payment Details		Customer Offer	
Due Date:	04/02/25	Downpayment Amount:	\$0.00
Payment Amount:	\$13,201.00	Downpayment Due Date:	//
		Installment Amount:	\$0.00
		Installment Due Date:	//

Restore Amount: \$13,201.00

Task List

- Customer Contact...

OK Cancel

Outstanding Money... ?

Special Situation Details	
Special Circumstance:	
Supervisor Discretion:	

View Payment Agreement for Account [REDACTED]

Edit Help

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

Current Billing Information	
Bill Due Date:	10/07/25
Bill Amount:	\$14,235.48

Budget Billing Details	
Enroll in Budget Bill:	<input type="checkbox"/>
Setup BB Amount:	\$321.00

Agreement Details	
Start Date:	06/26/24
Agreement Amount:	\$13,629.79

Installment Details	
Installment Amount:	\$350.00
Number Of Installments:	45
Remaining Installments:	44
Final Installment Amount:	\$239.61

Initial Payment Details	
Due Date:	07/01/24
Payment Amount:	\$408.00

Customer Offer	
Downpayment Amount:	\$0.00
Downpayment Due Date:	//
Installment Amount:	\$0.00
Installment Due Date:	//

Restore Amount	
Restore Amount:	\$408.00

Task List	
Customer Contact...	

OK Cancel

Outstanding Money... ?

Special Situation Details	
Special Circumstance:	
Supervisor Discretion:	

View Payment Agreement for Account [REDACTED]

Edit Help

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

<b>Current Billing Information</b>	<b>Budget Billing Details</b>
Bill Due Date: 10/07/25	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$14,235.48	Setup BB Amount: \$321.00
<b>Agreement Details</b>	<b>Installment Details</b>
Start Date: 04/03/24	Installment Amount: \$350.00
Agreement Amount: \$14,942.10	Number Of Installments: 41
<b>Initial Payment Details</b>	Remaining Installments: 37
Due Date: 04/03/24	Final Installment Amount: \$392.10
Payment Amount: \$671.00	<b>Customer Offer</b>
Restore Amount: \$671.00	Downpayment Amount: \$0.00
<b>Task List</b>	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //

OK Cancel

Outstanding Money... ?

**Special Situation Details**

Special Circumstance: [REDACTED]

Supervisor Discretion: [REDACTED]

View Payment Agreement for Account [REDACTED]

Edit Help

Type : PUC Non-Catch-Up      Status: Defaulted

Current Billing Information	
Bill Due Date:	10/07/25
Bill Amount:	\$14,235.48

Agreement Details	
Start Date:	02/06/24
Agreement Amount:	\$14,621.10

Initial Payment Details	
Due Date:	02/09/24
Payment Amount:	\$0.00

Restore Amount	
Restore Amount:	\$3,332.00

Budget Billing Details	
Enroll in Budget Bill:	<input type="checkbox"/>
Setup BB Amount:	\$321.00

Installment Details	
Installment Amount:	\$350.00
Number Of Installments:	42
Remaining Installments:	42
Final Installment Amount:	\$271.10

Customer Offer	
Downpayment Amount:	\$0.00
Downpayment Due Date:	//
Installment Amount:	\$0.00
Installment Due Date:	//

Special Situation Details	
Special Circumstance:	
Supervisor Discretion:	

Task List	
Customer Contact...	

OK      Cancel

Outstanding Money... ?

View Payment Agreement for Account [REDACTED]

Edit Help

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

<b>Current Billing Information</b>	<b>Budget Billing Details</b>
Bill Due Date: 10/07/25	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$14,235.48	Setup BB Amount: \$321.00
<b>Agreement Details</b>	<b>Installment Details</b>
Start Date: 09/26/23	Installment Amount: \$539.00
Agreement Amount: \$13,402.73	Number Of Installments: 23
<b>Initial Payment Details</b>	Remaining Installments: 23
Due Date: 10/06/23	Final Installment Amount: \$549.73
Payment Amount: \$995.00	<b>Customer Offer</b>
Restore Amount: \$995.00	Downpayment Amount: \$0.00
<b>Task List</b>	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //

OK Cancel

Outstanding Money... ?

**Special Situation Details**

Special Circumstance: [REDACTED]

Supervisor Discretion: [REDACTED]

View Payment Agreement for Account: [REDACTED]

Edit Help

Type : **Catch-Up** Status: **Expired**

Current Billing Information		Budget Billing Details	
Bill Due Date:	10/07/25	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$14,235.48	Setup BB Amount:	\$321.00

Agreement Details		Installment Details	
Start Date:	05/31/22	Installment Amount:	\$499.00
Agreement Amount:	\$6,614.54	Number Of Installments:	6
		Remaining Installments:	6
		Final Installment Amount:	\$394.54

Initial Payment Details		Customer Offer	
Due Date:	06/06/22	Downpayment Amount:	\$0.00
Payment Amount:	\$3,725.00	Downpayment Due Date:	//
		Installment Amount:	\$0.00
		Installment Due Date:	//

Restore Amount: \$3,725.00

Task List	
Customer Contact...	[REDACTED]

OK Cancel

Outstanding Money... ?

Special Situation Details	
Special Circumstance:	[REDACTED]
Supervisor Discretion:	[REDACTED]

**View Payment Agreement for Account** [Redacted]

Edit Help

Type: **Catch-Up** Status: **Refused**

<b>Current Billing Information</b>	<b>Budget Billing Details</b>
Bill Due Date: 10/07/25	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$14,235.48	Setup BB Amount: \$321.00
<b>Agreement Details</b>	<b>Installment Details</b>
Start Date: 02/28/22	Installment Amount: \$499.00
Agreement Amount: \$5,197.96	Number Of Installments: 9
<b>Initial Payment Details</b>	Remaining Installments: 9
Due Date: 03/06/22	Final Installment Amount: \$393.96
Payment Amount: \$812.00	<b>Customer Offer</b>
Restore Amount: \$812.00	Downpayment Amount: \$0.00
<b>Task List</b>	Downpayment Due Date: / /
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: / /

OK Cancel

Outstanding Money... ?

**Special Situation Details**

Special Circumstance: [Dropdown]

Supervisor Discretion: [Dropdown]

View Payment Agreement for Account [REDACTED]

Edit Help

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

<b>Current Billing Information</b>	<b>Budget Billing Details</b>
Bill Due Date: 10/07/25	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$14,235.48	Setup BB Amount: \$321.00
<b>Agreement Details</b>	<b>Installment Details</b>
Start Date: 01/14/22	Installment Amount: \$499.00
Agreement Amount: \$5,703.11	Number Of Installments: 10
<b>Initial Payment Details</b>	Remaining Installments: 10
Due Date: 01/30/22	Final Installment Amount: \$393.11
Payment Amount: \$819.00	<b>Customer Offer</b>
Restore Amount: \$819.00	Downpayment Amount: \$0.00
<b>Task List</b>	Downpayment Due Date: / /
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: / /

OK Cancel

Outstanding Money... ?

**Special Situation Details**

Special Circumstance: [REDACTED]

Supervisor Discretion: [REDACTED]

View Payment Agreement for Account [REDACTED]

Edit Help

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

<b>Current Billing Information</b>	<b>Budget Billing Details</b>
Bill Due Date: 10/07/25	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$14,235.48	Setup BB Amount: \$321.00
<b>Agreement Details</b>	<b>Installment Details</b>
Start Date: 12/28/21	Installment Amount: \$499.00
Agreement Amount: \$6,127.95	Number Of Installments: 11
<b>Initial Payment Details</b>	Remaining Installments: 11
Due Date: 01/03/22	Final Installment Amount: \$392.95
Payment Amount: \$745.00	<b>Customer Offer</b>
Restore Amount: \$745.00	Downpayment Amount: \$0.00
<b>Task List</b>	Downpayment Due Date: 11
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: 11

OK Cancel

Outstanding Money... ?

**Special Situation Details**

Special Circumstance: [REDACTED]

Supervisor Discretion: [REDACTED]

View Payment Agreement for Account [REDACTED]

Edit Help

Type: PUC Non-Catch-Up Status: Defaulted

Current Billing Information		Budget Billing Details	
Bill Due Date:	10/07/25	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$14,235.48	Setup BB Amount:	\$321.00

Agreement Details		Installment Details	
Start Date:	11/24/21	Installment Amount:	\$499.00
Agreement Amount:	\$6,127.95	Number Of Installments:	11
		Remaining Installments:	11
		Final Installment Amount:	\$392.95

Initial Payment Details		Customer Offer	
Due Date:	12/08/21	Downpayment Amount:	\$0.00
Payment Amount:	\$745.00	Downpayment Due Date:	11
		Installment Amount:	\$0.00
		Installment Due Date:	11

Restore Amount: \$1,777.00

Task List

- Customer Contact...

OK Cancel

Outstanding Money... ?

Special Situation Details	
Special Circumstance:	
Supervisor Discretion:	

View Payment Agreement for Account [REDACTED]

Edit Help

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

<b>Current Billing Information</b>	<b>Budget Billing Details</b>
Bill Due Date: 10/07/25	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$14,235.48	Setup BB Amount: \$321.00
<b>Agreement Details</b>	<b>Installment Details</b>
Start Date: 09/20/21	Installment Amount: \$246.00
Agreement Amount: \$5,618.40	Number Of Installments: 20
<b>Initial Payment Details</b>	Remaining Installments: 20
Due Date: 09/26/21	Final Installment Amount: \$23.40
Payment Amount: \$921.00	<b>Customer Offer</b>
Restore Amount: \$921.00	Downpayment Amount: \$0.00
<b>Task List</b>	Downpayment Due Date: / /
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: / /

OK Cancel

Outstanding Money... ?

**Special Situation Details**

Special Circumstance: [REDACTED]

Supervisor Discretion: [REDACTED]

**PPL ELECTRIC EXHIBIT NO. 4**

Opening Pending Mediations Informals Formals Admin

- Home
- My Work
- Case Search
- Reports

## Mediation Case View

<a href="#">General</a>			
BCS Case No.	4068381	Case Notes	Count : 1 <a href="#">Detail...</a>
CSS Account No.	[REDACTED]	Received Date	06/04/2025
CSS Name	WILLIAM KOWALSKI JR	Due Date	07/03/2025
PUC Name	WILLIAM KOWALSKI	Investigator Name	CASE POOL, BCS
Service Address 1	24 WILCOX DR, PARSONS	Mailing Address 1	
Service Address 2		Mailing Address 2	
Service City, State Zip	WILKES BARRE, PA 18705-	Mailing City, State Zip	, -
PUC Address	24 WILCOX DR,, WILKES BARRE, PA, 18705-		
Service Class	RESIDENTIAL	Case Origin	PUC WEBSITE
Phone Number	[REDACTED]	Prior Case Number	4050545
Income Level	1	On Track	No
Reason For Contact	CII - CHANGE IN INCOME PAR (#71)		
Customer Position			
Company Position	06/02/2025 NOTHING THEY CAN DO TO ACCOMODATE		
Related Information	71 & CII - DUE TO A LOST JOB. PRIOR PUC 3805265. - RELIEF SOUGHT - LOWER PAYMENT ARRANGEMENT, LOOKING TO EXTEND CURRENT BILLING AND PAY \$75.00 LESS PER MONTH, IF POSSIBLE. I HAVE BEEN UNABLE TO GET THE UTILITY TO WORK WITH ME. THE EMAIL ADDRESS [REDACTED] HAS BEEN ALLOWED TO BE SHARED.		
Misc Info			
Heating	Yes	Service	On
Acct Bal Due Date	07/06/2025	Total Account Balance	17103.09

Budget Bill Amount	322.00	Termination Date	06/04/2025
Arrearage	13000.00	Reported Income Amount	0.00
Date of Last Customer Contact prior to Complaint			

Type Assignment

Case Type	Mediation
Mediation Type	Long

Ownership

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

Income Fields

Total Gross Income	2050.00	Employment Income	2050.00
DPW	0.00	Social Security	0.00
Unemployment Comp	0.00	Disability	0.00
Pension		Other	0.00
Date Info Obtained	04/01/2025		

Other Information

Adults	2	Children	0
Amount Needed to Update Most Recent Payment Arrangement	7412.43	Universal Service Program	Yes

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 a payment agreement or change in income. Please dismiss this element of the complaint, based on the regulations found at 56.166(1).
Dispute Information	

<p>Company Final Position</p>	<p>The Company has no record of the customer discussing the concern of a payment agreement or change in income. Please dismiss this element of the complaint, based on the regulations found at 56.166(1).</p> <p>The Company records show that the customer had not eliminated the arrearages from a PUC payment agreement (BCS case number 3805265). 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 EUComplianceTeam@pplweb.com.</p>
<p>CAP Amount (OnTrack)</p>	<p>0.00</p>

[Prior Agreement Information](#)

Type	Date	Balance	Income Level	Terms
Catch Up	4/1/2025	\$15,628.56	1	\$13,201.00 by 4/2/2025, then monthly bills + \$350.00 beg next bill due date. Adults 2, Children 0.
Catch Up	6/26/2024	\$13,629.79	1	\$408.00 by 7/1/2024, then monthly bills + \$350.00 beg next bill due date. Adults 2, Children 0.
Catch Up	4/3/2024	\$14,942.10	1	\$671.00 by 4/3/2024, then monthly bills + \$350.00 beg next bill due date.

				Adults 2, Children 0.
Settlement	9/26/2023	\$13,402.73	1	\$995.00 by 10/6/2023, then monthly bills + \$539.00 beg next bill due date. Adults 2, Children 0.
Catch Up	5/31/2022	\$6,614.54	1	\$3,725.00 by 6/6/2022, then monthly bills + \$499.00 beg next bill due date. Adults 2, Children 0.
Catch Up	2/28/2022	\$5,197.96	4	\$812.00 by 3/6/2022, then monthly bills + \$499.00 beg next bill due date. Adults 2, Children 0.
Catch Up	1/14/2022	\$5,703.11	4	\$819.00 by 1/30/2022, then monthly bills + \$499.00 beg next bill due date. Adults 2, Children 0.
Catch Up	12/28/2021	\$6,127.95	4	\$745.00 by 1/3/2022, then monthly bills + \$499.00 beg next bill due date. Adults 2, Children 0.
PUC	10/28/2021	\$5,982.52	4	DECISION ISSUED: COMPANY OFFERED PAR IN ACCORDANCE WITH MARCH 18, 2021, PUC ORDER. CUSTOMER DEFAULTED ON COMPANY PAR. CUSTOMER ELIGIBLE FOR PUC PAR. CUSTOMER RESPONSIBLE FOR TOTAL

				ACCOUNT BALANCE OF \$5982.52 AS OF 10/28/2021. PUC PAR: LEVEL 4, BUDGET 246.00 + 499.00 = 745.00 BEGINNING DEC 2021 DUE DATE.
Catch Up	9/20/2021	\$5,618.40	4	\$921.00 by 9/26/2021, then monthly bills + \$246.00 beg next bill due date. Adults 2, Children 0.
Catch Up	7/30/2021	\$5,693.18	4	\$504.00 by 8/2/2021, then monthly bills + \$246.00 beg next bill due date. Adults 2, Children 0.
Catch Up	6/28/2021	\$5,939.18	4	\$504.00 by 7/5/2021, then monthly bills + \$246.00 beg next bill due date. Adults 2, Children 0.
Catch Up	5/28/2021	\$6,182.18	4	\$501.00 by 6/6/2021, then monthly bills + \$246.00 beg next bill due date. Adults 2, Children 0.
Catch Up	9/23/2019	\$1,526.30	1	\$271.00 by 9/29/2019, then monthly bills + \$20.00 beg next bill due date. Adults 2, Children 0.
Catch Up	8/23/2019	\$1,558.83	1	\$284.00 by 9/2/2019, then monthly bills + \$20.00 beg next bill due date. Adults 2, Children 0.
				\$608.00 by 7/21/2019, then

Catch Up	7/17/2019	\$1,902.29	1	monthly bills + \$20.00 beg next bill due date. Adults 2, Children 0.
Catch Up	6/26/2019	\$1,623.24	1	\$309.00 by 6/30/2019, then monthly bills + \$20.00 beg next bill due date. Adults 2, Children 0.
Catch Up	4/18/2019	\$2,515.76	1	\$1,162.00 by 4/21/2019, then monthly bills + \$20.00 beg next bill due date. Adults 2, Children 0.
Catch Up	3/27/2019	\$2,228.87	1	\$856.00 by 4/1/2019, then monthly bills + \$20.00 beg next bill due date. Adults 2, Children 0.
Catch Up	10/19/2018	\$1,143.77	1	\$297.00 by 10/19/2018, then monthly bills + \$38.00 beg next bill due date. Adults 2, Children 0.
Catch Up	10/8/2018	\$1,457.77	1	\$611.00 by 10/8/2018, then monthly bills + \$38.00 beg next bill due date. Adults 2, Children 0.
Settlement	8/27/2018	\$1,195.77	1	\$311.00 by 9/5/2018, then monthly bills + \$38.00 beg next bill due date. Adults 2, Children 0.
Catch Up	7/25/2018	\$907.87	2	\$259.00 by 7/29/2018, then monthly bills + \$71.00 beg next bill due date. Adults 2, Children 0.

Catch Up	6/22/2018	\$1,656.65	2	\$937.00 by 6/27/2018, then monthly bills + \$71.00 beg next bill due date. Adults 2, Children 0.
Settlement	5/4/2018	\$1,514.11	2	\$724.00 by 5/11/2018, then monthly bills + \$71.00 beg next bill due date. Adults 2, Children 0.

[Payment Information](#)

Date	Amount	Payment Method/Status
4/24/2025	400.00	Returned
4/22/2025	400.00	
4/8/2025	410.00	Returned
4/2/2025	410.00	
3/7/2025	350.00	
1/23/2025	400.00	
4/26/2024	671.00	
4/4/2024	800.00	
4/4/2024	800.00	

[Analysis Information](#)

Justified	Not Analyzed
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**No Analysis Items Found**

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

Opening    Pending    Mediations    Informals    Formals    Admin

- Home
- My Work
- Case Search
- Reports

## Decision Detail

General			
BCS Case No.	4068381	CSS Account No.	██████████
Customer Name	WILLIAM KOWALSKI	Investigator Name	CASE POOL, BCS
Address 1	24 WILCOX DR, PARSONS	Service Class	RESIDENTIAL
Address 2		Case Origin	PUC WEBSITE
City, State Zip	WILKES BARRE , PA 18705	Head Date	06/19/2025
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	Written
Section Rule		Violation	NO
Total Balance	17103.09	Closed Date	06/18/2025
Reconnect Amount	0.00	Balance Date	06/06/2025
Special Budget Amount	0.00	Regular Budget Amount	322.00
Arrears Payment Plus	0.00	Final Monthly Payment	0.00
Resolution	DISMISSAL LETTER ISSUED: THE CUSTOMER DID NOT PROVIDE PROOF TO PROVE CII. CASE DISMISSED. THE PRIOR PUC PAR 3805265 WAS NOT SATISFIED.		
Terms			
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"/>		
Up Front Amount	<input type="text"/>	Up Front Due Date	<input type="text"/>
Bill Type	<input type="text"/>		
Plus Amount	<input type="text"/>		
Beginning Date	<input type="text"/>		
Write-Off Amount	<input type="text"/>		
Comments	<input type="text"/>		
Processed By	SYSTEM	Processed Date	6/18/2025 6:00:10 PM

[Return to Case](#)

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